Postal Operations Manual

Issue 8  July 16, 1998

A. **Purpose.** The *Postal Operations Manual* (POM) sets forth the policies, regulations, and procedures of the Postal Service governing retail, philatelic, collection, mail processing, transportation, delivery, and vehicle operations.

B. **Explanation.** Issue 8 is a complete revision. It replaces Issue 7 and contains all of the revisions to the manual published in the *Postal Bulletin* from August 1, 1996, through July 16, 1998. In addition, new language has been added where appropriate. Discard Issue 7.

C. **Summary of Changes and Change Bars.** The Summary of Changes contains a description of the changes made to the manual since Issue 7. A change bar (a vertical line in the margin) signals that the adjacent text has been revised.

D. **Forms Index.** In the Forms Index, each form mentioned in the manual is cross-referenced to each section that contains a reference to that form. By using the Forms Index, if you know the title or number of a form, you will be able to find each section of the manual that contains a reference to that form.

E. **Distribution.** This revision is being distributed directly to all postal facilities. If you need additional copies, order them from your material distribution center using Form 7380, *MDC Supply Requisition*.

F. **Sale to the Public.** Nonpostal users should write or call:

   NEW JERSEY MATERIAL DISTRIBUTION CENTER
   US POSTAL SERVICE
   2 BRICK PLANT RD
   SOUTH RIVER NJ  08877-9998
   Telephone:  908-613-2375

G. **Comments and Questions.** If you cannot find or do not understand certain material or discover that topics were omitted, send a memorandum outlining the problem through management channels to:

   ATTN POSTAL OPERATIONS MANUAL
   CORPORATE PUBLISHING AND INFORMATION MANAGEMENT
   US POSTAL SERVICE
   475 L’ENFANT PLAZA SW RM 2800
   WASHINGTON DC  20260-1540

H. **Effective Date.** This manual is effective July 16, 1998.

Richard D. Weirich
Vice President
Information Systems
Summary of Changes

Chapter 1

Section 137.5: Effective 3-13-97, this section is added to clarify the procedures for Express Mail acceptance, verification, and delivery (Postal Bulletin 21941, 3-13-97).

Section 137.6: Effective 3-13-97, this section is renumbered from 137.5 to 137.6 (Postal Bulletin 21941, 3-13-97).

Section 137.7: Effective 3-13-97, this section is renumbered from 137.6 to 137.7 (Postal Bulletin 21941, 3-13-97).

Sections 147.112, 147.121, 147.122, 147.127, 147.131, 147.132, 147.21, and Exhibit 147.12 (page 1): Effective 3-29-97, these sections and exhibit are revised to reflect that all claims received for unnumbered insured articles lost or damaged in the mails will be adjudicated by the local post office where the claim is received (Postal Bulletin 21941, 3-13-97).

Exhibit 169.53: Effective 1-30-97, this exhibit is revised to reflect a new address for the Inspection Service Operations Support Group to which offices in the Northeast Area only should send Forms 1510, Mail Loss/Rifling Report (Postal Bulletin 21938, 1-30-97).

Subchapter 18: Effective 6-19-97, this subchapter is added to reflect the procedures for postage meters (Postal Bulletin 21948, 6-19-97).

Chapter 2
Sections 231.22, 231.4, 231.63d, 231.7, and 232.4: Effective 5-22-97, these sections are revised to reflect the policy concerning the last day of sale for designated stamps and stamp items (Postal Bulletin 21946, 5-22-97).

Chapter 3
Section 327.7: Effective 11-20-97, this section is revised to reflect that acceptance personnel at detached mail units are no longer required to complete Form 3607-C, Plant Load Verification, for each mailing or mailing segment loaded on postal vehicles and are not required to place the form on the right rear interior sidewall of the vehicle (Postal Bulletin 21959, 11-20-97).

Chapter 4
Subchapter 47: Effective 7-31-97, this subchapter is revised to reflect changes in platform operations (Postal Bulletin 21951, 7-31-97).
Chapter 5
Exhibit 584.11 and sections 584.7 and 584.8: Effective 1-2-97, this exhibit and sections are revised to clarify the proper procedures for handling foreign-owned mail transport equipment and Postal Service international mail sacks (Postal Bulletin 21936, 1-2-97).

Chapter 6
Section 623.3: Effective 1-30-97, this section is revised to clarify the policy concerning the temporary suspension of delivery service due to threats to the security of employees, mail, or postal property (Postal Bulletin 21938, 1-30-97).

Section 632.518: Effective 4-24-97, this section is revised to update the list of approved manufacturers of curbside mailboxes for use on city and rural delivery routes (Postal Bulletin 21944, 4-24-97).

Subchapter 67: Effective 3-13-97, this subchapter is revised to include Express Mail (Postal Bulletin 21941, 3-13-97).

Part 674: Effective 3-13-97, this part is added to clarify the procedures for Express Mail acceptance, verification, and delivery (Postal Bulletin 21941, 3-13-97).

Part 684: Effective 11-7-96, this part is added to clarify the procedures for handling mail addressed to CMRAs that go out of business (Postal Bulletin 21932, 11-7-96).

Chapter 8
Section 814.5: Effective 3-13-97, this section is added to clarify the procedures for handling Express Mail COD (Postal Bulletin 21941, 3-13-97).
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1 Retail Management

11 Introduction

The mission of the United States Postal Service is to provide quality products and services at a reasonable cost. Most retail products and services are purchased at postal facilities. In the past, that has meant local post offices. Today, however, there are a variety of innovative channels for selling Postal Service products and services. This chapter outlines the basic types of retail Postal Service outlets and purchasing methods. It also provides an overview of services, from accepting mail at retail service counters to providing temporary philatelic stations at first-day-of-issue stamp ceremonies.

12 Retail Facility Management

121 Retail Analysis Program (RAP)

121.1 Purpose and Scope

The Retail Analysis Program (RAP) is the primary method for determining the staffing of postal retail facilities. It is an operations research and marketing tool that helps local managers make better decisions regarding staffing of postal retail outlets to meet customer needs. Requests to Area Operations management for approval of retail facility establishments, relocations, expansions, consolidations, or discontinuances must be based on data developed from RAP surveys.

121.2 Responsibilities

121.21 Headquarters

Retail Operations, Marketing and Operations Systems Support, Operations Support, Headquarters, develops and refines the retail analysis methods and supports implementation in the field by providing technical support.

121.22 Areas

Area RAP managers develop area programs, approve and coordinate implementation, and monitor results.
### Districts

#### 121.231 District Manager, Customer Service and Sales

Each district manager, Customer Service and Sales, has the following responsibilities:

a. Designates and supports a knowledgeable member of the supervisory staff as the district coordinator. Larger post offices within the district may require their own coordinator.

b. Reviews the progress and results of local surveys and is responsible for their success.

#### 121.232 District Coordinator

District coordinators manage the RAP surveys for their areas. Coordinators ensure that data are gathered, processed, analyzed, and presented to management. Coordinators supervise the development of local implementation plans and may also help to implement them.

### RAP Surveys

#### 121.31 General

All district surveys are conducted on a full district basis; that is, all post offices within the district are included in the survey. Each district must perform the following tasks:

a. Conduct a full RAP survey at least once every 5 years. A full RAP survey covers all areas of postal service as listed in Exhibit 121.31.

b. Conduct scheduling and staffing surveys (that is, survey of retail transactions) in all Management Operating Data System (MODS) I and II offices at least once every 2 years.

c. Conduct RAP surveys more frequently on an as-needed basis where there has been a significant change that affects revenues, workload, and/or customers (such as establishment of a contract postal unit in the service area).

**Note:** Some regions of the country may require more frequent surveys because of growth or decline in population.

#### 121.32 Survey Steps

#### 121.321 General

The steps involved in conducting a RAP survey are as follows:

a. Determine survey plan (timetable).

b. Collect data.

c. Prepare and process data.

d. Analyze data.

e. Recommend where retail facilities should be located.

f. Determine projected savings.

g. Determine projected revenue.
### Exhibit 121.31

#### RAP Surveys and Reports

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<td>To help plan for future growth.</td>
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### 121.322 Determine Survey Plan

District management determines survey priorities that depend on immediate needs, and the district coordinator develops a timetable based on these priority decisions. The timetable, when approved, serves as the district survey plan.

When the district survey plan (timetable) has been developed and approved, local postmasters describe the intended surveys and their purposes to the press and other media in accordance with applicable regulations governing such announcements (see *Administrative Support Manual (ASM) 33*).

### 121.323 Collect Data

A profile of each post office, station, and branch is determined from the existing post office and community records. This information includes population served, revenue (meter, bulk mailings, and walk-in), the number of post office boxes assigned, and other pertinent data. Data on population growth trends, building and construction permits, and so forth are obtained from local municipal and governmental authorities. Official maps for locating customer demand and postal facilities are obtained from the U.S. Geological Survey. This information is used to identify facility sites.
121.324 Prepare and Process Data
See Exhibit 121.31, which identifies the various RAP surveys, their purposes, and the reports resulting from each.

121.325 Analyze Data
Two major analyses are conducted in a RAP survey:

a. One analysis uses data on customer shopping patterns and future growth both to support planning for the retail outlets that will meet future customer needs and to adjust the current retail network to improve its effectiveness.

b. The other model uses data on the transactions conducted at each retail facility to assess retail service counter scheduling and staffing requirements.

121.326 Make Recommendations
Generally, the recommendations are made to district and post office management in two major presentations — one on facility deployment and the other on scheduling and staffing.

a. **Deployment.** RAP surveys show where facilities are needed to meet customer demand. RAP lets local managers begin actions to establish, close, consolidate, relocate, or enlarge postal retail facilities.

b. **Staffing.** RAP surveys may indicate the need for additional personnel, or the need for a reduction in workhours in certain facilities. Local managers should take appropriate action in accordance with Handbook EL-901, Agreement Between United States Postal Service and American Postal Workers Union, AFL-CIO, and National Association of Letter Carriers, AFL-CIO (1994–1998).

122 Types of Retail Facilities
The Postal Service operates numerous types of retail facilities. Part 123 contains the definitions of each type of facility and the procedures for their establishment, naming, and discontinuance.

123 Post Offices, Stations, Branches, Contract Postal Units, and Nonpersonnel Units

123.1 Definitions and Classification

123.11 Post Offices
Post offices are established and maintained at locations deemed necessary to ensure that complete postal services are available to all customers within specified boundaries of named geographic places. As of October 1 of each year, post offices are categorized through a cost ascertainment grouping (CAG) process based on allowable postal revenue units for the second proceeding fiscal year as follows:

a. **CAG A–G,** post offices having 950 or more revenue units.
b. CAG H–J, post offices having at least 190 but fewer than 950 revenue units.

c. CAG K, post offices having at least 36 but fewer than 190 revenue units.

d. CAG L, post offices having fewer than 36 revenue units.

123.12 **Subordinate Units**

123.121 **General**

Stations, branches, contract postal units (CPUs), and nonpersonnel units are subordinate units located within main post offices’ service areas to provide one or more services at sites more convenient to customers.

123.122 **Classified Units**

*Classified units* are stations and branches operated by postal employees in quarters owned or leased by the Postal Service.

123.123 **Stations**

*Stations* are located within the corporate limits or city carrier delivery area of the city or town in which the main post office is located.

123.124 **Branches**

*Branches* are located outside the corporate limits or city carrier delivery area of the city or town in which the main office is located.

123.125 **Contract Postal Units**

*Contract postal units* (CPUs) are stations, branches, and community post offices (CPOs) operated under contract by persons who are not postal employees. The quarters are provided by the contractor. Contracts to operate contract units provide that the contractor will transact specified postal business.

123.126 **Community Post Offices**

*Community post offices* (CPOs) are contract units that provide service in small communities where an independent post office has been discontinued. A CPO bears its community’s name and ZIP Code as part of a recognized mailing address.

123.127 **Nonpersonnel Units**

*Nonpersonnel units* are small nonstaffed stations and branches that are serviced by a rural carrier in quarters provided by a contractor. The contractor also furnishes custodial and security support. A nonpersonnel unit provides on a self-service basis essential mail services such as the collection and delivery of mail and the sale of stamps. Rural carriers, who are required to remain at nonpersonnel units for a minimum of 15 minutes each day their routes operate, provide other services such as the sale of money orders and the acceptance and delivery of certified, insured, registered, and COD mail.

123.13 **Military Post Offices**

123.131 **Description**

*A military post office* (MPO) is a branch of a United States civil post office, operated by the Army, Navy, Air Force, or Marine Corps to serve military
personnel aboard ships or overseas. The term includes Army and Air Force post offices (APOs) and Navy and Marine Corps post offices (FPOs). MPOs provide postal service for military personnel where the United States civil Postal Service does not operate and in other places where the military situation requires.

123.132 Establishment and Discontinuance
A military post office is established or discontinued only upon request of the military department by which it is operated. These units are authorized and discontinued by the Postal Service, and changes are published in the Postal Bulletin.

123.2 Establishment

123.21 General
Post offices, stations, branches, and contract postal units are established and maintained for the convenience of postal customers and are operational as needed.

123.22 Post Offices
Although there is no fixed minimum population requirement for establishing an independent post office, new post offices are established only when the Postal Service cannot provide adequate service through the post offices, stations, branches, or CPUs currently serving the area; through a new station, branch, or CPU; or by an extension of city, rural, or highway contract delivery. Post offices are not established solely for community identity. New offices must be recommended by the vice president, Area Operations, for final approval by the Chief Marketing Officer and Senior Vice President.

123.23 Classified Units
Vice presidents, Area Operations, or their designees have the authority to approve the establishment of classified stations and branches where needed within the service areas of post offices.

123.24 Contract Units

123.241 Authority
Vice presidents, Area Operations, or their designees have the authority to establish contract units; however, approval authority may not be delegated below the district manager level.

123.242 Requirements
Postmasters or installation managers identify the need and request approval to solicit contracts, evaluate business proposals submitted by offices, and supervise performance under the contract.

123.243 Purchasing
Purchasing and material service centers (P&MSCs) solicit offers and award contracts for contract postal units. All contracts are awarded through negotiation and are for an indefinite period.
123.244 Bonds
Generally, contract postal unit bonds are required before a postal unit contract may be awarded, but in certain circumstances the contracting officer may waive this requirement.

123.245 Payment
Upon contract award of the contract postal unit, the contracting officer must send a completed Contract Unit Payment Authorization (see Exhibit 123.245) to the St. Louis Accounting Service Center, which will issue payments to the contractor.

Exhibit 123.245
Payment Authorization

U.S. Postal Service Contract Unit Payment Authorization

1. Contract Number: ___________________________

2. a. Issued by:
   U.S. Postal Service
   b. ACO Code: ___________________________
   c. For Information Call: ___________________________

3. Performance Requirements:
   a. Administrative Post Office: ___________________________
   b. COR Name: ___________________________
   c. Telephone: ___________________________

4. a. Payee/Owner:
   b. Contract Name: ___________________________
   c. Telephone: ___________________________
   d. TIN: ___________________________
   e. Parent TIN: ___________________________

5. Accounts Payable Data: (Completed by Contracting Office)
   Type of Action: ___________________________
   Unit Designation: ___________________________
   Budgetary Finance No: ___________________________
   Begin Date: ___________________________
   Account No: 52301
   End Date: ___________________________
   Total Hours of Operation per Week: ___________________________
   (Not) Minimum Wage
   Annual Rate: ___________________________
   Days of Operation per Week: ___________________________
   Location: ___________________________
   Hours of Operation each Day: ___________________________
   Contract Unit Name: ___________________________
   Remarks: ___________________________

Completed by Accounting Service Center

FAC S Loc ___________________________ VDF Code ___________________________

6. Signature of U.S. Postal Service Contracting Officer:

Signature ___________________________ Name ___________________________ Date Submitted ___________________________

This document may be issued at the time of award or later with a modification, if necessary, to inform the Accounting Service Center that operations have begun. The original document should be mailed to the Accounting Service Center, U.S. Postal Service, Attn: Rent and Lease Section, P.O. Box 80103, St. Louis, MO 63180-0103. Copies should be placed in the Contract File and mailed to the COR.
123.3 **Location of Postal Units**

123.3.1 **General**

The specific site for a new or relocated facility providing retail services to the public is determined, to the extent possible, through community current and projected needs and the RAP Facilities Deployment and Staffing Survey. The Customer Service Support manager at the district level should recommend location based on customer accessibility and convenience.

123.3.2 **Prohibited Locations**

Postal units may not be located in, or directly connected to, a room in which intoxicating beverages are sold for consumption on the premises.

123.4 **Names and ZIP Code Assignments and Changes**

123.4.1 **Post Office Names**

123.4.1.1 **General**

A post office normally should bear the official name of the incorporated city, town, or borough in which it is located, as shown in its charter. A post office located in an unincorporated place should generally bear the approved name of the principal community served (normally the community in which located) or the approved name of the town or township, if it serves a number of communities within a town or township.

123.4.1.2 **Changes in Names of Post Offices**

Requests for a change to a post office name should be initiated by the local postmaster. This request should be submitted through the district manager, Customer Service and Sales, to the vice president, Area Operations, for transmittal with a recommendation to the manager, Address Management, at Headquarters.

123.4.1.3 **Designations of Stations, Branches, Community Post Offices, and Other Named Postal Facilities**

Community post offices, stations, branches, and other named postal facilities generally are given names recognized by the public that indicate their locations, using the following policies:

a. **Station Designations.** A station’s name should describe its location (neighborhood or section of city, for example) to the general public. There must be no duplication of station names within a single city, county, or three-digit ZIP Code area.

b. **Community Post Office (CPO) and Branch Designations.** CPO and classified branch names are valid mailing addresses. Therefore, each CPO or classified branch must bear the name of the principal community it serves. There must be no duplication among CPO, classified branch, and post office names within a state. Each contract branch also must bear the name of the principal community it serves. Exceptions are historic sites, etc. (e.g., Grand Canyon Branch), which must be approved by the vice president, Operations Support. When there is a proposal to discontinue a post office and establish a CPO in
the same community, the name of the CPO is the same as the name of the discontinued post office.

c. **Permanent Numbers and Letters.** The use of permanent number and letter designations for branches or classified stations is prohibited, unless the number or letter signifies a location, as in M Street Station, 3rd Avenue Station, or Fourth of July Plaza Station. Number and letter designations in use at the time of the establishment of this regulation may continue to be used permanently.

d. **Temporary Numbers and Letters.** Number and letter designations for branches and classified stations that do not signify locations, such as Station A or Branch #4, may be used for a period not to exceed 1 year. These designations may be used beyond 1 year only by written approval of the vice president, Area Operations.

e. **Facilities Named for Individuals.** A postal facility may be named for an individual only with the approval of the Postmaster General and only if the individual has been deceased for at least 10 years, with the exception of deceased U.S. Presidents or Postmasters General. Official commitments announced prior to the establishment of this regulation will be fulfilled. Occasionally, Congress honors an individual by passing a law naming a postal facility after that individual. For the procedures to be followed in such cases, see ASM 518.12.

f. **Changes in Designations of Stations, Branches, or Other Named Postal Facilities.** A local request for a change in the name of a station, branch, or other named postal facility must be submitted to the vice president, Area Operations. A request that results from an official change in the community’s name is handled as a change in the name of a post office (see 123.412). The vice president, Area Operations, has authority, subject to the policies established in this section, to approve all other changes in designations of facilities, except for those discussed in 123.413a.

**123.42 Names and ZIP Code Assignments and Changes**

Vice presidents, Area Operations, are responsible for the review of all ZIP Code assignments and changes within their respective areas. Procedural guidelines for the assignment of ZIP Codes are contained in MI PO-410-92-1, *ZIP Code Authorization and Assignment*, dated 1-6-92. Postmasters and other field officials will not authorize or change ZIP Code numbers or boundaries without prior area and Headquarters approval.

**123.5 Reporting Requirements**

**123.51 Change in Post Office and ZIP Code Status**

Immediately on approval of a change in status or detection that a previous reporting was erroneous, areas will ensure that Form 1362, *Post Office Status Change Report*, is completed and submitted to Address Management,
Operations Support, at Headquarters. Instructions for completion are on the reverse of the form. The actions to be reported are as follows:

a. Establishment or discontinuance of a postal unit (including contract units) or a ZIP Code delivery area.
b. Conversion of a postal unit from one type to another.
c. A change in the name of a postal unit or the ZIP Code for a delivery area.
d. Establishment of city delivery service.
e. Relocation of a postal unit to a building with a different owner status (from a privately owned to a USPS-owned building).
f. Detection that information reported from the National ZIP Code Information System files is in error.

123.6 Discontinuance of Post Offices

123.61 Introduction

123.611 Coverage

This section establishes the rules governing the Postal Service’s consideration of whether an existing post office should be discontinued. The rules cover any proposal to replace a post office with a community post office, station, or branch by consolidation with another post office and any proposal to discontinue a post office without providing a replacement facility.

123.612 Legal Requirements

Under 39 United States Code (U.S.C.) 404(b), any decision to close or consolidate a post office must be based on certain criteria. These include the effect on the community served; the effect on employees of the post office; compliance with government policy established by law that the Postal Service must provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining; the economic savings to the Postal Service; and any other factors the Postal Service determines necessary. In addition, certain mandatory procedures apply:

a. The public must be given 60 days’ notice of a proposed action to enable the persons served by a post office to evaluate the proposal and provide comments.
b. After public comments are received and taken into account, any final determination to close or consolidate a post office must be made in writing and must include findings covering all the required considerations.
c. The written determination must be made available to persons served by the post office at least 60 days before the discontinuance takes effect.
d. Within the first 30 days after the written determination is made available, any person regularly served by the affected post office may appeal the decision to the Postal Rate Commission.
e. The Commission may affirm the Postal Service determination or return the matter for further consideration, but may not modify the determination.

f. The Commission is required by 39 U.S.C. 404(b)(5) to make a determination on the appeal no later than 120 days after receiving the appeal.

g. A summary table of the notice and appeal periods under the statute for these regulations is in Exhibit 123.612.

Exhibit 123.612

Public Notice of Proposal

Public Notice of Proposal

60-day comment period

As long as needed for consideration of comments and internal review

Public Notice of Final Decision

30 days for filing any appeal

At least 60-day wait before closing post office

120 days for appeal and consideration

123.613 Additional Requirements

Section 123.6 includes the following:

a. Rules to ensure that the community’s identity as a postal address is preserved.

b. Rules for consideration of a proposed discontinuance and for its implementation, if approved. These rules are designed to ensure that the reasons leading a district manager, Customer Service and Sales, to propose the discontinuance of a particular post office are fully articulated and disclosed at a stage that enables customer participation to make a helpful contribution toward the final decision.
123.62 Preservation of Community Address

123.621 Policy
The Postal Service permits the use of a community’s separate address to the extent practicable.

123.622 ZIP Code Assignment
The ZIP Code for each address formerly served from the discontinued post office should be the ZIP Code of the facility providing replacement service to that address. In some cases, the ZIP Code originally assigned to the discontinued post office may be kept, if the responsible district manager, Customer Service and Sales, submits a request with justification to Address Management at Headquarters, before the proposal to discontinue the post office is posted.

a. In a consolidation, the ZIP Code for the replacement community post office, station, or branch is either the ZIP Code originally assigned to the discontinued post office, or the ZIP Code of the replacement facility’s parent post office, whichever provides the most expeditious distribution and delivery of mail addressed to the customers of the replacement facility.

b. If the ZIP Code is changed and the parent post office covers several ZIP Codes, the ZIP Code must be that of the delivery area in which the facility is located.

123.623 Post Office Name in Address
If all the delivery addresses using the name of the post office to be discontinued are assigned the same ZIP Code, customers may continue to use the discontinued post office name in their addresses instead of the new delivering post office name.

123.624 Name of Facility Established by Consolidation
If a post office to be discontinued is consolidated with one or more post offices by establishing in its place a community post office, classified or contract station, or branch affiliated with another post office involved in the consolidation, the replacement unit is given the same name as the discontinued post office.

123.625 List of Discontinued Post Offices
Publication 65, National Five-Digit ZIP Code and Post Office Directory, lists all post offices discontinued after October 1, 1992, for mailing address purposes only if they are used in addresses. The ZIP Codes listed for discontinued offices are those assigned under 123.622.

123.63 Initial Proposal

123.631 General
If a district manager, Customer Service and Sales, believes that the discontinuance of a post office within his or her responsibility may be warranted, the manager:

a. Must use the standards and procedures in 123.63 and 123.64.
b. Must investigate the situation.
c. Must propose the post office be discontinued.

123.632 **Consolidation**

The proposed action may include a consolidation of post offices to substitute a community post office or a classified or contract station or branch for the discontinued post office if either of the following conditions applies:

a. The communities served by two or more post offices are being merged into a single incorporated village, town, or city; or

b. A replacement facility is necessary for regular and effective service to the area served by the post office considered for discontinuance.

123.633 **Views of Postmasters**

Whether the discontinuance under consideration involves a consolidation or not, the district manager, Customer Service and Sales, must discuss the matter with the postmaster (or the officer in charge) of the post office considered for discontinuance and with the postmaster of any other post office affected by the change. The manager should make sure these officials submit written comments and suggestions as part of the record when the proposal is reviewed.

123.634 **Preparation of Written Proposal**

The district manager, Customer Service and Sales, must gather and preserve for the record all documentation used to assess the proposed change. If the manager thinks the proposed action is warranted, he or she must prepare a document titled *Proposal to (Close) (Consolidate) the (Name) Post Office*. This document must describe, analyze, and justify in sufficient detail to Postal Service management and affected customers the proposed service change. The written proposal must address each of the following matters in separate sections:

a. **Responsiveness to Community Postal Needs.** It is the policy of the government, as established by law, that the Postal Service will provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. The proposal should contrast the services available before and after the proposed change; describe how the changes respond to the postal needs of the affected customers; and highlight particular aspects of customer service that might be less advantageous as well as more advantageous.

b. **Effect on Community.** The proposal must include an analysis of the effect the proposed discontinuance might have on the community served, and discuss the application of the requirements in 123.62.

c. **Effect on Employees.** The written proposal must summarize the possible effects of the change on the postmaster, supervisors, and other employees of the post office considered for discontinuance. (The district manager, Customer Service and Sales, must suggest measures to comply with personnel regulations related to post office discontinuance and consolidation.)
d. **Savings.** The proposal must include an analysis of the economic savings to the Postal Service from the proposed action, including the cost or savings expected from each major factor contributing to the overall estimate.

e. **Other Factors.** The proposal should include an analysis of other factors that the district manager, Customer Service and Sales, determines necessary for a complete evaluation of the proposed change, whether favorable or unfavorable.

f. **Summary.** The proposal must include a summary that explains why the proposed action is necessary and assesses how the factors supporting the proposed change outweigh any negative factors. In taking competing considerations into account, the need to provide regular and effective service is paramount.

g. **Notice.** The proposal must include the following notice: THIS IS A PROPOSAL. IT IS NOT A FINAL DETERMINATION TO (CLOSE) (CONSOLIDATE) THIS POST OFFICE.

(1) If a final determination is made to close or consolidate this post office, after public comments on this proposal are received and taken into account, a notice of that final determination must be posted in this post office.

(2) The final determination must contain instructions on how affected customers may appeal that decision to the Postal Rate Commission. Any such appeal must be received by the Commission within 30 days of the posting of the final determination.

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123.64 **Notice, Public Comment, and Record**

123.641 **Posting Proposal and Comment Notice**

A copy of the written proposal and a signed invitation for comments must be posted prominently in each affected post office. The invitation for comments must do the following:

a. Ask interested persons to provide written comments, within 60 days, to a stated address offering specific opinions and information, favorable or unfavorable, on the potential effect of the proposed change on postal services and the community.

b. State that copies of the proposal with attached optional comment forms are available in the affected post offices.

c. Provide a name and telephone number to call for information.

123.642 **Proposal and Comment Notice**

Exhibit 123.642 is a sample format that may be used for the proposal and comment notice.
Proposal and Comment Notice for Post Office Closing or Consolidation

UNITED STATES POSTAL SERVICE
Proposal to (Close) (Consolidate) the (Name) Post Office and Optional Comment Form

Attached is a proposal that we are considering for providing your community with more economical and efficient postal service, while also providing regular and effective service. Please read the proposal carefully and then let us have your comments and suggestions. If you choose, you may use the form below. Your comments will be carefully considered and will be made part of a public record. If you use the form below and need more space, please attach additional sheets of paper. Return the completed form to __________________________ by __________________________.

In considering this proposal, if you have any questions you want to ask a postal official, you may call __________________________ whose telephone number is ___.

I. Effect on Your Postal Services
Please describe any favorable or unfavorable effects that you believe the proposal would have on the regularity or effectiveness of your postal service.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

II. Effect on Your Community
Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

III. Other Comments
Please provide any other view or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Signature of Postal Customer) (Date)

(Mailing Address)

(City) (State) (ZIP Code)
123.643 **Other Steps**
In addition to providing notice and inviting comment, the district manager, Customer Service and Sales, must take any other steps necessary to ensure that the persons served by the post office affected understand the nature and implications of the proposed action (e.g., meeting with community groups and following up on comments received that seem to be based on incorrect assumptions or information).

a. If oral contacts develop views or information not previously documented, whether favorable or unfavorable to the proposal, the district manager, Customer Service and Sales, should encourage persons offering the views or information to provide written comments to preserve them for the record.

b. As a factor in making his or her decision, the district manager, Customer Service and Sales, may not rely on communications received from anyone unless submitted in writing for the record.

123.644 **Record**
The district manager, Customer Service and Sales, must keep as part of the record for his or her consideration and for review by the Chief Marketing Officer and Senior Vice President all the documentation gathered about the proposed change.

a. The record must include all information that the district manager, Customer Service and Sales, considered, and the decision must stand on the record. No information or views submitted by customers may be excluded.

b. The docket number assigned to the proposal must be the ZIP Code of the office proposed for closing or consolidation.

c. The record must include a chronological index in which each document is identified and numbered as filed.

d. As written communications are received in response to the public notice and invitation for comments, they are included in the record.

e. A complete copy of the record must be available for public inspection during normal office hours at the post office proposed for discontinuance or at the post office providing alternative service, if the office to be discontinued was temporarily suspended under 123.7, Emergency Suspension of Service, beginning no later than the date on which notice is posted and extending through the comment period.

f. Copies of documents in the record (except the proposal and comment form) are provided on request and upon payment of fees as listed in ASM 352.7.

123.65 **Consideration of Public Comments and Final Local Recommendation**

123.651 **Analysis of Comments**
After waiting not less than 60 days after notice is posted under 123.641, the district manager, Customer Service and Sales, must prepare an analysis of the public comments received for consideration and inclusion in the record. If
possible, comments subsequently received should also be included in the analysis. The analysis should list and briefly describe each point favorable to the proposal and each point unfavorable to the proposal. The analysis should identify to the extent possible how many comments support each point listed.

123.652 Reevaluation of Proposal

After completing the analysis, the district manager, Customer Service and Sales, must review the proposal and reevaluate all the previously made tentative conclusions in light of any additional customer information and views in the record.

a. Discontinuance Not Warranted. If the district manager, Customer Service and Sales, decides against the proposed discontinuance, he or she must post, in the post office considered for discontinuance, a notice stating that the proposed closing or consolidation is not warranted.

b. Discontinuance Warranted. If the district manager, Customer Service and Sales, decides that the proposed discontinuance is justified, the appropriate sections of the proposal must be revised, taking into account the comments received from the public. After making necessary revisions, the manager must take the following steps:

(1) Forward the revised proposal and the entire record to the Chief Marketing Officer and Senior Vice President for final review.

(2) Attach a certificate that all documents in the record are originals or true and correct copies.

123.66 Postal Service Decision

123.661 General

The Chief Marketing Officer and Senior Vice President or a designee must review the proposal of the district manager, Customer Service and Sales. This review and the decision on the proposal must be based on and supported by the record developed by the district manager. The Chief Marketing Officer and Senior Vice President can instruct the district manager to provide more information to supplement the record. Each such instruction and the response must be added to the record. The decision on the proposal of the district manager, which must also be added to the record, may approve or disapprove the proposal, or return it for further action as set forth below.

123.662 Approval

The Chief Marketing Officer and Senior Vice President or a designee may approve the proposal of the district manager, Customer Service and Sales, with or without further revisions. If approved, the term Final Determination is substituted for Proposal in the title. A copy of the Final Determination must be provided to the district manager. The Final Determination constitutes the Postal Service determination for the purposes of 39 U.S.C. 404(b). The Final Determination must include the following notices:

a. Supporting Materials. “Copies of all materials on which this Final Determination is based are available for public inspection at the (Name) Post Office during normal office hours.”
b. **Appeal Rights.** “This Final Determination to (close) (consolidate) the (name) Post Office may be appealed by any person served by that office to the Postal Rate Commission. Any appeal must be received by the Commission within 30 days of the date this Final Determination was posted. If an appeal is filed, copies of appeal documents prepared by the Postal Rate Commission, or the parties to the appeal, must be made available for public inspection at the (name) Post Office during normal office hours.”

123.663 **Disapproval**

The Chief Marketing Officer and Senior Vice President or a designee may disapprove the proposal of the district manager, Customer Service and Sales, and return it and the record to the manager with written reasons for disapproval. The manager must post a notice in each affected post office that the proposed closing or consolidation has been determined to be unwarranted.

123.664 **Return for Further Action**

The Chief Marketing Officer and Senior Vice President or a designee may return the proposal of the district manager, Customer Service and Sales, with written instructions to give additional consideration to matters in the record, or to obtain additional information. Such instructions must be placed in the record.

123.665 **Public File**

Copies of each Final Determination and each disapproval of a proposal by the district manager, Customer Service and Sales, must be placed on file in the Postal Service Headquarters Library.

123.67 **Implementation of Final Determination**

123.671 **Notice of Final Determination to Discontinue Post Office**

When giving notice of a Final Determination, the district manager, Customer Service and Sales, must do the following:

a. Provide notice of the Final Determination by posting a copy prominently in the affected post office or offices. The date of posting must be noted on the first page of the posted copy as follows:

   “Date of posting: ___________ 19____.”

   The district manager, Customer Service and Sales, must notify the Chief Marketing Officer and Senior Vice President in writing of the date of posting.

b. Ensure that a copy of the completed record is available for public inspection during normal business hours at each post office where the Final Determination is posted, for 30 days from the posting date.

c. Provide copies of documents in the record on request and payment of fees under ASM 352.7.

123.672 **Implementation of Determinations Not Appealed**

If no appeal is filed pursuant to 39 U.S.C. 404(b)(5), the official closing date of the office must be published in the *Postal Bulletin*, effective the first
Saturday 90 days after the Final Determination was posted. A district manager, Customer Service and Sales, may request a different date for official discontinuance in the post office change announcement document submitted to the Chief Marketing Officer and Senior Vice President. However, the post office may not be discontinued sooner than 60 days after the posting of the notice required by 123.671.

123.673 **Actions During Appeal**

The procedures for appeal are as follows:

a. **Implementation of Discontinuance.** If an appeal is filed, only the Chief Marketing Officer and Senior Vice President may direct a discontinuance before disposition of the appeal. However, the post office may not be discontinued sooner than 60 days after the posting of notice required by 123.671.

b. **Display of Appeal Documents.** Classification and Customer Service, Postal Service General Counsel, must provide the district manager, Customer Service and Sales, with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

   (1) The district manager must ensure that copies of all these documents are prominently displayed and available for public inspection in the post office to be discontinued. If that post office has been suspended, the manager must display copies in the affected post offices.

   (2) All documents except the Postal Rate Commission’s final order and opinion must be displayed until the final order and opinion are issued. The final order and opinion must be displayed for 30 days.

123.674 **Actions Following Appeal Decision**

The procedures following an appeal decision are outlined below.

a. **Determination Affirmed.** If the Commission dismisses the appeal or affirms the Postal Service’s determination, the official closing date of the office must be published in the Postal Bulletin, effective the first Saturday 90 days after the Commission renders its opinion, if not previously implemented under 123.673a. However, the post office may not be discontinued sooner than 60 days after the posting of the notice required under 123.671.

b. **Determination Returned for Further Consideration.** If the Commission returns the matter for further consideration, the Chief Marketing Officer and Senior Vice President must direct that either (1) notice be provided under 123.663 that the proposed discontinuance is determined not to be warranted or (2) the matter be returned to an appropriate stage under these regulations for further consideration following such instructions as the Chief Marketing Officer and Senior Vice President may provide.
123.7 Emergency Suspension of Service

123.71 Authority and Conditions

A district manager, Customer Service and Sales, may suspend the operations of any post office under his or her jurisdiction when an emergency or other conditions require such action. Circumstances that justify a suspension include but are not limited to a natural disaster, the termination of a lease when other adequate quarters are not available, the lack of qualified employees for the office, severe damage to or destruction of the office, and the lack of adequate measures to safeguard the office or its revenue. The district manager must provide written notice of any suspension by fax to the Chief Marketing Officer and Senior Vice President.

123.72 Discontinuance of Suspension

If it is proposed to discontinue a suspended post office rather than restore operations, the procedures outlined in 123.6 must be followed. All notices and other documents required to be posted or kept in the office to be discontinued must be posted or kept in the post office or offices temporarily serving the customers of the suspended post office.

123.8 Station, Branch, and Community Post Office Discontinuance

123.81 Notice to Postal Officials

If a district manager, Customer Service and Sales, determines that it is necessary to discontinue a classified station, classified branch, contract postal unit, or contractor-operated community post office administratively attached to a post office, the manager must provide immediate written notice with the reasons for the proposed discontinuance to the Chief Marketing Officer and Senior Vice President.

123.82 Authorization

The Chief Marketing Officer and Senior Vice President or a designee may approve the proposed discontinuance or may disapprove it for insufficient justification. No final action on a proposed discontinuance may be taken without the approval of the Chief Marketing Officer and Senior Vice President.

123.9 Reporting Requirements for Station, Branch, and Contract Postal Unit Discontinuance

Upon the discontinuance of a station, branch, community post office, or contract postal unit, a report of change in status must be made on Form 1362, Post Office Status Change Report, as required by 123.5. Additionally, when a contract unit is discontinued, a contract modification must be completed to show the contract termination date, and submitted to the following address:

ACCOUNTING SERVICE CENTER
US POSTAL SERVICE
PO BOX 14678
ST LOUIS MO  63180-9400
124 Conduct on Postal Property

124.1 General

The rules and regulations outlined in 124.2 through 124.6 apply to all real property under the charge and control of the Postal Service, to all tenant agencies, and to all persons entering in or on such property, except as may be provided in the lease. Space leased to private tenants will not be covered. Poster 7, Rules and Regulations Governing Conduct on Postal Property, sets forth these rules and regulations and must be kept posted at a conspicuous place on all such property.

124.2 Admission to Postal Property

124.21 Inspection

Purses, briefcases, and other containers brought into, while on, or being removed from the property are subject to inspection. However, items that are brought directly to the customer mailing acceptance area of a facility and that are properly mailed are not subject to inspection, except as provided by ASM 274. A person arrested for violation of this section may be searched incident to that arrest.

124.22 Identification

Except as otherwise ordered, properties must be closed to the public after normal business hours. Properties also may be closed to the public in emergency situations and at such other times as may be necessary for the orderly conduct of business. Admission to properties during periods when such properties are closed to the public may be limited to authorized individuals who may be required to sign the register and to display identification documents when requested by security force personnel or other authorized individuals.

124.3 Preservation of Postal Property

Improperly disposing of rubbish, spitting, creating any hazard to persons or things, throwing articles of any kind from a building, climbing upon the roof or any part of a building, or willfully destroying, damaging, or removing any property or any part thereof is prohibited.

124.4 Conformity With Signs and Directions

124.41 Pedestrian Traffic

All persons in and on postal property must comply with official signs of a prohibitory or directory nature and with the directions of postal police officers or other authorized individuals.

124.42 Vehicular Traffic

Regulations for driving on postal property are as follows:

a. Drivers of all vehicles in or on property shall be in possession of a current and valid state or territory issued driver’s license and vehicle
registration, and the vehicle shall display all current and valid tags and licenses required by the jurisdiction in which it is registered.

b. Drivers who have had their privilege or license to drive suspended or revoked by any state or territory shall not drive any vehicle in or on property during such period of suspension or revocation.

c. Drivers of all vehicles in or on property shall drive in a careful and safe manner at all times and shall comply with the signals and directions of security force personnel, other authorized individuals, and all posted traffic signs.

d. The blocking of entrances, driveways, walks, loading platforms, or fire hydrants in or on property is prohibited.

e. Parking without authority, parking in unauthorized locations or in locations reserved for other persons, or continuously in excess of 18 hours without permission, or contrary to the direction of posted signs is prohibited. This section may be supplemented by the postmaster or installation head from time to time by the issuance and posting of specific traffic directives as may be required. When so issued and posted such directives shall have the same force and effect as if made a part hereof.

124.5 Specific Restrictions

124.51 Disturbances

Disorderly conduct; loud and unusually noisy conduct; conduct that obstructs the usual use of entrances, foyers, corridors, offices, elevators, stairways, and parking lots; or conduct that otherwise tends to impede or disturb public employees while working or that impedes or disturbs the general public in transacting business on postal property is prohibited.

124.52 Gambling

Participating in games for money or other personal property, operating gambling devices, conducting a lottery or pool, and selling or purchasing lottery tickets are prohibited on postal premises. This prohibition does not apply to the vending or exchange of state lottery tickets at vending facilities operated by licensed blind persons where such lotteries are authorized by state law.

124.53 Alcoholic Beverages and Drugs

124.531 Restrictions

A person under the influence of an alcoholic beverage or any drug that has been defined as a controlled substance may not enter postal property or operate a motor vehicle on postal property. The possession, sale, or use of any controlled substance (except when permitted by law) or the sale or use of any alcoholic beverage on postal premises is prohibited (except as authorized by the Postmaster General or designee). The term controlled substance is defined in 21 U.S.C. 802.
124.532 Smoking
Smoking (having a lighted cigar, cigarette, pipe, or other smoking material) is strictly prohibited in all buildings or office space (including service lobbies).

124.54 Soliciting, Electioneering, Collecting Debts, Vending, and Advertising
The following regulations apply to soliciting, electioneering, collecting debts, vending, and advertising:

a. Soliciting alms and contributions, campaigning for election to any public office, collecting private debts, commercial soliciting and vending (including, but not limited to, the vending of newspapers and other publications), and the display or distribution of commercial advertising and soliciting of signatures on petitions, polls, or certain types of surveys on postal premises or impeding the access to or egress from post offices are prohibited. This prohibition does not apply to the following:

(1) Commercial or nonprofit activities performed under contract with the Postal Service or pursuant to the provisions of the Randolph-Sheppard Act.

(2) Posting notices on bulletin boards as authorized in 125.361.

(3) The solicitation of Postal Service and other federal military and civilian personnel for contributions by recognized agencies as authorized by the Manual on Fund Raising Within the Federal Service, issued by the Chairman of the United States Civil Service Commission under Executive Order 10927, March 13, 1961.

b. Except as expressly permitted in these regulations, leafletting, picketing, demonstrating, public assembly, public address, and other similar conduct by members of the public will be permitted only in exterior areas of postal premises otherwise open to the public.

c. Solicitations and other actions that are prohibited by 124.54a when conducted on Postal Service property should not be directed by mail or telephone to postal employees on Postal Service property. The Postal Service will not accept or distribute mail or accept telephone calls directed to its employees when such contacts are believed to be contrary to 124.54a.

d. Except as part of postal activities or as permitted under 17, Public Services, no tables, chairs, freestanding signs or posters, structures, or furniture of any type may be placed in postal lobbies or on postal walkways, steps, plazas, lawns or landscaped areas, driveways, parking lots, or other exterior spaces.

124.55 Prohibited Postings
Except for official postal and other governmental notices and announcements, no handbills, flyers, pamphlets, signs, posters, placards, or other literature may be deposited on the grounds, walks, driveways, parking and maneuvering areas; exteriors of buildings and other structures; or on the
floors, walks, stairs, racks, counters, desks, writing tables, window ledges, or furnishings in interior public areas on postal premises. This prohibition does not apply to posting notices on bulletin boards as authorized in 125.361 or to interior space assigned to tenants for their exclusive use. Bulletin boards and other posting space in post office lobbies and other public access areas may not be used for posting or display of the following:

a. Private business or nonprofit organization advertisements.
b. Photographs of an incumbent or former U.S. President or Postmaster General.
c. Photographs or likenesses of any elected officials.
d. Political cartoons or other matter designed to influence an election.
e. Religious symbols or matter including but not limited to nativity scenes and the Star of David. Nothing in this section prohibits the display of stamps and stamp art or use of secular holiday decorations such as evergreen trees (provided that only nonreligious ornaments are used), menorahs, wreaths, holly, candy canes, Santa Claus, dreidels, and Kwanzaa symbols such as mkeka (a straw mat), kikombe cha umoja (unity cup), or mishumaa saba (a seven place candle holder with three red, three green, and one black candle). The expressions “Season’s Greetings,” and “Happy Holidays” must be used in lieu of “Merry Christmas” or “Happy Hanukkah.”
f. Any matter of an objectionable, subversive, or controversial nature that may subject the Postal Service to undue criticism.

124.56  **Authorized Actions**
Postal Service employees are welcome to share the spirit of the season with customers, and may do so by extending appropriate greetings such as “Merry Christmas,” “Happy Hanukkah,” “Happy Kwanzaa,” “Happy New Year,” etc.

124.57  **Seasonal Displays**
Seasonal displays on postal property concern events or seasons that have a substantive impact upon mailing patterns. When postmasters elect to display seasonal decorations, the following guidelines apply:

a. Displays should relate to the business of the Postal Service, such as promoting the use of postal products and services and encouraging customers to send greetings and gifts.
b. The Postal Service must avoid the appearance of favoring any particular religion or religion itself.
c. Symbols identified with a particular religion, including but not limited to nativity scenes, crosses, or the Star of David, shall not be displayed on postal property. Examples of permissible displays include: stamps and stamp art, evergreen trees bearing nonreligious ornaments, menorahs (when displayed in conjunction with other seasonal matter), wreaths, holly, candy canes, Santa Claus, reindeer, dreidels, snowmen, stockings, candles, carolers, hearts, colored lights, and Kwanzaa symbols such as mkeka (a straw mat), kikombe cha umoja (unity cup),
or mishumaa saba (a seven place candle holder with three red, three green, and one black candle).

d. Messages identified with a particular religion, such as “Merry Christmas,” or “Happy Hanukkah,” are prohibited. Examples of permissible messages include “Season’s Greetings,” “Happy Holidays,” “Happy Valentine’s Day,” and “Happy Mother’s Day.”

124.58 Photographs for News, Advertising, or Commercial Purposes

Photographs for news purposes may be taken in entrances, lobbies, foyers, corridors, or auditoriums when used for public meetings, except as prohibited by official signs, the directions of postal police officers, other authorized personnel, or a federal court order or rule. Other photographs may be taken only with the permission of the local postmaster or installation head.

124.59 Dogs, Other Animals, and Weapons and Explosives

Dogs and other animals, except those used to assist handicapped persons, may not be brought on postal property for other than official reasons. No one on postal property may carry firearms, other dangerous or deadly weapons, or explosives, either openly or concealed, except for official purposes.

124.6 Nondiscrimination

There must be no discrimination by segregation or otherwise against any person or persons because of race, color, religion, national origin, sex, age (persons 40 years of age or older are protected), reprisal (discrimination against a person for having filed or for having participated in the processing of an EEO complaint — 29 CFR 1613.261–262), or physical or mental handicap, in furnishing or by refusing to furnish to such person or persons the use of any facility of a public nature, including all services, privileges, accommodations, and activities provided thereby on postal property.

124.7 Enforcement and Violations

124.71 Enforcement

124.711 Postal Police Officers

Postal police officers exercise the powers of special police officers as provided by 40 U.S.C. 318 and are responsible for enforcing the regulations in this part in a manner that will protect Postal Service property.

124.712 Agreements

Pursuant to 40 U.S.C. 318b and with the approval of the Chief Postal Inspector or designee, local postmasters, installation heads, and postal inspectors may enter into agreements with state and local enforcement agencies to ensure that these rules and regulations are enforced in a manner that will protect Postal Service property.
124.72 Violations

124.721 Court
Alleged violations of these rules and regulations are heard and the penalties prescribed in 124.722 are imposed either in a federal district court or by a federal magistrate in accordance with applicable court rules. Questions regarding such rules should be directed to the Chief Field Counsel for the area involved.

124.722 Fines and Imprisonment
Anyone found guilty of violating the rules and regulations in this part while on property under the charge and control of the Postal Service is subject to a fine of not more than $50, or imprisonment of not more than 30 days, or both. Nothing contained in these rules and regulations is to be construed to abrogate any other federal laws or regulations or any state or local laws or regulations applicable to any area in which the property is situated.

125 Lobby Management

125.1 Image
125.11 General
The post office lobby is the principal business office of the Postal Service. For many customers, the lobby is their only close-up view of postal operations; therefore, its appearance, convenience, and efficiency directly affect the Postal Service’s public image. Consequently, to enhance corporate identity and continue the standardization process, lobbies must be maintained according to established postal guidelines (e.g., painting, redecorating, etc.).

125.12 Responsibility
To effectively manage lobbies, postal managers must allocate and use available resources as necessary to ensure that postal retail services are available and accessible to customers in a timely, efficient manner and in an orderly, clean, and attractive environment.

Lobby and retail services must be scheduled during hours most appropriate to the needs of the majority of customers in the local area. Postal units located in a business area normally will be open during hours maintained by that business community. Stations and branches are not required to maintain the same hours as main offices when the needs of their respective local customers are different.

125.2 Service Levels
125.21 General
It is not economically possible for the Postal Service to provide instantaneous service for each customer entering the lobby. Instead, the Postal Service goal is to provide a level of service that produces a waiting time of less than
5 minutes for those customers who cannot be served immediately. Postmasters achieve this goal through the following:

a. Proper training and staff scheduling.

b. Using procedures and equipment that expedite customer transactions, such as making maximum use of integrated retail terminals (IRTs), staff scheduling, the Lobby Director Program (see 125.4), vending equipment maintained in working order, and other line management techniques (see 125.43).

c. Using the retail analysis staffing and scheduling model to determine how many employees should be on duty during all periods to maintain service levels within these guidelines.

125.22 National Holidays

Post offices are kept open on holidays for the time that is needed to meet reasonable customer requirements (see Exhibit 125.22). Mail is received, collected, and dispatched by holiday schedules. Incoming mail is distributed to post office boxes at the main office. Generally, this is also done at stations and branches. The USPS observes these holidays:

a. New Year’s Day.

b. Martin Luther King, Jr.’s Birthday.


d. Memorial Day.

e. Independence Day.

f. Labor Day.

g. Columbus Day.

h. Veterans Day.

i. Thanksgiving Day.

j. Christmas Day.

125.3 Space Utilization

125.31 General

The first priority for use of space in lobbies is to make postal services and products available to the public in an orderly, efficient, attractive, and convenient manner. It is also important to display postal services and products in a manner that effectively markets those services to customers, following standard established postal guidelines. Any space that is not needed for that purpose may be made available for purposes prescribed by law or for use by other government agencies under the conditions explained in this subchapter.
Exhibit 125.22

Holiday Service Levels

A. Holidays Widely Observed

<table>
<thead>
<tr>
<th></th>
<th>Window</th>
<th>Post Office Box</th>
<th>Firm Call</th>
<th>Delivery Business</th>
<th>Delivery Residential</th>
<th>Delivery Special</th>
<th>Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Friday Holiday</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>Time Decal</td>
</tr>
<tr>
<td>Saturday</td>
<td>Limited</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
<td>Normal</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td><strong>Saturday Holiday</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>Normal</td>
<td>Holiday Schedule</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>Time Decal</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
<td>Normal</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td><strong>Sunday or Monday Holiday</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>Limited</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>Time Decal</td>
</tr>
<tr>
<td><strong>Tuesday, Wednesday, or Thursday Holiday</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preceding Day Holiday</td>
<td>Normal</td>
<td>Holiday Schedule</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>None</td>
<td>Holiday Schedule</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>Time Decal</td>
</tr>
</tbody>
</table>

B. Holidays Not Widely Observed
(All Monday holidays: Martin Luther King, Jr.’s Birthday; George Washington’s Birthday; Columbus Day, Veterans Day)

<table>
<thead>
<tr>
<th></th>
<th>Window</th>
<th>Post Office Box</th>
<th>Firm Call</th>
<th>Delivery Business</th>
<th>Delivery Residential</th>
<th>Delivery Special</th>
<th>Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
<td>Normal</td>
</tr>
<tr>
<td>Sunday</td>
<td>None</td>
<td>Normal</td>
<td>None</td>
<td>Normal</td>
<td>None</td>
<td>Normal</td>
<td>None</td>
</tr>
<tr>
<td>Monday</td>
<td>Limited</td>
<td>Sunday Schedule</td>
<td>Limited</td>
<td>None</td>
<td>None</td>
<td>Holiday Schedule</td>
<td>Time Decal</td>
</tr>
</tbody>
</table>

**Note:** Exceptions to these service levels must be approved by the Chief Operating Officer and Executive Vice President.

continued on next page

1 When a holiday is observed on Monday and no residential collection is scheduled on Sunday, a full residential collection may be provided on the Monday holiday. Consecutive days without collections should be avoided.

2 Veterans Day, November 11, is the only movable holiday in the group of holidays designated as widely observed; the other three holidays listed in section B are always observed on Mondays. When Veterans Day falls on any day except Sunday, the services provided on that holiday are the same as those shown for Monday. When Veterans Day falls on Sunday, the service levels are the same as those shown for Sunday, but the holiday is observed on Monday by the Postal Service and treated as a Monday holiday.

**Definition of Terms**

Normal - Service normally provided on that particular day of the week.
Time Decal - Collections from boxes with last pickup-time decals identifying the boxes.
Limited - Service adjusted to meet the limited needs of a community on that particular day.
125.32 **Furnishings and Fixtures**

125.321 **General**

Lobby furniture and fixtures aid customers in the conduct of their business, expedite their movements while in the lobby, and provide them with materials and information. Postmasters should ensure that the selection, placement, and daily maintenance of lobby furnishings conform to the lobby standards and enhance the overall appearance of the lobby. All lobby furniture and equipment must be properly secured to the floor to prevent them from tipping over.

125.322 **Writing Tables and Customer Forms**

Tables, ledges, and shelves are provided for customers to use while addressing mail and completing forms related to postal transactions. Postmasters are responsible for obtaining the proper number and type of these items to serve customer needs at each unit. These items should be placed carefully within the lobby so that they do not impede the movement of customers to the queuing line, and they should be kept adequately lighted. Tables, ledges, shelves, etc., must be securely anchored to the wall and/or floor. Publication 65, *National Five-Digit ZIP Code and Post Office Directory*, should be available for customer use in the lobby. Unit supervisors should ensure that pens are available and all required customer forms are available on the tables or in appropriate “Take One” racks. Such forms must be kept neatly arranged at all times and resupplied as necessary on a daily basis.

125.33 **Queuing Systems Criteria**

Wherever possible, queuing systems should be used to ensure that an orderly flow of lobby traffic is maintained and that customers are served on a first-come, first-served basis. Queuing systems should be installed when two full-time and one or more part-time (4 hours per day) retail service counters are in operation. There are many variations in equipment design and quality. District managers, Customer Service and Sales, should plan procurement of queuing systems to take advantage of price discounts for quantity purchases. A proper plan includes the following:

a. A parcel slide, if space permits.

b. An adequate number of stanchions and rope footage.

c. The proper number of correctly worded signs.

d. Sufficient queuing area for the number of peak-period customers.

e. Installation of the system during nonbusiness hours.

f. Placement of queuing systems to ensure free and unobstructed access to the principal entrance and exit doors used by the public. Also, ensure that all retail service counters have an unobstructed view of the head of the queue.

125.34 **Lobby Displays and Promotions**

125.341 **General**

The amount of lobby space suitable for posters and signs varies, and the total amount of space needed for all postings approved at any one time may
exceed the amount of space available in some offices. Local managers should display postings according to the following priorities:

a. Mandatory Postal Service postings are Poster 7, Poster 31-B, Poster 74, Poster 76, Poster SSS 46, Poster 296, Poster 158, and other forms on a space available basis.

b. Postal Service mailing forms to facilitate conduct of retail operations, including rate charts.

c. Specialized Postal Service displays, such as promotional material for revenue-generating products and services, packaging, and stamp collecting product displays.

d. Postal Service announcements and consumer information.

e. Notices by members of Congress.

f. Postings for other government agencies.

125.342 Lobby Displays

Certain mandatory notices, posters, and signs must be posted clearly and continuously in the lobbies of all classified postal units. Some mandatory postings may be for temporary periods. Many optional posters and displays are also provided. A list of lobby displays is contained in Exhibit 125.342.

Offices must display the following decals, labels, notices, posters, publications, and signs. Except for those indicated with an asterisk, these items are available from the material distribution centers (MDCs).

125.35 Scheduled Use

125.351 General

Retail Operations at Headquarters is responsible for policy guidance over the use of lobby floor and poster space for nonpostal purposes. Advertising and Promotion is responsible for scheduling and controls point of purchase advertising for the Postal Service as well as that of other agencies. All requests from government agencies for scheduled use of lobby space on a multiregional, statewide, or larger basis must be forwarded to the area manager, Sales and Account Management, for approval. Requests for scheduled use of space on a less-than-statewide basis must be forwarded to area Sales and Account Management for evaluation and final approval. Scheduled use of lobby space by government agencies is provided in the following order:

a. Federal agencies.

b. State agencies.

c. County and municipal agencies.
### Exhibit 125.342
**List of Lobby Displays**

<table>
<thead>
<tr>
<th>Number</th>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mandatory Postings</td>
<td></td>
</tr>
<tr>
<td>Label 6</td>
<td>Vending Equipment Out of Order (Always use in lieu of</td>
<td>1/97</td>
</tr>
<tr>
<td></td>
<td>handwritten signs.)</td>
<td></td>
</tr>
<tr>
<td>Notice 123</td>
<td>Ratefold</td>
<td>10/97</td>
</tr>
<tr>
<td>Poster 7</td>
<td>Rules and Regulations Governing Conduct on Postal Property</td>
<td>5/95</td>
</tr>
<tr>
<td>Poster 31-B</td>
<td>Mail Problem? (Holds Consumer Service Cards.)</td>
<td>10/90</td>
</tr>
<tr>
<td>Poster 31-H</td>
<td>Consumer Service Card (Must be displayed when</td>
<td>9/89</td>
</tr>
<tr>
<td></td>
<td>Poster 31-B is not used to hold Consumer Service Cards.)</td>
<td></td>
</tr>
<tr>
<td>Poster 74</td>
<td>Packaging Pointers</td>
<td>1/96</td>
</tr>
<tr>
<td>Poster 76</td>
<td>Some Things Were Never Meant to Be Mailed</td>
<td>5/95</td>
</tr>
<tr>
<td>Poster 158</td>
<td>Possession of Firearms and Other Dangerous Weapons on</td>
<td>05/95</td>
</tr>
<tr>
<td></td>
<td>Postal Property Is Prohibited by Law</td>
<td></td>
</tr>
<tr>
<td>Poster 296</td>
<td>Notice of Reward</td>
<td>5/95</td>
</tr>
<tr>
<td>Poster SSS 46</td>
<td>Selective Service Poster</td>
<td>6/88</td>
</tr>
<tr>
<td>PUB 65</td>
<td>National Five-Digit ZIP Code and Post Office Directory</td>
<td>1997</td>
</tr>
<tr>
<td>PUB 66¹</td>
<td>ZIP+4 State Directory</td>
<td>1997</td>
</tr>
<tr>
<td>PUB 201</td>
<td>Consumer’s Guide to Postal Services and Products.</td>
<td>3/98</td>
</tr>
<tr>
<td></td>
<td>Note: It has been noted that many offices are not</td>
<td></td>
</tr>
<tr>
<td></td>
<td>displaying this publication. It must be displayed in all</td>
<td></td>
</tr>
<tr>
<td></td>
<td>post offices, stations, and branches. It is provided to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>offices at no charge.</td>
<td></td>
</tr>
<tr>
<td>Sign 145</td>
<td>Check Acceptance Policy (Counter easel — a professionally</td>
<td>12/94</td>
</tr>
<tr>
<td></td>
<td>printed facsimile may be substituted.)</td>
<td></td>
</tr>
<tr>
<td>Signs²</td>
<td>Signs indicating:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hours of service (retail service counter and post office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>box).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Time when all First-Class post office box mail normally</td>
<td></td>
</tr>
<tr>
<td></td>
<td>distributed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Letter drops and dispatch times.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Services offered at retail service counter position (only if</td>
<td></td>
</tr>
<tr>
<td></td>
<td>not full service).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emergency contacts when office is closed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manager on duty.</td>
<td></td>
</tr>
</tbody>
</table>


2 *Signs indicating hours and other services must be procured locally.*
125.352 **Terms and Conditions**

The scheduled use of available space in post office lobbies by other government agencies is subject to the following terms and conditions:

a. Each user must pay a fee, to be established by the Postal Service based on the cost and value of the space involved, plus any direct costs incurred by the Postal Service. The amount of the fee to be charged at each type of facility is published periodically in the *Postal Bulletin*.

b. The user agency must arrange for the distribution of any literature or display material to the facility with available space and must pay all costs involved.

c. Floor space is allotted in increments of eight square feet and for predetermined periods, normally one calendar month. Use of floor space is restricted to kiosks or other semipermanent display stands of stable construction, located where they will not impede normal customer traffic or pose a security problem and must meet safety requirements.

d. Examples of counter cards, posters, and other display material must be available for Headquarters, Advertising and Promotion review, as appropriate, at least 3 weeks before the distribution date. Headquarters, Advertising and Promotion or Sales and Account Management will determine the suitability of the material for display in postal lobbies and will provide the user with specific distribution instructions on the available sites.

e. Counter cards must measure no more than 11 by 14 inches.

f. Posters must be of standard dimension (24 by 36 inches, 14 by 21 inches, or 11 by 14 inches), must be approved by Advertising and Promotion prior to printing, and must bear a printed expiration date, usually one month from the date of posting, unless specific exceptions have been granted by the approving office.

g. Displays or other dispensers for “Take One” brochures or forms must be accompanied by a life-cycle supply of those items. The facility manager ensures that the dispensers are replenished as needed from the supply of items.

125.36 **Unscheduled Use**

125.361 **Bulletin Boards**

The following guidelines apply to the use of bulletin boards:

a. Postmasters may install bulletin boards in public areas of post offices or set apart a convenient place to display official government notices, notices of public assemblies, judicial sales, official election notices issued by state or local government, and similar announcements. These display privileges must be afforded without discrimination.

b. Bulletin boards may not display private business advertisements; placards, cards, or notices; photographs or likenesses of any member of state legislature or Congress; or political pictures, cartoons, or other material designed to influence an election.
c. Notices by members of Congress are limited to public announcements of pending competitive civil service examinations and pertinent information about application for appointment to the U.S. service academies. These notices are displayed only if current and within the district of the sponsoring representative or the state of the sponsoring senator. Such displays must conform to the specifications in this section. If a postmaster believes that a notice does not conform to these specifications, the postmaster may display the poster pending the decision of the area manager, Customer Service and Sales. Notices that include the member’s picture must be returned to the member with an explanation of why they cannot be displayed. Such displays must:

1. Be no larger than 9 by 12 inches.
2. Contain no photograph, picture, or likeness of the member of Congress.
3. Contain no signature and/or printed name of the member of Congress larger than \( \frac{1}{2} \) -inch (48-point) type.
4. Contain the closing date for submission of applications.

d. If space is available, one recruiting notice (no larger than 8½ by 11 inches) of each branch of the armed services may be placed on bulletin boards.

125.362 Voting Information

The following guidelines apply to voting information:

a. Any notices posted regarding voting may not contain any partisan political messages or symbols designed to influence the outcome of an election, including, but not limited to, photographs or other likenesses of incumbents or candidates for any public office. The notices must be no larger than 8½ by 11 inches. Names and addresses of federal legislators may not appear in larger than \( \frac{1}{4} \) -inch (18-point) type.

b. Such notices must be displayed in lobbies that have public bulletin boards. Each notice must remain posted only as long as it contains current information applying to customers served by the displaying postal facility and must be removed not more than 2 years from the date of receipt for posting. At locations where there is no public bulletin board or there is not enough space on the board for individual display, the notices should be assembled for public inspection in a binder or on a clipboard. Nothing in this section precludes postmasters from displaying additional material on public bulletin boards as space permits, as provided in 125.361.

125.37 Blind Vendor Facilities

The Randolph-Sheppard Act (20 U.S.C. 107–107f) requires that preference be given to certified blind persons for installing and operating vending facilities on postal property. A state licensing agency designated by the Department of Health and Human Services must apply on behalf of a blind vendor to the officer in charge of the postal facility where the space is desired. The Postal Service determines if a permit for the vending facility

125.4 **Lobby Director Program**

125.41 **Description**

The *lobby director* is a friendly, knowledgeable clerk in the lobby who greets customers, determines what they need, and assists them in selecting services and preparing paperwork before they reach the service counter. Lobby directors perform the same duties as the clerks behind the counter, except that they do not handle money.

125.42 **Purpose and Scope**

The program’s objective is to reduce the average customer waiting time by assisting many customers before they reach the retail service counter. In addition, it aims to reduce customers’ perceived waiting time by demonstrating that the Postal Service intends to provide prompt, efficient, and courteous service. The lobby director should be used during peak traffic periods during the day.

The lobby director program is appropriate for high-traffic offices that:

a. Might otherwise have long lines at several periods of the day, month, or year.

b. Receive customer complaints about long lines, waiting time, or employee discourtesy.

c. Have two full-time and at least one part-time retail service counters in operation.

*Note:* To implement the lobby director program, there must be enough lobby space for an extra person to work the line.

125.43 **Implementation**

125.431 **Notify Employees**

Managers should provide all clerks with a program overview that describes the program and its objectives as well as benefits for customers, retail clerks, and employees acting as the lobby director.

125.432 **Encourage Volunteers**

All employees with retail responsibilities in a unit may volunteer for the lobby director program. Each volunteer will be given the opportunity to serve as a lobby director.

125.433 **Provide Training**

Each lobby director receives 8 hours of training that focuses on communications and human relations skills, salesmanship, and knowledge of Postal Service products and services.

125.434 **Uniforms**

Lobby directors must wear a standard retail clerk uniform blouse, slacks, skirt, or jumper, and black or navy blue shoes.
125.435 **Obtain Supplies and Equipment**
Lobby directors may work from a mobile cart or a table. The following supplies should be available:

a. Letter scale.
b. Mailing forms and labels.
c. Tape.
d. Packaging products for sale to customers.
e. Bad check list.
f. Zone chart.
g. Rate charts (giveaways).
h. Publication 201, *Consumer’s Guide to Postal Services and Products*.
i. Other brochures (giveaways).

125.5 **Articles Found in Lobbies or Public Areas**
When articles found in lobbies or in public areas around a post office are turned in to employees, the employees follow these procedures:

a. Ask the finder to write down on a Postal Service routing slip (Item 0-13) name, address, telephone number, and a description of the article. Unless the article is Postal Service or government property or a money order, it can be returned to the finder if the loser does not claim it within 30 days.

b. If the finder does not leave a name, want the article, or claim the article within 30 days after being notified that it is available, dispose of it in the same manner as unidentified material found loose in the mail. Do not return government property or money orders to the finder. Dispose of government property as prescribed by 691.54. Money orders should be mailed to the St. Louis Accounting Service Center.

c. Note on the routing slip the date and disposition of the article. Also note the name of the employee handling the disposition. File the routing slip for 3 months, then destroy it. The postmaster should make sure that the article is not lost or damaged.

126 **Retail Services Management**

126.1 **Purpose and Scope**
In addition to operations involving direct contact with customers, retail clerks must report cash, sales of items, and stock on hand. They must also maintain records, complete data collection forms, and perform other related tasks as required. This section explains administrative responsibilities and applicable regulations.
126.2 Stamps and Accountable Stock Activities

126.21 General

The majority of all retail unit transactions involve the sale of stamps or postal stationery items. Therefore, all employees who provide or supervise retail service must have a thorough working knowledge of the accounting instructions for these materials. Further, it is essential for these employees to understand the requirements for ordering accountable stock (see Handbook F-1, Post Office Accounting Procedures).

126.22 Requisitioning Stamps and Accountable Stock

Retail units requisition stamp and accountable stock on schedules established by stamp distribution offices. Adjust requisitions whenever possible to permit ordering stamps in full sheets or packaged lots and postal cards or envelopes in full boxes or packaged lots. Detailed instructions are contained in Handbook F-1.

126.23 Counting Stamps and Accountable Stock

Retail employees count and verify stamp stock as it is received from the supply source and during audits. Recommended systematic methods for performing these tasks are described in Handbook F-1.

126.24 Protecting Stamps and Accountable Stock

Vaults, security containers of various types, and security cages are installed in postal facilities as needed for protective storage of accountable items. The Postal Inspection Service determines the amount and type of security equipment that is required. Details on the use and care of this equipment may be found in Handbook F-1.

Stamps, postal stationery, blank money orders, and other accountable items must be protected at all times. They may be stored in a locked cash drawer or cabinet for short periods during the duty day. At other times they must be stored in the main vault or security container that affords the best available protection. Detailed instructions for safeguarding accountable items are contained in Handbook F-1.

126.25 Destroying Stamps and Accountable Stock

During handling, postage stock items frequently become damaged or soiled to the extent that they are no longer salable. Retail employees turn in such items to the person who fills their stamp requisitions in return for full credit. Periodically, all nonsalable postage items are sent to a designated committee at the stamp distribution office (SDO) or accountable paper depository for verification and destruction. Complete details on the destruction of postage stock are contained in Handbook F-1.
126.3 **Financial Activities**

126.31 **Purpose and Scope**

Window clerks must account on a daily basis for all funds received for the sale of stamps and other postal products and services.

This section highlights selected elements of cash management and bookkeeping activities for quick reference. Detailed instructions on required accounting procedures are contained in the *Financial Management Manual* (FMM) and in Handbook F-1.

126.32 **Security**

126.321 **Cash**

The following procedures safeguard the security of USPS employees and the cash they handle:

a. Window employees’ cash drawers have compartments that separate the different denominations of coins and bills, blank money orders, and the postage stock items of highest demand. The drawers are designed to keep these items beyond the sight and reach of customers. They must be locked for security during temporary clerk absences from the retail service counter and must be removed from their cabinets for overnight storage in a vault or security container. Retail employees must never have access to one another’s cash drawers.

b. Postal Service policy on the deposit of retail cash receipts is based on requirements for employees’ safety, security of funds, availability of revenue, and retention of adequate change.

c. Retail clerks turn in cash periodically during the day to a designated employee to avoid keeping unnecessary amounts at the retail service counter, where the risk of loss is high.

d. Generally, funds retained overnight by clerks for use on the next business day must not exceed $100, or 10 percent of a clerk’s credit, whichever is the lesser amount.

e. Detailed instructions for disposition of postal funds are contained in Handbook F-1.

126.322 **Money Orders**

Retail personnel who issue money orders must have on hand a sufficient number of blank money orders to accommodate the expected daily volume of business. Further details concerning the maintenance of blank money orders may be found in Handbook F-1.

126.323 **Advance Deposits**

Guidelines for handling advance deposits are as follows:

a. The advance deposit system encompasses the acceptance, accounting, and file maintenance procedures applying to the operation of Trust Fund Accounts. A large percentage of all postal revenue is deposited in such accounts.
b. Each person involved in the maintenance and management of this complex system must be thoroughly familiar with the established procedures. In general, funds received for use in customers’ advance deposit accounts are handled as any other postal funds, subject to the same limitations, procedures, and accountability requirements.

c. Details concerning the handling of advance deposits are contained in Handbook F-1.

126.33 Daily Financial Report

Individual retail clerks and all stations, branches, and main office retail units must report all financial transactions at the end of each business day on the appropriate version of Form 1412-A, Daily Financial Form, or Form 1412-B, Daily Financial Report. The report shows the total amount received for each type of transaction conducted during the day and provides a running record of stamp accountability for each clerk and unit.

Each report is checked and verified by a designated employee other than the person who prepared it. Information from the forms is used by the designated accounting unit in preparing the Statement of Account.

All retail employees must keep fully informed on current reporting procedures. The details are explained in Handbook F-1.

126.4 Retail Hours

126.41 Nonholiday Weekdays

126.411 Retail Service

Postmasters provide all retail services for 8½ or more hours on nonholiday weekdays, unless otherwise authorized by the district manager, Customer Service and Sales. Retail service hours are scheduled to meet the needs of local postal customers. When the postmaster determines that additional service hours are necessary to meet community needs, employee work schedules are adjusted to provide such service. Postmasters must obtain approval of the next higher management level for increasing workhour usage if additional costs are involved.

126.412 Main Post Office and Units in Business Areas

Main post offices and other postal units in business areas are usually open during the hours kept by that business community. Stations and branches are not required to be open at the same scheduled hours as main offices. Stations and branches can adjust retail service hours to meet the needs of the local community. Stations and branches in suburban communities and/or large shopping centers may provide late evening service for customer convenience if needed and approved by the district manager, Customer Service and Sales. Postmasters must inform customers of service hours, using any available means to advertise those hours.

126.413 Self-Service Units

Where installation criteria can be met, self-service centers or stamp vending machines are placed in lobbies to reduce retail transactions and for postal customer use when retail service is not available. Postmasters must inform
Postal customers of the availability, locations, advantages, and products available from self-service vending equipment and encourage their use. Vending equipment must be operable and available for customers when the lobby is open.

126.414 **Consolidation of Retail Counter Service**

Windows and services must be consolidated so that each retail service counter is used fully. Windows offering specialized service are opened only if conditions warrant and if approved by the district manager, Customer Service and Sales, or designee. All approved specialized retail service counters must also offer stamps and postal stationery.

126.415 **Specified Postal Business**

Contract stations or branches handle specified postal business during normal business hours or hours designated by the postmaster. Contractors on their own initiative may conduct postal business beyond those designated by the postmaster.

126.42 **Saturdays**

Window service is provided on Saturdays if there is a demonstrated need. Normally, such service does not exceed 4 hours. Postmasters must obtain approval from the next higher management level if more hours are necessary to meet customer needs. At financial units serving business areas, or facilities serving communities where many residents leave on weekends, retail service may be closed if service is available at other postal units, contract stations, or self-service postal centers. Postmasters must post signs telling customers of locations and hours of such services.

126.43 **Sundays**

Post offices are normally not open on Sunday to deliver mail to the general public. Sunday duty schedules cover only employees needed to collect and prepare mail for dispatch, deliver Express Mail, make incoming mail distribution considered necessary, and avoid congestion and delays in Monday delivery.

126.44 **Lobby Hours**

As a minimum, customers must have access to their post office boxes during all retail service counter hours. Normally, separate post office box lobbies should remain open when someone is on duty in the postal unit. At the postmaster’s discretion, when no one is on duty, lobbies may remain open to allow customers access to post office boxes and self-service equipment, provided that customer safety, security provisions, and police protection are deemed adequate by the Inspection Service.

126.45 **Local or State Holidays**

Post offices may not be closed solely for a local or state holiday. Window or other services may be reduced if warranted by lessened demand. Otherwise, customers must receive normal levels and types of service.
126.46 Signs
Postmasters must use available standard signs to publicize the services and hours at each postal unit.

13 Retail Services at Counters

131 Overview

131.1 Counter Transactions
Counter transactions consist of the sale of postage stamps, postal stationery items, mail services, postal-related products, and other services.

All products and services should be offered at every retail service counter position. This permits full utilization of clerks during their duty tour and is a prerequisite for the successful use of queuing systems as described in 125.33.

131.2 High-Volume Retail Units
Postmasters of high-volume retail units are authorized to activate a stamps-only retail service counter during peak mailing periods such as noon (lunch time), late afternoon, late December, and after general rate changes. Additional staffing is neither authorized nor warranted for this procedure.

Windows offering other specialized services may be opened where local needs dictate.

132 Stamp and Postal Stationery Sales

132.1 Stamps

132.11 General
Stamp collecting is a source of pleasure for millions of people and sales of postage exclusively for retention are very beneficial to the Postal Service. That is why, to the extent possible, the Postal Service must ensure that stamps, stationery, and other stamp collecting products and services are available at or through all post offices. All retail employees must be able to transact philatelic sales, advise customers on mail order procedures, or direct them to the nearest philatelic sales unit. Details on the types of philatelic products available and the procedures for handling them are contained in chapter 2.

132.12 Types of Stamps
The Postal Service currently offers three types of adhesive-backed stamps that are used for postage and collecting. Each office and, to a lesser degree, each retail clerk should have available sufficient quantities of each type of stamp normally needed to conduct each day’s business and should maintain postage stock neatly to facilitate rapid counting, auditing, and replenishment.
The *three* basic types of stamps are described below:

a. *Regular (Definitive) Stamps*, issued in denominations ranging from 1¢ to $14, are generally kept in constant supply for ordinary postal needs. They are issued when the postage rates change or a new series is introduced. Included in this category are Priority and Express Mail stamps.

b. *Commemorative Stamps* are issued in observance of historical events, in honor of noted persons, and on topics of national importance. Each commemorative issue is printed in limited quantities and sold for a limited time.

c. *Special Stamps* supplement each year’s regular issues. They include the Love and Holiday stamps.

### Types of Stamp Sales

#### 132.13

**Loose Stamps**

Loose stamps should be presented to the customer with the glue side up for cleanliness and convenience in moistening and application. Customers are expected to verify the denomination and affix their own stamps.

#### 132.131

**Panes or Partial Panes**

Panes of stamps may be broken into strips or blocks for sale to customers. Glassine or a similar material may be required between layers of full panes of stamps when sold. A customer’s request to have stamps placed in a nonofficial (glassine) envelope should be honored, although many collectors provide their own stamp storage envelopes. The USPS stocks three sizes of glassine envelopes in MDCs for regular requisitioning. These envelopes are to be provided as a customer convenience and service to protect their purchases of loose stamps and sheets of stamps.

#### 132.14

**Purchase Receipts**

If the customer wants a receipt for purchases and has prepared it in advance, the USPS employee stamps it on payment. If the customer has not prepared a receipt but wants one, Form 1096, *Receipt*, is used for postage and other services for which a record of payment is not already provided. The USPS employee fills in the total amount of the purchase and then stamps the form on payment. IRTs also have the capability of printing customer receipts after the transaction is completed.

### Postal Stationery

#### 132.2

**General**

The term *postal stationery* includes items such as stamped envelopes, postal cards, and aerogrammes.

#### 132.22

**Rejection of Personalized Envelopes**

**General**

Customers may reject personalized envelope orders for defective manufacture, mistakes in printing, denomination, size, or other defects.
Postage value only is refunded if it is the buyer’s mistake; full invoice value is refunded if the USPS is at fault.

132.222 **Purchase Error**
Postage value only may be refunded. Such a refund may be made at a post office or by returning the envelopes to the Philatelic Fulfillment Service Center (PFSC). Refunds at post offices are processed under 146.1 and DMM P014. Rejected envelopes are disposed of in the same manner as unused meter stamps under 146.22a(4) (see 132.224).

132.223 **USPS Error**
The PFSC refunds the total cost of the envelopes. The envelopes must be returned to the PFSC with an explanation of the error. Only customers whose names appear in the return address, or their representatives, may submit rejected personalized envelopes for a refund (see 132.224).

132.224 **Replacement**
The procedure for replacing personalized envelopes is as follows:

a. When the error is the fault of the USPS, the customer may request that the envelopes be replaced. Customers return the envelopes to the PFSC with an explanation of the errors and information needed for a corrected replacement order.

b. When erroneous information on the original order caused the mistake, the customer must remit the manufacturing fee for the replacement order. That fee is the difference between the full selling price of the envelopes and the postage value.

c. When returning an order, the customer must include an explanation for rejecting the envelopes and a request for replacement or refund.

132.225 **Returning Envelopes**
Post offices should help customers return rejected envelopes to the PFSC; this includes providing customers with postage-paid labels for returning the envelopes.

132.3 **Bulk Quantities**

132.31 **General**
Some offices designate a specific individual to handle bulk sales of stamps and postal stationery. When bulk transactions are handled by retail clerks, customers may be requested to give advance notice of their requirements to ensure that the desired type and quantity of items are available. Detailed instructions are contained in DMM P021, P022, and P023.

132.32 **Stamps**
Each retail postal facility must provide postage stamps (except precanceled stamps at bulk Standard Mail (A) rates) in quantities, denominations, and configurations desired by customers. There are no discounts for bulk purchases of postage stamps.
132.33 **Bulk Sales to Customers**
Postal cards, aerogrammes, stamped envelopes, precanceled envelopes, window envelopes, and other items are available for bulk sale to customers. In most instances, the customer places advance orders for bulk purchases.

The unit price established for regular stamped envelopes is slightly lower when sold in multiples of 500 than when sold in broken lots. This reflects only a reduction in handling costs and is not a discount on postage.

132.4 **Unlawful Use of Stamps**

132.41 **By Postal Employees**
It is unlawful for USPS employees entrusted with the sale or custody of postage stamps to do any of the following:

a. Use stamps in payment of debts or purchase of salable items.
b. Sell stamps except for cash.
c. Sell stamps for more or less than face value.
d. Give stamps away.

132.42 **Counterfeit Stamps**
Counterfeit stamps must be confiscated and sent to the postal inspector in charge of the district where the post office is located. A receipt identifying the stamps must be given to persons from whom counterfeit stamps are confiscated.

133 **Postal Money Order Sales**

133.1 **General**
Postal money orders provide a safe and convenient method for customers to make payments or to transfer cash. Postal money orders are sold for a fee. Official money order imprinting machines are provided by the Postal Service for the sale of money orders. Money order imprinting machines, together with blank money order forms, are accountable items that must be safeguarded at all times to prevent unauthorized use and to protect the integrity of the money order system. Money order equipment is provided to post offices on the basis of local need. Form 7381, *Requisition for Supplies, Services, or Equipment*, is used for requisitioning additional equipment from the material distribution centers. Procedures for obtaining replacement equipment in case of breakage or defects are contained in the Model 8100 Paymaster’s Imprinter Operator’s Manual. There are two types of postal money orders:

a. Domestic money orders.
b. International money orders.

**Note:** Detailed instructions concerning the management and operations of the postal money order system are contained in DMM S020 and *International Mail Manual (IMM)* 391.
133.2 Domestic Money Orders
All post offices sell and cash domestic money orders.

133.3 International Money Orders
International money orders are issued to addressees in those countries whose postal administrations have agreements with the U.S. Postal Service to conduct such business.

134 Packaging Products Sales
The Postal Service provides certain packaging products for sale to customers to facilitate safe processing and transportation of the mail and as a convenience to customers. These products are mail preparation items such as padded mailing bags, flat-size envelopes, corrugated boxes, tape, and cushioning materials that provide added protection for contents in transit. In addition, unit prices must be established at or slightly above prevailing prices for similar items sold by private retailers in the local community. Applicable sales taxes are included in any price comparison. Postmasters with questions about whether requirements for the procurement and sale of packaging products are being met at their offices should contact the manager, Customer Service and Sales, at the district. This procedure is in addition to the daily reporting of sales revenue (see 135.3). Detailed instructions are contained in Handbook F-1, Post Office Accounting Procedures.

135 Postal-Related Merchandise Sales

135.1 General

135.11 Restrictions
Postal-related merchandise must not be sold in lobbies, except in conjunction with first-day-of-issue ceremonies or special events or opportunities of limited duration. Post offices may sell merchandise containing actual U.S. postage stamps and metallic stamp lapel pins, but the emphasis must be on stamp collecting products. Managers, Customer Service Support, are responsible for approving the sale of postal-related merchandise.

135.12 Licensees
Postal-related merchandise should be purchased from authorized licensees of the Postal Service. However, prospective offerers who do not yet hold a license may be solicited with the understanding that, should they be awarded a contract, they must be licensed before they may begin performance.

135.13 Unit Pricing
Just as for retail packaging products, unit prices must be established at or above prices prevailing, including sales taxes, for similar items sold by private retailers in the local community.
135.14 Local Markets
Postal-related merchandise is developed for sale in local markets. It should not be sold outside the district where it is developed.

135.2 Accounting
Districts purchase all postal-related merchandise. Costs are recorded in AIC 494, Postal-Related Merchandise Costs.

135.3 Postal-Related Merchandise Revenue Reports
Offices must record revenues from all postal-related merchandise sales in AIC 098, Postal-Related Merchandise Sales, on Form 1412-A, Daily Financial Form. In addition, sales of postal-related merchandise must be recorded on Form 8133, Postal-Related Merchandise Inventory Report. At the end of each quarter, the selling unit must total each Form 8133 and record it on Form 8134, Postal-Related Merchandise Quarterly Report. Credit and debit (ATM) cards may be accepted in payment for postal products and services at most post offices. Exceptions: Credit cards may not be used to pay for money orders, collect on delivery (COD) articles, or passport application fees; debit cards may not be used to pay for passport application fees. See Handbook F-1 315.

136 Methods of Payment

136.1 General
Payment for postage items may be made in cash or by postal money order at the time of purchase or by advance deposit to a postage meter or advance deposit account. Checks may be accepted in payment for postal products and services, except for money orders and collect on delivery (COD) items, in accordance with Handbook F-1. Checks must be made payable to U.S. Postal Service or to Postmaster (title only) for the exact amount of the transaction. Credit and debit (ATM) cards may be accepted in payment for postal products and services at most postal offices. Exceptions: Credit cards may not be used to pay for money orders, collect on delivery articles, or passport application fees; debit cards may not be used to pay for passport application fees. All payments for postage are made for the full face value. There are no discounts for the purchase of postage in any amount.

136.2 Prepaid Mail
Postage must be prepaid on all mailings, except business reply mail, merchandise return mail, official (including franked) mail, and items authorized for mailing as free matter for the blind and other handicapped persons under DMM E040. The requirement for prepayment means that postage must be paid before mail is accepted, transported, or processed.

136.3 Business Reply and Merchandise Return
At the time of delivery, the delivering office collects business reply and merchandise return postage plus a per-piece handling charge.
136.4 Official Mail

For official mail, federal agencies generally pay postage directly to Postal Service Headquarters.

136.5 Rates

Consolidated tables of rates, in forms ranging from wall posters to brochures and scale charts, are distributed for use by postal personnel and the public and for display in service lobbies and at self-service postal centers. In general, appropriate rates for classes of mail and other services appear in the DMM module R in chapters related to the specific class or service in question. Changes in rates and their respective implementation dates are announced in the Postal Bulletin. Personnel who provide retail services must familiarize themselves with all such rates and rate changes.

137 Mail Acceptance and Handling

137.1 Policy

137.11 Overview

This section contains general information concerning acceptance and handling of domestic and international mail and is provided as a convenient guide for use by postal employees involved in retail and retail-related services. In no instance should these general guidelines be construed to supersede the rules and regulations contained in the DMM and IMM.

137.12 Retail Employees

It is Postal Service policy for retail employees to accurately advise customers on the rules of mail acceptance and to assist them in selecting the type of service best suited to their needs. Generally, retail employees must refuse prohibited mail matter, except as provided by the DMM, and items that are not properly packed, packaged, addressed, and labeled for safe handling to destinations. Regulations governing mailability are contained in DMM C010 and Publication 2, Packaging for Mailing.

137.13 Mail Categories

All categories of mail are accepted at retail service counters. Employees at retail service counters must be prepared to classify the mail and rate it for postage according to type, class, and special services desired by customers. Single pieces of mail are normally accepted at retail service counters or through collection boxes.

137.14 Bulk Mail

Bulk rate mail and mail having postage paid through advance deposit accounts are generally accepted at business mail entry units. Postmasters must designate the times and places of bulk mail acceptance and ensure that it is properly accepted. Refer to Handbook DM-102, Bulk Mail Acceptance.
Endorsements
Postal employees at receiving retail service counters must ensure that the mail they accept is properly endorsed. Details on the requirements for canceling and postmarking each class of mail and endorsing mail for each type of service are found in appropriate chapters of the DMM. Requirements for philatelic purposes are explained in chapter 2.

Size and Packaging Standards

Size Standards
DMM C010 contains the established standards for minimum size limitations on all mailable matter.

Packaging Standards
Publication 2 contains the established standards for packing, packaging, and marking mail. Acceptability of packaging is a principal criterion of mailability. Items should be packaged so that contents do not harm mailhandling personnel, other mail, or equipment. Fragile items must be packaged to withstand mail processing and transportation. Heavy items must be braced and cushioned to prevent damage to other mail.

Addressing

General
Mail should be properly addressed before acceptance. Addresses should normally contain the following information on three separate lines:

a. Line 1: Name of intended recipient.

b. Line 2: House or building number with street name, plus apartment number if appropriate; or a post office box number; or a rural route designation with a box number; or general delivery.

c. Line 3: City name, state or state abbreviation, and ZIP Code or ZIP+4. Detailed rules and standards of addressing are contained in DMM A010 and A040. See also Publication 28, Postal Addressing Standards.

Simplified Addressing
A simplified address is a delivery instruction for general distribution without individual names and addresses. Simplified addressing is authorized under certain conditions for certain classes of mail, as described in DMM A040.

Domestic Mail Acceptance

General

Jurisdiction and Service Levels
Postal laws and regulations on domestic mail apply to mailings in the United States, its territories, commonwealths, and possessions, and to the mailings of overseas agencies of the United States government.
There are several classes, subclasses, and special services for domestic mail. They sometimes overlap, because it is intended that customers have a choice of service levels. Rating mail for postage requires careful study and application to the prescribed rules and regulations in the DMM. Rulings and detailed mail classification information must be provided only by qualified personnel (see DMM G020).

137.412 Nonmailable Matter and Hazardous Materials

The conditions for preparation and packaging under which such materials are accepted are stated in 138, 139, DMM C020, and Publication 52, Acceptance of Hazardous, Restricted, or Perishable Matter. Particular conditions applicable to mailings of hazardous materials to foreign addresses are stated in the IMM. The Postal Service will accept for mailing, in limited quantities and with proper packaging, many potentially hazardous materials that are not outwardly or of their own force dangerous or injurious to life, health, or property.

137.42 Classes of Mail

137.421 Express Mail

Express Mail is a premium expedited service with a postage refund guarantee if delivery is not made within a specified time. All mailable matter presented to the Postal Service properly prepared may be entered as Express Mail. Express Mail includes a variety of services for domestic, military, and foreign addresses, as specified in the DMM and IMM.

137.422 Priority Mail

First-Class Mail weighing more than 11 ounces and not more than 70 pounds is called Priority Mail; however, customers may opt to mail matter less than 11 ounces as Priority Mail. It may not measure more than 108 inches in combined length and girth. Detailed instructions governing Priority Mail and applicable rates are found in DMM modules E and R.

137.423 First-Class Mail

All mailable matter presented to the Postal Service and properly prepaid may be entered as First-Class Mail. First-Class Mail weighing more than 11 ounces is called Priority Mail. Customers may opt to mail First-Class Mail weighing less than 11 ounces at the Priority Mail rate. Instructions and regulations governing First-Class Mail are found in the DMM. Regulations require that handwritten or typed mail, bills and statements of account, actual and personal correspondence, and all matter sealed or otherwise closed against inspection be sent as First-Class Mail.

137.424 Periodicals

Periodicals include newspapers, magazines, and other periodical publications meeting certain eligibility requirements. Eligibility requirements, application procedures, verification procedures, and preparation requirements are contained in the DMM, sections E200 and M200; Handbook DM-202, Section 1-5; Handbook DM-701, Section 2; and the POM, Section 137.424. Periodicals rates are restricted to authorized publishers and news agents. Members of the general public may mail individual copies of Periodicals publications only at the Express Mail, First-Class Mail, or Standard Mail rates.
Standard Mail (A)
Printed matter, including circulars, catalogs, merchandise, and books, weighing less than 16 ounces may be mailed as Standard Mail (A). Qualifications and requirements for the single-piece and bulk rates are found in the DMM.

Standard Mail (B)
Material such as merchandise, printed matter, mailable live animals, and similar items weighing 16 ounces or more may be mailed at the Standard Mail (B) parcel post rates. In addition, there are specific Standard Mail (B) rates for books, sound recordings, manuscripts, bound printed matter, and other items described in the DMM. Items that are mailable at Standard Mail (B) rates also may be mailed as Priority Mail, Express Mail, or, if less than 16 ounces, Standard Mail (A). See DMM C022 for additional instructions about mailing live animals and other perishables.

Mixed Classes
First-Class Mail and Standard Mail (A) matter may be enclosed in or attached to Periodicals, Standard Mail (A), or Standard Mail (B) by a customer. The general requirement is that the appropriate rate of postage be paid for each piece. Instructions for rating and payment of postage for mixed-class situations are contained in DMM D070, E070, and M070.

Other Categories of Mail
Mail for the Blind or Other Handicapped Persons
Mail for blind and certain other handicapped persons is mailable under certain conditions without payment of domestic postage. Such mail is marked “Free Matter for the Blind or Handicapped” in the upper right corner, address side. Detailed instructions are contained in DMM E040.

Official Mail
Official mail is material that is authorized by law to be transmitted in the mail without prepayment of postage. Official mail weighing 11 ounces or less is considered First-Class Mail unless otherwise endorsed by the sender. Unendorsed official mail that weighs more than 11 ounces but less than 16 ounces is considered Standard Mail (A); if it weighs 16 ounces or more it is considered Standard Mail (B).

There are two types of official mail:

a. Franked mail consists of material relating to the business of Congress that is sent by members of Congress or other congressional officials specified by law. Limited other officials including former Presidents and surviving spouses of former Presidents are also entitled to send franked mail. Instead of postage, these items bear a written or facsimile signature of the authorized sender and other required indicia as appropriate.

b. Penalty mail consists of material relating exclusively to the business of the government of the United States that is sent by agencies of the United States government. All material sent under this privilege must bear a complete agency return address, the preprinted phrases “Official
Business” and “Penalty for Private Use, $300,” and one of the required penalty indicia formats described in DMM E060.

137.44 Accountable Mail

137.441 General
Special services are available that provide proof of mailing, proof of delivery, or indemnification for loss or damage. These services include certified, registered, collect on delivery (COD), insured mail, return receipt, and merchandise return service. Because records are kept concerning each item of mail receiving these special services, such mail is called accountable mail.

137.442 Certified Mail
Certified mail provides a record of delivery at the office of destination. If requested when the mailing piece is accepted at the post office counter, a postmarked sender’s receipt of mailing must be provided. No record is kept at the office of origin. Return receipts and restricted delivery are provided for additional fees in accordance with DMM S915 and S916.

137.443 Registered Mail
Registered mail provides added protection for valuable or important mail. All mailable matter prepaid with postage at First-Class or Priority Mail rates may be registered in accordance with DMM S911. Registered mail provides a receipt to the sender, special security between shipment points, a record of delivery at the delivery office, and, at the option of the mailer and for an additional fee, indemnity in case of loss or damage. Postal employees are not permitted to assist customers in the preparation or sealing of mail to be registered. Return receipts and restricted delivery are provided for additional fees in accordance with 822 and 823.

137.444 Collect on Delivery (COD) Mail
Collect on delivery (COD) provides a method whereby the Postal Service delivers the mail only upon receipt of the funds to be collected. The recipient pays by check payable to the sender or by cash transmitted via a U.S. Postal Service money order. First-Class Mail and Standard Mail may be sent as COD mail. Checks may be accepted for payment of COD mail in accordance with 814 and DMM S921.

137.445 Insured Mail
Insurance is available for Standard Mail upon payment of an additional fee. Insurance covers loss, rifling, or damage to mailed items. Priority Mail and items sent at the First-Class Mail rate that contain Standard Mail matter, and official mail (U.S. government) bearing the “Postage and fees paid” endorsement also may be insured. Return receipt and restricted delivery service are provided for additional fees in accordance with 822 and 823. See DMM S913 for detailed information.
137.45 **Special Services Mail**

137.451 **Special Delivery**

*Special delivery* provides expedited delivery at the destination office. This service is provided for all classes of mail except Express Mail. See 815 for detailed information.

137.452 **Certificate of Mailing**

*A certificate of mailing* provides proof that an item was mailed. A fee is charged for this service. No duplicate record of acceptance is maintained by the post office, and the certificate provides no insurance for damage or loss. See 821 for detailed information.

137.453 **Special Handling**

*Special handling* provides preferential handling to the extent practicable in dispatch and transportation but does not provide special delivery service. See DMM S930 for detailed information.

137.46 **Mailable Matter Not Bearing Postage Found in or on Private Mail Receptacles**

If the person, firm, or distributor responsible for the impermissible use of the private mail receptacles is within an area served by another post office, a sample piece is sent with a report of the facts to the postmaster at that location with a request for action under DMM P011.

137.47 **Additional Information**

For information on mailing to offshore/noncontiguous domestic destinations, to overseas military post offices, and through the Department of State to U.S. Foreign Service personnel abroad and for a list of the areas affected, see DMM A010, E010, E020, and G011.

137.5 **Express Mail Acceptance**

137.51 **Description**

Express Mail is available for sending any mailable matter meeting the eligibility standards in DMM E500, the size and weight standards in DMM C500, the preparation standards in DMM M500, and the postage payment standards in DMM P500. DMM D500 provides standards for service objectives, postage guarantees, and refund conditions. The *International Mail Manual* contains the mailing standards for Express Mail International Service and the available destination countries.

Express Mail is available in five basic service offerings (Same Day Airport Service, Custom Designed Service, Next Day Service, Second Day Service, and Express Mail Military Service). *Same Day Airport Service was suspended in 1995 and is not available until further notice.*

Under DMM D071, Express Mail Custom Designed Service, Next Day Service, and Second Day Service may be used to expedite movement of any other class of mail from one domestic postal facility to another.
137.52 Express Mail Same Day Airport Service

137.521 Acceptance

[Express Mail Same Day Airport Service, part of the Domestic Mail Classification Schedule under title 39, Code of Federal Regulations, was suspended in 1995. The USPS will not accept items for this service until further notice. The following procedures are included only for completeness.]

Express Mail Same Day Airport Service items are accepted only at designated airport mail facilities (AMFs) at the hours specified by the USPS for delivery between those designated AMFs. Any item mailed under this service may not be collected or dropped into a collection box, and pickup service is not available. A Same Day Airport Service item must be dispatched on the next available transportation to the destination AMF. Upon arrival at the destination AMF, the item must be made available for claim by the addressee by the time determined for the item when accepted at the origin AMF.

137.522 Security

A Same Day Airport Service item is dispatched on a specific airline and a specific flight number, depending on the acceptance time and destination. Because of aviation security and the dispatch of hazardous and other materials having potential risk to personal safety, additional procedures are required for the acceptance of a Same Day Airport Service item.

Under no circumstance may the USPS acceptance employee tell the mailer or write on the Label 11-C (or Label 11-H), Express Mail Airport to Airport, or on the article itself any of the following information:

a. Route (airline code).
b. Trip (flight number).
c. Leave time (flight departure time).
d. Arrive time (flight arrival time).
e. TRF (transfer point, if any).

137.523 Mailer Designation

Any mailer of a Same Day Airport Service item is classified and handled as follows:

a. A known mailer is any holder of an Express Mail Corporate Account (EMCA), or a holder of a federal government agency account, or any customer who mails items regularly and is known to the acceptance clerk. Shipping, transfer, business, commercial, or other organizations may adapt Form 3801, Standing Delivery Order, to identify their employees presenting Same Day Airport Service items at an AMF.

b. An unknown mailer is any customer who is not considered a known mailer under 137.523a. An unknown mailer must sign the “From” portion of the Label 11-C (or Label 11-H) and provide photo identification. The signature on the identification must match the signature on the Label 11-C (or Label 11-H). The source of the identification must be written on the Label 11-C (or Label 11-H). A Same Day Airport Service item must not be accepted from an
unknown mailer who does not provide photo-identification or whose signature does not match the signature on the identification.

137.53 **Express Mail Custom Designed Service**
Express Mail Custom Designed Service items are accepted only on a scheduled basis between designated postal facilities or other designated locations for mailable matter presented under a service agreement between the USPS and the mailer as described in DMM E500.

137.54 **Express Mail Next Day Service**

137.541 **Acceptance**
Express Mail Next Day Service items are accepted at designated postal facilities, at designated Express Mail collection boxes, and by pickup service, for overnight service to designated destination 3-digit ZIP Code delivery areas, facilities, or locations. Next Day Service items must be presented by the times authorized by the postmaster.

Each designated acceptance facility must keep an Express Mail Next Day Service directory showing, for the 3-digit ZIP Code area in which the facility is located, the following information:

a. The 5-digit ZIP Code areas to which next-day delivery service by noon is offered.

b. The 5-digit ZIP Code areas to which next-day delivery service by 3 p.m. is offered.

c. A list of facilities at which Next Day Service mail can be claimed.

137.542 **Verification**
Any Next Day Service item must be verified at the time of mailing to ensure that the appropriate label is completed, the correct postage is paid, and the item is destined to a 3-digit or 5-digit ZIP Code area to which next-day delivery is offered from that point of origin. Any such item deposited in a collection box or handed to a carrier must be verified only at an Express Mail unit designated by the postmaster.

If a Next Day Service item that is brought to an acceptance unit is found not to have the appropriate label completed or the sufficient postage affixed, the mailer must be notified so that the label can be corrected or the insufficient postage paid. For an insufficiently paid item that is undeliverable for any reason, the item is returned to the mailer on payment of the deficient postage. An undeliverable Express Mail item not bearing a return address must be disposed of under the procedures in 68 and 69.

137.55 **Express Mail Second Day Service**

137.551 **Acceptance**
Express Mail Second Day Service items are accepted at designated postal facilities, at designated Express Mail collection boxes, and by pickup service. Second Day Service items must be presented by 5 p.m. or such later time as authorized by the postmaster. Second Day Service is available to and from
3-digit and 5-digit ZIP Code destinations not listed in the Express Mail Next Day Service directory.

137.552 Verification

Any Second Day Service item must be verified at the time of mailing to ensure that the appropriate label is completed, the correct postage is paid, and the item is destined to a 3-digit or 5-digit ZIP Code area to which second-day delivery is offered from that point of origin. Any such item deposited in a collection box or handed to a carrier must be verified only at an Express Mail unit designated by the postmaster.

If a Second Day Service item that is brought to an acceptance unit is found not to have the appropriate label completed or the sufficient postage affixed, the mailer must be notified so that the label can be corrected or the insufficient postage paid. For an insufficiently paid item that is undeliverable for any reason, the item is returned to the mailer on payment of the deficient postage. An undeliverable Express Mail item not bearing a return address must be disposed of under the procedures in 68 and 69.

137.56 Express Mail Military Service

137.561 Acceptance

Express Mail Military Service (EMMS) items are accepted at designated retail postal facilities for 2-day or 3-day service to designated Army Post Office/Fleet Post Office (APO/FPO) 5-digit ZIP Codes and at designated APO/FPO facilities for 2-day or 3-day service to designated 3-digit destination ZIP Code areas, facilities, or locations in the United States. Any 2-day EMMS acceptance office may accept EMMS items for 3-day service after the local cutoff time for normal 2-day service. Designated APO/FPO facilities overseas may accept 3-day service EMMS items for 3-digit destination ZIP Code areas in the United States not included on their 2-day service network. Service to or from an APO/FPO not designated as an EMMS area, location, or facility is prohibited. EMMS Custom Designed Service and drop shipment are available to authorized APO/FPO destinations. EMMS must be presented by the time authorized by the local postmaster.

Each designated facility must keep an EMMS directory showing both 2-day and 3-day service areas for the 3-digit or 5-digit ZIP Code area in which the facility is located. The directory must include the following information:

a. For U.S. post offices, the 5-digit APO/FPO ZIP Codes to which EMMS is offered.

b. For overseas APOs and FPOs, the 3-digit U.S. post office ZIP Code areas to which EMMS is offered.

137.562 Verification

Any EMMS item must be verified at the time of mailing to ensure that the appropriate label is completed, the correct postage is paid, and the item is destined to a 5-digit ZIP Code area to which EMMS is offered from that point of origin. Any such item deposited in a collection box or handed to a carrier must be verified only at an Express Mail unit designated by the postmaster.
If an EMMS item that is brought to an acceptance unit is found not to have the appropriate label completed or the sufficient postage affixed, the mailer must be notified so that the label can be corrected or the insufficient postage paid. For an insufficiently paid item that is undeliverable for any reason, the item is returned to the mailer on payment of the deficient postage. An undeliverable Express Mail item not bearing a return address must be disposed of under the procedures in 68 and 69.

137.6 International Mail Acceptance

137.61 General

The United States Postal Service exchanges mail with other countries in accordance with U.S. domestic laws and regulations and with international postal treaties and conventions.

Mailing conditions and operational procedures adopted to implement the provisions of these laws, treaties, and conventions are set forth in the IMM.

137.62 Classes of Mail

Classes and types of international mail resemble those of domestic mail, but with country-by-country variations on rates, mailability, special services, sizes, and sealing limitations (see IMM 141).

Persons engaged in retail operations must know how to use the IMM efficiently to look up the special destination country requirements and rates applicable to any particular mailing.

137.63 Suspension of International Service

It is Postal Service policy to accept mail for foreign destinations in accordance with all applicable laws, regulations, and treaty or convention provisions.

From time to time, because of war, disaster, civil disturbance, or other cause, it may be necessary to suspend (embargo) mail service to certain foreign destinations. When this is done, public announcements are made in the Postal Bulletin, and it is the responsibility of persons engaged in retail operations not to accept such mail, citing the public announcement as the reason.

Signs announcing suspensions of service must be placed prominently in the retail service lobby and on or near mail acceptance units.

137.7 Mailhandling

137.71 Access to Mail and Mailhandling Areas

Authority for access to mail and mailhandling areas in postal facilities is restricted to duly sworn postal employees and postal contractors on official business. Nonpostal maintenance personnel are permitted access to mailhandling areas only when postal employees are on duty there. All other persons (including former employees and off-duty employees) must be specifically authorized access by the postal supervisor of the area involved.
137.72 **Recall of Mail**

Mail matter may be recalled after acceptance only by the addressee, the sender, or the lawful designee of either. Regulations governing recall of mail are contained in DMM D030 and IMM 360.

137.73 **Requests for Surrender of Mail**

Postal employees served with legal process (for example, a state court order, search warrant, or other legal notice) purporting to require the surrender of mail should respectfully refuse to surrender the mail and should explain that the mail came into their custody by reason of their official employment, and direct the matter to the Inspection Service.

*Exception:* A search warrant duly issued (by a federal court or served by a federal officer) under Rule 41 of the Federal Rules of Criminal Procedures (see ASM 274.6).

138 **Nonmailable Matter — Written, Printed, and Graphic**

138.1 **Advice to Mailers — Mailability Decisions**

138.11 **General Advice**

When a postal customer seeks advice on whether, or under which conditions, particular matter described in DMM C010 and DMM C030 may be mailed, the customer's attention should be called to any relevant provisions of those standards, and the customer may be assisted in using and understanding those provisions.

138.12 **Mailer’s Responsibility**

The mailer is responsible for complying with applicable postal laws and regulations governing mailability and preparation for mailing, as well as nonpostal laws and regulations on the possession, treatment, transmission, or transfer of particular matter. The general requirements applicable to preparation, packaging, and packing of mailable matter are in DMM C010. Special requirements applicable to preparing, packaging, and packing of potentially dangerous matter are explained in DMM C020.

138.13 **Certain Mailability Decisions Not Authorized**

Postmasters are not authorized to decide whether written, printed, or graphic matter is, because of its content, nonmailable. Postmasters are not permitted to deny entry to such matter or exclude it from the mail. As stated in 138.11, postmasters should call the attention of prospective mailers of such matter to all apparently relevant provisions of DMM C030. After being so informed, if the mailer requires that matter described in DMM C030 be accepted, it must be treated under 138.14. Written, printed, or graphic matter not properly prepared for mailing can be refused.
138.14 **Referral to Inspection Service**

A report about written, printed, or graphic matter found in the mail that appears nonmailable must be sent to the Inspection Service. Such matter may not be withheld from dispatch or delivery unless the Inspection Service, acting under ASM 274, instructs such withholding.

138.15 **Opening or Inspecting Mail**

Mail may not be opened, detained, delayed, or inspected, except under ASM 274.

138.16 **Applicability to Military Postal System**

DMM C010 and DMM C030 apply to the military postal system, its employees, and undelivered mail that is or has been in the official custody of the system and its employees. References in 138 to the Inspection Service refer to the Postal Inspection Service and its authorized personnel, not to military investigative services.

138.2 **Sexually Oriented Advertisements**

138.21 **Application for Listing**

138.211 **Completion of USPS Form**

A person may invoke the protection of 39 U.S.C. 3010 by completing and filing, with any postmaster or other designated USPS representative, Form 1500, *Application for Listing and/or Prohibitory Order*. This form may be obtained at any post office.

138.212 **Authorized Filers**

A person may file in his or her own behalf and in behalf of any of his or her children under the age of 19 years who reside with that person or are under that person's care, custody, or supervision. An authorized officer, agent, fiduciary, surviving spouse, or other representative may file in behalf of a corporation, firm, association, estate, or deceased or incompetent addressee.

138.213 **Weekly Transmission of Applications**

Postmasters must send all completed applications weekly to the Prohibitory Order Processing Center (POPC).

138.214 **Entry on USPS List**

After receiving a Form 1500, the POPC enters the customer's name and address (and the names and addresses of minor children) on the application into the USPS's computerized list of persons who do not want to receive sexually oriented advertisements. This information is processed and the list updated monthly. The 30-day period under section 3010(b) starts on the effective date of the list on which the person's name first appears.

138.215 **Five-Year Retention on List**

A person's name and address are kept on the list for 5 years, unless a request for revocation is filed sooner by that person. A person must file a new application at the end of the 5-year period to remain on the list. The names and addresses of minor children are removed automatically from the list.
when they reach 19 years of age. A minor must file an original application in his or her own behalf if that person wants to continue his or her name on the list after reaching 19 years of age.

138.216 **Separate Applications for Different Addresses**

The filing of a single application results in the listing of a single address for the person filing. A person who receives mail at more than one address and who wants the protection of 39 U.S.C. 3010 at more than one address should file a separate application for each. A person who moves must file a new application to receive the protection of 39 U.S.C. 3010 at the new address. The submission of Form 3575, *Change of Address Order*, is not effective for this purpose. It is not a violation of 39 U.S.C. 3010 to mail a sexually oriented advertisement to a person at an address other than that which is shown for him or her on the list. It is a violation, however, to mail such an advertisement to that person at the address shown for him or her even though that person has moved from that address.

138.22 **Violations**

138.221 **Partial Listing**

The following is a partial list of conduct that can violate 39 U.S.C. 3010 or 18 U.S.C. 1735:

a. The mailing of a sexually oriented advertisement in an envelope or other wrapper that does not bear the name and address of the sender and the legend “Sexually Oriented Ad,” under DMM C032.5.

b. The mailing directly or indirectly of a sexually oriented advertisement to a person whose name and address have been on the list for more than 30 days.

c. The sale, loan, lease, or licensing of the use of the list or a copy thereof in whole or in part.

d. The use of the list or a copy of it in whole or in part for any other purpose than to ensure that no mailings of sexually oriented advertisements are made to persons on the list.

138.222 **Compliance With Law**

No person who mails sexually oriented advertisements only to persons who have requested to receive the same is deemed to have violated the statute or regulations, if that person is otherwise in compliance with the law, whether or not that person purchased and used the USPS list.

138.223 **Customer Reporting of Unsolicited Advertisements**

A person who wants to report receipt of unsolicited sexually oriented advertisements after his or her name and address are on the list for more than 30 days should submit the entire mailpiece, including the envelope or other wrapper, to any postmaster. The mailpiece must have been opened by the addressee. When submitting the mailpiece, the addressee must endorse the envelope or other wrapper and the contents thereof in substance as follows: “I received this mailpiece on (date),” and sign the statement. He or she should also state the identifying number appearing on his or her application if it is known (see 138.211). The postmaster of the installation to
which the mailpiece is submitted must send it without delay to the inspector in charge of the Inspection Service division with geographical jurisdiction over the address of the mailer.

138.224 **USPS Employee Reporting of Unsolicited Advertisement**

If a violation of DMM C032 comes to the attention of any USPS officer or employee, that person must, through his or her postmaster, report such violation to the postal inspector whose territory includes that postal installation. Mail of a mailer in violation or apparent violation of 39 U.S.C. 3010 may not be refused for dispatch or delivery without a proper court order. Instructions to postmasters must be issued if a court order is obtained.

138.225 **Customer Inquiry of Name on USPS List**

A customer who wants to know whether his or her name is on the list should write to the Prohibitory Order Processing Center at the following address:

NATIONAL CUSTOMER SUPPORT CENTER

US POSTAL SERVICE

PO BOX 3744

MEMPHIS TN 38173-0744

139 **Nonmailable Matter — Articles and Substances: Special Mailing Rules**

139.1 **General Provisions**

139.11 **Rules and Procedures**

139.111 **Mailer’s Responsibility**

The mailer must comply with applicable postal laws and regulations on mailability and mail preparation, as well as nonpostal laws and regulations on the shipment of particular matters. General requirements for preparation, packaging, and packing of mailable matter are in DMM C010.

139.112 **Dangerous Materials Notices**

Postmasters and other managers of postal facilities must prominently display in post office lobbies, acceptance areas, and at self-service postal centers a notice containing the following language: “Mailing extremely dangerous materials, and potentially dangerous materials that are prepared improperly, is prohibited by law. You must ensure that your mailings comply with the law. Ask about postal requirements before you deposit any questionable materials into the mail.”

139.113 **Procedure for Acceptance Clerks**

Acceptance clerks must follow these procedures:

a. If the content of an article presented for mailing is described by the mailer or otherwise revealed to be nonmailable, the acceptance clerk must refuse to accept the article and must explain the reasons to the mailer (see Publication 52, Acceptance of Hazardous, Restricted, or Perishable Matter, and the IMM).
b. Acceptance clerks must watch for substances that are nonmailable as packaged and, where such substances are identified, must advise the customer of the preparation and packaging requirements that must be satisfied before such substances are acceptable for mailing (see Publication 52 and the IMM). If the customer fails to show that the matter is mailable as packaged, the employee must refuse to accept the article and must explain the reasons to the mailer.

139.114 General Advice to Mailers

When a customer seeks advice about whether or how to mail particular matter, or where it appears likely that a customer is to mail dangerous matter (as described in DMM C020), the customer’s attention must be called to the relevant provisions of those standards and any official USPS guides to mailing such as Publication 52. Technical questions about the proper preparation or packaging of matter may be referred to the RCSC. The scope of a postmaster’s authority to decide whether particular matter is nonmailable under DMM C020 and to exclude such matter from the mail under that decision is determined by 139.116. Mail may not be opened, detained, delayed, or inspected except under ASM 274.

139.115 Other Laws and Regulations

Other laws and regulations can apply to the mailings:

a. Particular matter may be mailable under postal statutes and regulations, but customers may have responsibilities under nonpostal statutes and regulations concerned with possession, treatment, transmission, or transfer of such matter. See, for example, 49 CFR, parts 100 through 177 (Department of Transportation Regulations); the Comprehensive Drug Abuse Prevention and Control Act of 1970 (Public Law 91-513), 21 U.S.C. 801, et seq.; and the Gun Control Act of 1968 (Public Law 90-618), 18 U.S.C. 921, et seq. Postmasters must not give opinions about whether mailing particular articles and substances (see DMM C020) would violate or comply with nonpostal laws and regulations administered by agencies other than the USPS. Postmasters who know the existence of such laws or regulations should refer the customer to the appropriate government agency. For example, postal customers with questions about the interstate shipment of rifles or shotguns should be referred to the nearest regional administrator of the Bureau of Alcohol, Tobacco and Firearms or to the Director, Bureau of Alcohol, Tobacco and Firearms.

b. Title 18 U.S.C., chapter 119, constitutes a statutory system of regulating interception of wire, oral, or electronic communications. Any person contemplating the mailing of a device primarily useful for surreptitiously effecting such interception should consider the provisions of chapter 119, particularly section 2512. This statute makes it a crime, unless otherwise provided in chapter 119, for a person intentionally to send through the mail any device whose design that person knows, or has reason to know, renders the device primarily useful for surreptitious interception of wire, oral, or electronic communications. The statute does not declare that such a device in itself is nonmailable matter but, as shown, provides criminal penalties for the act of intentionally mailing
it. Customers who need advice on the applicability of this prohibition to contemplated mailing activities should consult private legal counsel.

139.116 **Authorized Mailability Decisions**

Postmasters may decide whether articles and substances other than written, printed, or graphic matter are nonmailable and must, where appropriate, refuse to accept for mailing such matter determined to be nonmailable. Where necessary, the RCSC should be consulted in determining mailability. If the mailer wants to review the postmaster’s decision, the postmaster must, with the mailer’s consent, refer a sample and send a complete statement of the facts to the RCSC manager. After the manager’s decision is made, further appeal may be made by the mailer under 39 CFR 953, Rules of Practice in Proceedings Relative to Mailability. Postmasters are authorized to take any steps reasonable and necessary to protect USPS employees and equipment from the effects of potentially dangerous or injurious materials or substances found in the mail (see ASM 223.4).

139.117 **Referral to Inspection Service**

Matter within the following categories, when found in the mail, should be held temporarily, and the Inspection Service should be advised immediately. Such matters should thereafter be disposed of under instructions promptly furnished by the Inspection Service. These categories of matter are nonmailable firearms and switchblade knives (see DMM C024); controlled substances (see DMM C023); motor vehicle master keys and locksmithing devices (see DMM C024); alcohol (see DMM C024); and explosive, incendiary, or hazardous materials or devices that may present an immediate threat to persons or property (see DMM C023). This provision does not authorize the opening or inspection of any mail.

139.118 **Referral to RCSC**

All matter found in the mail and believed to be nonmailable under DMM C020 and DMM C030, except matter described in 139.117, must not be withheld from dispatch or delivery, but a report fully describing such mailing should be referred to the RCSC manager.

139.119 **Administrative Appeals**

A mailer aggrieved by any mailability decision by the RCSC manager may file a written notice of appeal with the USPS Recorder, Judicial Officer Department, with a copy or description of the determination or ruling in question. See 39 CFR 953, Rules of Practice in Proceedings Relative to Mailability.

139.2 **Firearms, Knives, and Sharp Instruments (18 U.S.C. 1715, 1716)**

Postmasters are not authorized to give legal opinions about the shipment of rifles or shotguns, knives, or sharp instruments (see 139.115).
14 Other Retail Services Management

141 Delivery Services

141.1 General

This section concerns mail delivered by clerks at postal facilities. These types of delivery services involve significant volume and include general delivery, post office box and caller service, and, in some instances, firm holdout service. Additionally, clerks often deliver mail to customers who present notices of attempted delivery.

For detailed regulations concerning the availability of these services, customer and Postal Service obligations, and the appropriate rates, see DMM D900, Handbook M-39, Management of Delivery Services, and 142 and 84 of this book.

141.2 General Delivery Service

*General delivery* is intended primarily for use at offices without carrier delivery and for residents not eligible for carrier delivery service, to serve transients, and for other customers who are not permanently located. Mail endorsed “Transient, to be called for, general delivery” or with other suitable words will be placed in the general delivery case to be delivered to the addressee upon request at a retail service counter and with proper identification. Persons living permanently in cities having carrier delivery service and who have good and sufficient reasons satisfactory to the postmaster may receive their mail at general delivery retail service counters.

141.3 Firm Holdout Service

Customers who normally receive 50 or more letters on the first delivery trip and who request to pick up mail may be provided *firm holdout service*. Firm mail may be a direct holdout or may be withdrawn from the carrier’s case. For each customer, employees complete a Form 3801, *Standing Delivery Order*. Indicate on the form the type of mail (that is, letter, parcel post, special delivery, or all mail the firm will pick up) and obtain the signature of each firm employee or the designated agent authorized to pick up the mail. Carriers cannot make a first delivery to customers receiving holdout service, but may make subsequent delivery of mail where such service is provided by multiple trip routes. This service does not withdraw established service.

No charge is made for firm holdout service under these provisions.

In all other cases, customers requesting to call for their mail will be afforded service in accordance with 841, 842, or 843.
Post Office Box and Caller Services

141.4 General
Post office box and caller services are premium services provided for the convenience of customers for a fee.

141.42 Post Office Box Service

141.421 General
Post office box service consists of delivery to post office boxes assigned to customers. These boxes are located at postal facilities, subject to customer demand and the Postal Service’s ability to provide them. They are arranged in different configurations and must follow certain equipment and numbering requirements (see 141.423).

141.422 Configurations
Post office box service is provided through the following configurations:

a. A post office box unit is any number of post office box sections that comprise the total post office boxes in a facility that is under one particular five-digit ZIP Code.

b. Any configuration of standard-sized boxes having the same overall dimensions as an assembly of the smallest size configured two high and six wide is a post office box module.

c. Five post office box modules arranged vertically comprise a post office box module unit. (In some cases, this will exceed 72 inches in height.)

d. Two post office box module units side by side (a maximum width of approximately 48 inches) form a section. For series 700, 1300, and others, a maximum width of 48 inches should apply.

A box section should not exceed 120 boxes or be wider than 48 inches. In cases where the physical layout of a post office box section unit involves inside corners or outside corners (from the viewpoint of the box clerk) that separate two box module units that would normally make up a box section, consider the following:

(1) In the case of an inside corner, if one of the walls contains an odd number of module units, include the odd module unit with the adjacent two units to form the box section. If both walls contain an odd number of module units, the units adjacent to the corner, if within arms’ reach of each other, may be combined to form a box section. If an odd module unit is not within arms’ length of an adjacent unit, it should be designated as a box section by itself.

(2) In the case of an outside corner, when there is an odd number of post office box module units, one post office box module unit will constitute a post office box section when necessary.

Note: All new post office box sections must conform to the above guidelines. Existing box sections should be made to conform to these standards, when practicable.
141.423 **Requirements**

Equipment and numbering requirements are as follows:

a. **Equipment**
   
   (1) Key-locking models of post office boxes are the only types available for installation in new facilities or for expansion or replacement of existing post office box sections. Surplus key-locking equipment may be used to match styles upon expansion of currently existing post office box sections.
   
   (2) The 1800 series of post office box equipment should not be used in the same post office box section as 1500 series or earlier equipment models.
   
   (3) Antique call box equipment may no longer be used for the provision of post office box service, but may be used as an adjunct to general delivery.
   
   (4) Damaged post office boxes must never be rented to customers, and post office boxes that have already been rented but suffer damage must be repaired as soon as possible.

b. **Numbering**
   
   (1) Number all post office boxes sequentially.
   
   (2) Number all post office boxes vertically from top to bottom. The top box of each column of boxes should end in the number 1 (for example, 1, 11, 21, 31, 41, 51, 61, and so forth). Do not use alphabetical designations.
   
   (3) The district address management office must approve, in advance of the installation and customer notification, numbering deviations where columns contain more than 10 boxes.
   
   (4) Post office box numbers must all be numeric and must not be repeated within a finance number.

141.43 **Caller Service**

*Caller service* is provided at all offices to customers with a large volume of mail, to customers needing multiple separations, or to customers who need a post office box number address when no post office boxes are available. Postmasters must do the following:

a. Determine the times and locations for the provision of caller service.

b. Establish a series of box numbers for callers that is completely separate and apart from the numbers assigned to physical post office boxes. Assign a series of numbers that is beyond the range used on post office boxes. This series of numbers must not be repeated within the area represented by one finance number. Do not use alphabetical designations.
142 **Metered Postage Services**

142.1 **General**

142.1.1 **Description**

There are two primary categories of metered postage:

a. Metered postage imprinted by machines that are privately rented by mailers.

b. Metered postage imprinted by Postal Service-owned machines.

142.12 **Security of Equipment**

Postal-owned postage meters are restricted items that must be handled securely in accordance with Handbook AS-701, *Material Management*. This meter equipment must not be assigned to contract stations, branches, or community post offices. Contractors may rent a postage meter at their own expense, however, subject to the same rules and regulations that apply to private mailers.

142.13 **Exceptions**

Postage may be paid by meter stamps on any class of mail other than Periodicals. Metered mail is entitled to all the privileges and subject to all the conditions applying to the various classes of mail.

142.2 **Customer-Operated Metered Postage**

Mailers usually find it more efficient to imprint metered postage directly on large-volume mailings or on metered tapes that are affixed to each piece, rather than to use adhesive stamps for this purpose. Mailers rent postage meter machines from manufacturers authorized to distribute meters by the Postal Service. Applications for licenses for their use are accepted at the post office where the metered mail will be deposited. After approval of an application, the postmaster issues a license, for which there is no fee.

142.3 **Postal Service-Operated Metered Postage**

The Postal Service provides postage meters for use at retail service counters where the volume and type of mail being accepted justifies their use, such as to dispense postage for parcels and other purposes.

142.4 **On-Site Meter-Setting Service**

Postage meter-setting service may be provided by retail employees at business locations of customers who may find it inconvenient to bring their meters into the post office for setting. Fees are charged for this service. Postmasters decide when and where to offer the on-site service based upon customer demand and location, plus the cost and revenue considerations of providing the service. Postmasters may obtain assistance in making such decisions from Retail Systems and Equipment, Headquarters.
INTELPOST Service

INTELPOST (International Electronic Post) service is an international facsimile message service available between the United States and more than 40 foreign countries. A black-and-white image of the document is printed and delivered in the destination country. Depending on the customer’s choice of delivery options, the facsimile message will be delivered either the same day or the next day.

Photocopy Service

144.1 Policy

The Postal Service permits the installation of coin-operated photocopying machines in the lobbies of offices for customer use in many areas. The machines are owned and maintained by commercial firms, which are selected on a competitive basis. A portion of the proceeds from these machines is paid to the Postal Service. Details on how and where to provide photocopying service may be obtained from the district manager, Customer Service Support, or Handbook AS-707-E, Contracting for Coin-Operated Photocopiers.

144.2 Noncompetitive Requirement

The Postal Service does not compete unfairly with private coin-operated photocopy services. The distance between the post office premises in which a photocopy machine installation is proposed and a private coin-operated photocopy service must be at least one block or 500 feet. For these purposes, a block is defined as the entire unit where the post office structure is located and the opposite sides of the streets around that structure. In small communities (10,000 or less population), the distance should be extended to two or three blocks. When applying this rule, do not consider machines located in libraries, schools, or other public buildings. If the post office machine was installed before a private concern put in a machine, the post office machine may remain in service.

Self-Service Vending

145.1 General

145.11 Description

Many customer needs are met faster and more efficiently by self-service vending equipment that offers basic postal products and services in areas convenient to the public. Such equipment may be installed in postal facilities or at nonpostal locations. The configurations range from a single small stamp vending machine to large self-service postal centers. See Handbook PO-102, Retail Vending Operational and Marketing Program, for specific details regarding self-service vending.
145.12 **Responsibilities**

Self-service vending equipment, when installed in postal facilities, must be kept operable and available to customers during all business and box lobby hours. Each manager in whose postal facility a self-service unit is located is responsible for ensuring the operability of the equipment. Postmasters are also responsible for informing customers of the advantages, locations, and products available from self-service and vending equipment. In non-postal locations, self-service vending equipment must also be kept operable and available to customers during all times the mall or other operating location is open for business.

145.13 **Value**

All stamps and products vended by self-service equipment owned by the Postal Service are sold at face value.

145.14 **References**

The following are sources of information on self-service vending equipment:

a. Sections 145.2 through 145.5 describe the various configurations of self-service vending equipment in use and the policies underlying their installation and operation.


c. Numerous technical manuals are available concerning the operation and maintenance of particular pieces of equipment. The principal handbook that addresses the management of self-service retailing operations is Handbook PO-102.

145.2 **Stamp Vending Machines**

Stamp vending machines vend stamps off large coils and are normally installed in smaller post offices, stations, and branches where there is a need for service after closing hours or to alleviate the wait in line for single stamp sales. A single stamp vendor may be used in conjunction with a booklet vendor if the traffic warrants. This type of machine is to be used where there is not enough business to justify a postal commodity machine. In larger locations, a small stamp vendor may be placed near a postal commodity machine. Criteria for placement are found in Handbook PO-102.

145.3 **Booklet Vending Machines**

Booklet vending machines can hold approximately a box of booklets in a criss-crossed stack and are normally installed in smaller post offices, stations, and branches where there is a need for service after closing hours or to alleviate the wait in line for stamp booklet sales. This type of machine is to be used when sales exceed the revenue required for a single small stamp vendor but where there is not enough business to justify a postal commodity machine. Criteria for placement are found in Handbook PO-102.
145.4 Booklet/Stamp Combination Machines

Combination machines selling four selections of booklets and two single stamp selections may be used in both postal and nonpostal locations. This type of machine is used when sales exceed single stamp and single booklet vendors but where there is not enough business to justify a postal commodity machine.

145.5 Postal Commodity Machines

Postal commodity machines provide stamp booklets, commemorative and definitive vending packets, aerogrammes, long and short stamped envelopes, stamp coils of 100, Express Mail packets, and Priority Mail packets. The types of products to be sold in these machines are outlined in the specific maintenance series handbook designated for the postal commodity machine. These machines are installed in postal facilities where there is a need for more service than is provided by small stamp vendors and/or booklet vendors but where a full self-service postal center (SSPC) is not warranted. They may also be installed at nonpostal locations where adequate protection exists. Criteria for placement are found in Handbook PO-102.

145.6 Self-Service Postal Centers

145.61 Criteria

Self-service postal centers (SSPCs) are installed in postal facilities where there is a need for more service than is provided by a single postal commodity machine, booklet/stamp combination machine, small stamp vendor, or booklet vendor. SSPCs may be installed at nonpostal locations where adequate protection exists. See Handbook PO-102 for deployment criteria.

145.62 Equipment Configuration

Self-service postal centers generally contain the following items:

a. A stamp vending machine providing one or more stamps of the most commonly used denominations.

b. A postal commodity machine providing the designated vending items for that type of machine.

c. A booklet/stamp combination machine can be used in lieu of stamp vendor or commodity machine.

d. A currency changer that changes $1 bills into quarters, dimes, and nickels for use in vending machines. Currency changers are to be used only if the vending equipment does not already take bills.

e. A parcel depository, when available.

f. An automatic computing parcel scale and/or letter scale.

g. Publication 65, National Five-Digit ZIP Code and Post Office Directory.

h. Customer information signs providing information on postage rates and mailing procedures only if this information is not available on the scale.
i. A letter collection receptacle.

j. Telephone for customer use in case equipment is out of order.

k. Claims for refunds.

All claims for refund of money lost through self-service retail vending equipment must be handled expeditiously. All retail service and other employees who handle such claims or complaints must acquire a thorough working knowledge of the refund procedures contained in Handbook PO-102.

146 Exchanges and Refunds for Payment of Excess Postage

146.1 Processing Refunds for Postage Stamps, Meter Impressions, Permit Imprints, or Rejected Personalized Envelopes

146.11 Offices With 950 or More Revenue Units

At offices with 950 or more revenue units, the accepting employee does the following:

a. Reviews the application and supporting papers.

b. If a refund is due, completes Part II, “Verification of Refund,” on Form 3533, Application and Voucher for Refund of Postage and Fees.

c. Pays the applicant in cash, except for meter stamps, from official funds on hand, if practicable to do so and if the refund is made in person. For meter stamp refunds of more than $10, the employee uses a no-fee money order or a Treasury check payable to the registered license holder of the meter serial number from which postage is being refunded. Refunds for meter stamps for $10 or less may be made in cash.

d. Has the payee sign the receipt on Form 3533.

e. If requested or if refund is to be mailed, makes the refund as prescribed by Handbook F-1, Post Office Accounting Procedures, 730.

f. Keeps the receipted copy of Form 3533 in the files to support the office copy of the statement of account.

g. Destroys envelopes, wrappers, or other evidence submitted with the application under 146.22a(4).

h. If the application is not approved, returns it to the applicant with the supporting papers and a written explanation.

i. Enters the amount refunded in AIC 536, Postage and Fees Refund, as specified in Handbook F-1.

146.12 Offices With Fewer Than 950 Revenue Units

At other offices, the accepting employee does the following:

a. Handles the application under 146.11.

b. If no witness is available for signature in Part II, “Verification of Refund,” Form 3533, has the payee sign in the proper space.
c. Records the refund as a write-in entry on a blank line in the disbursements section of the cashbook and shows AIC 536(d), Postage and Fees Refund, for the number and title of the account as specified in Handbook F-1.

d. If the amount to be paid is more than the $700 limit for money orders, and the processing post office does not issue Treasury checks, sends Form 3533 with all supporting papers and a statement certifying the claim to the district.

e. Ensures that the district processes the application under 146.11 and issues the Treasury check. If the application is disapproved, the accepting employee returns the complete file to the postmaster at the office of application with a written explanation. The application office forwards the explanation to the applicant.

146.2 Processing Refunds for Metered Postage

146.21 Meters Checked Out of Service

The procedure for issuing refunds for meters checked out of service is as follows:

a. Verification at All Offices. The accepting employee does the following:
   (1) Verifies the amount by examining meter registers.
   (2) Fills out Part V, Form 3533, if a refund is due.
   (3) If the manufacturer’s meter checkout form has all the required documentation, uses it instead of Form 3533.
   (4) Refunds the full value of the unused postage under 146.21b(1) or 146.21b(2).

b. Refund.
   (1) At offices with 950 or more revenue units, the employee handles the refund of metered postage under 146.11.
   (2) At other offices, the employee handles a refund of metered postage following 146.12.

146.22 Unused Meter Stamps

The procedures for issuing refunds for unused meters stamps are as follows:

a. At offices with 950 or more revenue units, the employee does the following:
   (1) Reviews the application and examines the meter stamps submitted.
   (2) Handles the refund as outlined in 146.11 and provides a partial refund under DMM P014.
   (3) When the customer requests a receipt and verification cannot be made at the time of presentation, furnishes a receipt on Form 3210, Interim Receipt for Stamp Stock Submitted for Redemption, properly amended.
(4) The postmaster must designate an employee, other than the certifying and witnessing employees completing Part II of Form 3533, to destroy the stamps for which refund is approved. After destruction, the employee must certify Part VI of Form 3533. The certifying and witnessing employee must observe the actual destruction of the meter stamps.

b. At other offices, the employee does the following:

(1) Verifies the amount claimed.

(2) If the refund is due, certifies the correctness of the amount on Part II, Form 3533, or on a separate attached sheet.

(3) Handles a refund for unused meter stamps under 146.12. Provides a partial refund under DMM P014.

(4) Sends unused meter stamps with Form 3533 when the application for refund is sent to the district for payment.

(5) For refunds paid at the employee’s office, sends the redeemed stamps to the district for destruction on the schedule established by the district. Prepares meter stamps for shipment in the same manner as other nonsalable stamp stock, but marks the envelopes “Metered Postage” instead of “Nonsalable Stock.”

(6) Does not prepare a destruction certificate for meter stamps sent to the district for meter stamp refunds paid at your office. Sends the receipted Form 3533 and a transmittal memorandum along with the meter stamps. Keeps a copy of the transmittal memorandum in your files.

(7) The district destroys the meter stamps and certifies the destruction on Form 3533 following 146.22a(4), except that it does not make or account for any refund. After the destruction is certified, the completed Form 3533 is returned to the originating postmaster, who keeps it with other supporting documents.

146.23 Evidence of Unused Meter Stamps at Office of Meter Setting

Instead of submitting bulky evidence of unused meter stamps, postmasters at the office of meter setting may certify the amount and destruction of these stamps in Part IV of Form 3533 and forward the application to the post office where the meter is licensed.

146.24 Computing Fraction of Cent

In computing the amount to be refunded for unused meter stamps, resolve a fraction of a cent in favor of the USPS. For example, if 90 percent of the postage value of impression is $4.187, the amount refunded is $4.18.

146.3 Refund Application for Retail Services

Application for refund of fees collected for retail services must be initiated by the customer on Form 3533. Applications are processed as follows:

a. The application and any supporting papers are reviewed by an authorized USPS employee. If a refund is due, the USPS employee completes and witnesses the approval part of Form 3533. Form 3533 is
returned to the customer for submission to the retail services section for payment.

b. The refund is issued under the provisions of Handbook F-1, 730.

c. If the application is not approved, it is returned to the applicant with the supporting papers and an explanatory statement.

d. When the amount due the USPS because of faulty postage meter mechanical operation is less than $1, it is not collected. When the amount due the customer is less than $1, it is refunded only on request.

### Indemnity Claims

#### General Instructions for Filing Claims

##### How to File

147.11 **Customer Action**

The following actions apply to customers who file indemnity claims for insured, COD, registered with postal insurance, or Express Mail. (See Exhibit 147.11 and the IMM for international insured and registered mail claims.)

a. **Claims for Loss.** Only the sender may file an indemnity claim for the complete loss of an insured, COD, registered with postal insurance, or Express Mail article by presenting evidence of insurance, evidence of value, and proof of loss. (Proof of loss is not required for COD or Express Mail claims.)

   **Note:** If the article was mailed Express Mail COD or registered COD, the sender must provide the original COD receipt with either the Express Mail or the registered receipt.

b. **Claims for Damage.** Either the sender or addressee may file a claim for damage or for missing contents by presenting evidence of insurance, evidence of value, and the article with its wrapper and packaging for inspection as explained in DMM S010.2.2.

c. **Time Limits.** Claims for complete loss must be filed within the time frames prescribed in DMM S010.2.2. Claims for damage or missing contents must be filed immediately.

d. **Form 1000.** The customer must complete the applicable spaces on Form 1000, *Domestic Claim or Registered Mail Inquiry*, for all domestic indemnity claims.
General Instructions for Filing Claims

ELIGIBLE TYPES OF MAIL
Insured, Registered, COD, Express Mail, Express Mail COD, and Registered COD

WHO MAY FILE
Complete Loss — Sender only; Damage or Loss of Contents — Sender or Addressee

Filing Time Periods and Required Forms
Claims for damage and missing contents must be filed immediately.
Claims for total loss should follow the time frames below.

<table>
<thead>
<tr>
<th>Type of Mail</th>
<th>No Sooner Than</th>
<th>No Later Than</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insured</td>
<td>30 days</td>
<td>1 year</td>
<td>1000</td>
</tr>
<tr>
<td>Registered</td>
<td>15 days</td>
<td>1 year</td>
<td>1000</td>
</tr>
<tr>
<td>COD/Registered COD</td>
<td>60 days</td>
<td>1 year</td>
<td>1000</td>
</tr>
<tr>
<td>Express Mail</td>
<td>7 days</td>
<td>90 days</td>
<td>1000</td>
</tr>
<tr>
<td>Express Mail COD</td>
<td>60 days</td>
<td>90 days</td>
<td>1000</td>
</tr>
</tbody>
</table>

Exception: Minimum time limit to file for insured mail originating at or addressed to destinations outside contiguous 48 states (including APOs and FPOs) sent by SAM and PAL: by air — 45 days; by surface — 75 days.

DOCUMENTATION REQUIRED FROM CUSTOMER

A. Evidence of Insurance (at least one):
1. Original mailing receipt, or
2. Wrapper showing evidence of insurance and names and addresses of sender and addressee. (Indemnity can be limited if only wrapper is submitted as evidence.)

B. Evidence of Value (at least one):
1. Sales receipt or invoice; or
2. Picture from a catalog showing value of similar article; or
3. Statement from reputable dealer; or
4. Customer's description of article, amount paid, where purchased, whether new or used; or
5. Repair bill or estimate for repair.

C. Proof of Loss (required for insured and registered only):
1. Completion of claim form by addressee denying receipt, dated at least 30 days after the date of mailing (15 days for registered); or
2. Letter of nonreceipt from addressee, dated at least 30 days after the date of mailing (15 days for registered); or
3. Customer may request a copy of the delivery record from the addressee post office. The fee for this service is refundable if no delivery record is on file.

Note: The evidence of loss and the evidence of value submitted by the customer must be attached to the claim form. The evidence of insurance, however, must be endorsed “Claim Filed (date)” by the postal employee who accepts the claim and returned to the customer with instructions to keep it until the claim is settled.
147.112 **Accepting Post Office**

When accepting a customer’s claim, handle it as follows:

a. If necessary, assist the customer in completing the applicable spaces on Form 1000.

b. Date-stamp immediately on receipt and sign in the appropriate spaces.

c. Ensure that the customer presents evidence of insurance.

d. For damage claims, indicate the location of the damaged article and handle under 147.3. Describe any damage to the outside of the container. Provide any other information that may help in the adjudication of the claim.

e. (For numbered insured articles) Detach copy 3 of Form 1000 and give it to the customer to retain until the claim is settled. Forward the claim form with supporting documentation to the St. Louis ASC.

f. Endorse the original insurance receipt and/or wrapper “Claim Filed [date]”, date-stamp, and initial it. Return the receipt or wrapper to the customer and instruct the customer to keep it until the claim is settled.

147.113 **Claims and Inquiry Employee**

Detach copy 4 of Form 1000 and file it alphabetically by sender’s name. Process the claim as explained in 147.12.

147.12 **Processing Claims at the Acceptance Post Office**

147.121 **Loss of Numbered Insured or Registered With Postal Insurance Articles**

Process the claims as follows (see Exhibits 147.12 p. 1 and p. 2 for a flow chart of the procedures):

a. If the article was addressed for delivery at a post office other than the one where the claim is filed, and the addressee signed the Form 1000 indicating nonreceipt or provided a statement denying receipt, detach copy 3 of Form 1000 and give it to the customer to retain. Forward the claim form with all supporting documentation, such as evidence of value (as defined in DMM S010), to the St. Louis ASC. Claim forms submitted with an APO/FPO mailing address must have the unit or ship designation included.

b. If the article was addressed for delivery at the same post office where the claim is filed, search delivery records and annotate findings in the proper space in section C. Send Form 1000 with all supporting documentation and a copy of the delivery record to the St. Louis Accounting Service Center (ASC) at the following address:

CLAIMS PROCESSING SECTION
ACCOUNTING SERVICE CTR
PO BOX 80143
ST LOUIS MO 63180-9432

If there is a USPS notification that the article was not delivered (as explained in DMM S010), send the top two copies of Form 1000 with postal notification of nondelivery and all other supporting documentation to the St. Louis ASC.
Exhibit 147.12 (p. 1)
Processing Claims for Damage or Partial Loss of Contents

<table>
<thead>
<tr>
<th>All Claims for Damaged/Missing Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Complete Form 1000, part B, to show that the damaged article and its wrapper and packaging were presented for inspection when the claim was filed.</td>
</tr>
<tr>
<td>• Attach a separate sheet to the claim form describing the damage.</td>
</tr>
<tr>
<td>• If necessary, return the article to the customer so that an appraisal or estimate can be obtained.</td>
</tr>
<tr>
<td>• Use Form 3831 to give and take receipts for damaged articles. Note the condition of the form.</td>
</tr>
<tr>
<td>• Payment is made to the sender unless the sender designates the addressee as payee.</td>
</tr>
<tr>
<td><strong>Exception:</strong> (For numbered insured articles only) If the addressee paid for repair to a partially damaged article, mail the claim to the St. Louis ASC without the sender’s signature, if the endorsement on the wrapper shows that enough insurance was bought to cover the cost of repairs.</td>
</tr>
<tr>
<td>• If the article has no salvage value, allow the customer to keep it if the customer wants it; otherwise, destroy it.</td>
</tr>
<tr>
<td>• If the completely damaged insured, COD, or Express Mail article has salvage value, retain it for 90 days, then forward it to the appropriate mail recovery center on the next weekly dispatch.</td>
</tr>
<tr>
<td>• For registered mail claims, retain the article and the packaging until released by notification from the St. Louis ASC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Damaged/Missing Contents Filed by Sender</th>
<th>Damaged/Missing Contents Filed by Addressee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attach Form 3862 to top two copies of Form 1000.</td>
<td>Attach Form 3863 to top two copies of Form 1000.</td>
</tr>
<tr>
<td>Send to the addressee.</td>
<td>Send to the sender.</td>
</tr>
</tbody>
</table>
Exhibit 147.12 (p. 2)
Processing Claims at Acceptance Post Office for Complete Loss

Complete Loss of Registered or Numbered Insured Article Filed by Sender

Sender does not have proof of loss.

Sender has signed statement from addressee stating nonreceipt.

Sender has statement from delivery post office reporting that no delivery record is on file.

• Instruct sender to send Form 1000 to addressee for completion and return.
• Sender may file claim when signed Form 1000 is received from addressee.

Article was addressed for delivery at post office other than where claim is filed.

• Attach Form 3861-A to top two copies of Form 1000.
• Send to addressee post office to get delivery information.

Article was addressed for delivery at same post office where claim is filed.

• Send top two copies of Form 1000 with proof of loss and evidence of value to the St. Louis ASC.
• No evidence of loss is required from the sender before a claim is filed.
• Attach Form 3861-A to top two copies of Form 1000 and send to delivery post office.

Loss of Unnumbered Insured Articles

• Send top two copies of Form 1000 with proof of loss and evidence of value to the St. Louis ASC.

Loss of COD Articles

• No evidence of loss is required from the sender.
• Search CTT/EMRS for record of delivery.
• If no record, annotate Form 1000 and send to St. Louis ASC.
• If date of delivery is shown in CTT/EMRS, send Form 1000 to delivery office for completion of section C and for copy of delivery record.

Loss of Express Mail Articles
147.122 **Loss of Unnumbered Insured Articles**
If the sender has the signed Form 1000 from the addressee indicating nonreceipt or a signed statement denying receipt, and all supporting documentation, process the claim locally.

147.123 **Loss of COD Articles (or Nonremittance)**
Handle COD claims as follows:

a. If the article was addressed for delivery at a post office other than the one where the claim is filed, attach Form 3861-A to the top two copies of Form 1000 and send it to the post office of address for a search of delivery records.

b. If the claim is filed at the delivery post office, search delivery records and annotate findings in the proper space in section C. Take the following action as appropriate:
   1. If the delivery record is found, send the top two copies of Form 1000 with all supporting documentation to the St. Louis ASC.
   2. If the delivery record is not found, attach Form 3861, COD Loss Claim Filed by Sender, to the second copy of Form 1000 and send it to the addressee with a postage-paid return envelope. When the addressee’s response is received, attach it to the copy of Form 1000 and send it with all supporting documentation to the St. Louis ASC. If the addressee does not respond within 10 days, annotate item C11 on Form 1000 and send the claim directly to the St. Louis ASC.

147.124 **Loss of Express Mail Articles**
Search the Computerized Tracking and Tracing System (CTT) and the Electronic Marketing Reporting System (EMRS) and take the following action as appropriate:

a. If a date of delivery is shown in CTT/EMRS, attach Form 3861-A, Loss Claim, to the top two copies of Form 1000 and send it to the delivery office for a search of its delivery records so that a copy of the delivery record can be attached to the claim file.

b. If CTT/EMRS does not show a date of delivery for the Express Mail article, attach a copy of the computer report to the top two copies of Form 1000 and send it with all supporting documents to the St. Louis ASC.

147.125 **Damage Claim Filed by Sender**
If the sender files a damage claim for an article still in possession of the addressee, attach Form 3862, Damage Claim Filed by Sender, to the top two copies of Form 1000 and mail it to the addressee. Form 3862 instructs the addressee to sign the claim form and to take it with the damaged article, its wrapper and packaging, and any repair bill or estimate to the addressee’s local post office for inspection.

147.126 **Damage Claim Filed by Addressee**
If the addressee files a damage claim, attach Form 3863, Damage Claim Filed by Addressee, to the top two copies of Form 1000 and mail it to the
sender of the article. Form 3863 instructs the sender to designate the payee, indicate the value of the article mailed, sign the claim form, and take it with his/her original mailing receipt and evidence of value to the nearest post office.

147.127 Damage Claims Exceptions
Handle damage claim exceptions as follows:

a. (For numbered insured articles only) If the customer filing the claim has possession of the damaged article and the original mailing receipt, and submits proof that article was received in damaged condition or returned from the office of address as unclaimed or undeliverable, forward it to the St. Louis ASC.

b. If the addressee paid for repair to a partially damaged article and the endorsement on the wrapper shows that enough insurance was bought to cover the cost of repairs, mail the claim to the St. Louis ASC without the sender’s signature and the addressee will be paid. Otherwise, forward the claim to the sender for evidence of insurance. (Payment is made to the sender unless the sender designates the addressee as payee on the Form 1000, or unless a signed statement is included showing that the sender agrees payment should be made to the addressee.)

147.128 Replacement Shipments
If a shipment was sent to a customer to replace the original lost article, indicate “Replacement Shipment Was Made” on the claim form and attach a copy of the invoice showing that a replacement was sent.

147.129 Estimates and Appraisals
If necessary, return the article to the customer so that the customer may obtain an appraisal or estimate. Use Form 3831, Receipt for Article(s) Damaged in Mails, to give and take receipts for damaged articles. Note the condition of the article on the form.

147.13 Processing Claims Received From Another Office
147.131 Helping Customer
Process these claims as follows (see Exhibit 147.13 for a flow chart of the procedures). If a customer presents a Form 1000 initiated at another office, and one of the form letters mentioned in 147.12, help the customer complete the claim following the instructions in the form letter. After the form is filled out, complete the following:

a. If applicable, endorse the customer’s mailing receipt “Claim Filed [date],” date-stamp, and initial. Instruct the customer to keep the receipt until the claim is settled.

b. If the customer presents a damaged article, handle the article under 147.3. If applicable, give the customer a receipt for the article on Form 3831.

c. (For numbered insured articles) Send the completed claim form with all supporting documentation to the St. Louis ASC. Do not send articles, wrappers, containers, etc., to the St. Louis ASC.
Exhibit 147.13
Processing Claims at Delivery Post Office for Complete Loss

<table>
<thead>
<tr>
<th>All Claims</th>
<th>Check delivery records beginning on date of mailing and continuing through next 60 calendar days.</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Record</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Complete part C of Form 1000.</td>
</tr>
<tr>
<td></td>
<td>• Forward Form 1000 and all attachments to St. Louis ASC.</td>
</tr>
<tr>
<td>COD Only:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Attach Form 3861 to second copy of Form 1000. Send to addressee with postage-paid envelope.</td>
</tr>
<tr>
<td></td>
<td>• When addressee’s response is received, forward Form 1000 and all attachments to St. Louis ASC.</td>
</tr>
<tr>
<td></td>
<td>• If addressee does not respond within 10 days, annotate part C of Form 1000 and send to St. Louis ASC.</td>
</tr>
<tr>
<td>Record Found</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Complete part C of Form 1000.</td>
</tr>
<tr>
<td></td>
<td>• Indicate any unusual delivery conditions.</td>
</tr>
<tr>
<td></td>
<td>• Attach copy of delivery receipt to claim form.</td>
</tr>
<tr>
<td></td>
<td>• Exception: A copy does not need to be attached if the claim is for an insured/COD article and the delivery records are computerized.</td>
</tr>
<tr>
<td>Article Forwarded</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Complete part C of Form 1000.</td>
</tr>
<tr>
<td></td>
<td>• Attach Form 3861-A, showing forwarding address.</td>
</tr>
<tr>
<td></td>
<td>• Send both forms to forwarding post office.</td>
</tr>
<tr>
<td>Article Returned to Sender</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Complete part C of Form 1000.</td>
</tr>
<tr>
<td></td>
<td>• Attach Form 3861-A, showing reason returned to sender.</td>
</tr>
<tr>
<td></td>
<td>• Send all to return post office.</td>
</tr>
</tbody>
</table>

147.132 Verifying Delivery
Take the following actions no later than 5 days after receipt of a claim or a claim facsimile from the St. Louis ASC.

a. Check Form 3849, Delivery Notice/Reminder/Receipt, and/or Form 3883, Firm Delivery Book, to verify delivery of the article. When COD claims (including Express Mail COD) are received, search the COD tag file. If no record is found, search the files of Form 3849 at the main office, station, or branch. Search delivery records from the date of mailing up through records dated 60 days after that date. For Express
Mail articles (including Express Mail COD), search the Computerized Tracking and Tracing System (CTT) and the Electronic Marketing Reporting System (EMRS). For registered articles, also search Form 3867, Accountable Mail Matter Received for Delivery, and manifold bills. Follow these procedures:

1. No Record. If there is no record of delivery, check the applicable box on Form 1000 and date-stamp.

2. Record Found. If there is a record of delivery, enter the date of delivery and date-stamp. Record any unusual delivery conditions. If a COD article, enter the check or money order number and date issued. If none was issued, so record. If applicable, attach a copy of the sender’s request to authorize a change to COD charges or the addressee (see DMM S921). Attach a copy of the delivery record to Form 1000. **Exception:** If the claim is for a numbered insured or COD article and the delivery records are kept on a computerized system, it is not necessary to attach a copy of the delivery record to the claim form.

3. Article Forwarded. Attach Form 3861-A showing the new address and date forwarded and send it with Form 1000 to that post office.

4. Article Returned to Sender. If the article was returned to the sender, enter the reason and the date of return. Attach Form 3861-A showing the return address, and send the claim to the post office where the article was returned for a search of delivery records. That post office must date-stamp part C of Form 1000 and indicate whether there is a a record of delivery upon return.

b. Send completed claim forms to the St. Louis ASC.

**147.14 Inquiries and Duplicate Claims**

**147.141 Time Limits**

Customers file duplicate claims within the time limits shown in DMM S010. If a customer asks about the status of a claim and the required time has elapsed, process a duplicate claim under 147.142.

**147.142 Customer Filing**

Customers may file claims as follows:

a. **In Person.** To file a duplicate claim, the customer must either (1) submit a photocopy of the customer’s completed part of the claim form or (2) request the post office where the claim was filed to process a photocopy of the post office’s receipt copy of the claim form.

b. **By Telephone.** Obtain information about the mailing from the customer and check the file for a record of the original claim. If a copy of the claim is found, photocopy it, mark “Duplicate” on the top left corner immediately above the title (do not write in the barcode area), and process the form as in 147.12.

**147.143 Claim Form Copy Not on File**

If a copy of Form 1000 is not on file, advise the customer that no record exists. If the customer kept a copy of the claim form, ask the customer to
bring or send a copy to the post office. If neither the customer nor the post office has a copy of the claim form, the customer must file an original claim on Form 1000. Ask the customer to come to the post office with the original mailing receipt. When the customer presents the mailing receipt and the receipt is annotated to show that a claim was filed, follow original claim procedures and attach a note to the claim to inform the St. Louis ASC that a previous claim was filed.

147.144 Completing Duplicate Claims
Complete these duplicate claims as follows:

a. *Accepting Post Office.* Do not use a new Form 1000 when filing a duplicate claim. Use either a photocopy of the customer’s copy or the post office’s copy and mark “Duplicate” on the top left corner of the form immediately above the title. Do not write in the barcode areas. Process form as in 147.12.


147.145 Registered Mail and Express Mail
Process these duplicate claims as follows:

a. Do not accept duplicate claims for registered mail and Express Mail unless requested or authorized by the St. Louis ASC.

b. Process the customer’s inquiry by sending a memorandum with a photocopy of the claim form requesting status to the Claims Processing Section, St. Louis ASC. Clearly mark “Status” on the top left corner of the form immediately above the title. The St. Louis ASC advises the customer directly of the status of an inquiry. As an alternative, post offices may call the district manager of consumer affairs and claims serving the St. Louis ASC before handling a duplicate claim.

147.2 Reimbursements

147.21 Tendered
If a customer reimburses the Postal Service for an incorrectly paid claim, postal personnel must accept it and issue a receipt. For unnumbered insured articles, enter repayment of locally adjudicated claims in AIC 249 on the receipt side of Form 1412-A or Form 1412-B. Complete a Form 3544, *Post Office Receipt for Money,* for money collected to support Form 1412-A or Form 1412-B. For numbered insured articles, send all reimbursements to the St. Louis ASC with all claim-identifying information. Personal checks, money orders, or other negotiable instruments should be made payable to the Postal Service. If the instrument is made payable to the postmaster, the postmaster must sign and restrictively endorse it “Pay to Postal Service” and forward as above. Do not mark any entry in the cashbook.

147.22 Not Tendered
When it is determined that a claim was paid improperly and repayment is not tendered, report it to the St. Louis ASC by memorandum so it may be placed under accounts receivable control.
147.3 Disposition

147.31 Damaged Article
For a completely damaged article with little or no salvage value, allow the customer to keep the article if the customer wants it; otherwise, destroy it. If the completely damaged insured, COD, or Express Mail article has salvage value, retain it for 90 days, then forward it to the appropriate mail recovery center on the next weekly dispatch. Provide the customer with Form 3831. If the customer’s claim is denied, return the article on request. For registered mail damage claims, retain the article and packaging at the post office until released by notification from the St. Louis ASC. Make sure the disposition of the damaged article is clearly shown on Form 1000.

147.32 Disposition of Recovered Articles
When a lost registered, insured, COD, or Express Mail article is recovered undamaged after payment of a claim, the payee may reimburse the Postal Service for the full amount paid in exchange for the article. If the article is damaged, has depreciated in value, or is missing contents, the payee may accept it and reimburse the Postal Service an amount set by the St. Louis ASC.

147.4 Sample Claims

147.41 Filing Claims Under Sampling Agreement
147.411 List of Claims and Number of Articles Mailed
After receiving authorization to file under a sampling agreement from the manager, Claim Processing, as explained in DMM S010.5, the claimant must present a list of all COD items eligible for adjudication to the claims and inquiry section of any post office, or the employee in a post office designated to handle indemnity claims. The list must have the following:

a. For each claimed item, the list must contain the COD number followed by the name and address of the addressee, date of mailing, postage, fee, and amount due sender. All items must be listed by COD number, in ascending numerical order.

b. The list must contain all claims for the period covered by the list. No additional claims for articles mailed during that period may be submitted. No additional claims may be filed under these procedures until any previous claims under these procedures are completed. A mailer may not submit more than three groups of claims annually under these procedures.

c. The list must contain a summary sheet showing the total number of claims and total amount due the sender.

d. The claimant must submit a statement showing the total number of COD articles mailed during the time period represented by the sample.

147.412 Computing the Number of Claims to Be Sampled
The postmaster sends a memorandum requesting the number of claims to be sampled to the St. Louis ASC. This memorandum must contain the name and...
address of the mailer, the total number of claims on the list, and the names and telephone numbers of the employees responsible for processing the sample. The postmaster must also include in the memorandum a copy of the mailer’s statement showing the total number of COD articles mailed during the time period represented by the sample. After receiving the memorandum, the St. Louis ASC applies the sampling method referred to as “Sampling for Estimation of Proportions” to determine the number of claims to be sampled, the first claim to be sampled, and the sampling interval to identify the subsequent claims to be sampled.

Note: Under the procedure, “Sampling for Estimation of Proportions,” an assumed approximate proportion, confidence level (95 percent), and target precision level allow a computation of a required sample size from a finite universe of specific size. A systematic random sampling procedure is effected, with the sampling interval being the largest integer not exceeding the ratio of universe to sample size. The St. Louis ASC issues a memorandum to the postmaster showing the total number of claims to be sampled, the first claim on the list to be sampled, and the interval for sampling the remaining claims. On receipt, the postmaster must provide a copy of the memorandum to the claimant. The manager coordinates the sample and provides additional instructions to the post office.

147.413 Marking the List of Claims
The claims and inquiry employee must mark the list showing all claims to be sampled, starting with the first claim specified by the memorandum. The marked list must be returned to the mailer.

147.414 Completion of Claim Forms
Using the marked list, the mailer must complete the parts of Form 1000 normally completed by customers who file individual claims for each claim to be sampled. Information on the claim form must be identical with the entries on Form 3877, Firm Mailing Book for Accountable Mail, or its facsimile. The actual date of mailing must be used. In addition, the claimant must annotate the form with a special identification marking by computer as requested by the St. Louis ASC. The name and address of the mailer shown on the Forms 3877 and Form 1000 must be the same as the mailer’s name and address shown on the COD label.

147.415 Submission of Claim Forms
Mailers should return the marked list and completed claim forms (along with proof of mailing) within 2 weeks of receipt of the marked list. Mailers must submit claim forms in the same order as they appear on the list. Mailers must also provide a separate list of the claims to be sampled. In addition, mailers should provide the post office with a set of address labels showing the complete names and addresses of the addressees to help expedite the claim adjudication.

147.416 Partial Payment
A partial payment, based on those COD claims that the addressee post office can verify, generally is made 45 to 60 days after the claims are sent to the
addressee post office. In determining partial payment, the St. Louis ASC must follow the adjudication in 147.42.

147.42 **Adjudication**

147.421 **Computation of Payable Claims**

The St. Louis ASC determines the number of payable and nonpayable COD claims under the sampling procedures, after receipt of delivery information from the addressee post offices.

a. The St. Louis ASC determines the payment due the claimant by multiplying the percentage of claims found to be payable by the number of claims submitted, and then multiplying the result by the average value of payable claims sampled. For the partial payment, the St. Louis ASC determines the partial payment due the claimant by multiplying the percentage of claims found to be payable at that time by the number of claims submitted, and then multiplying the result by the value of the smallest payable claim sampled.

b. Before determining payment due, the St. Louis ASC adjusts the total number of claims by (1) subtracting any articles or contents returned to sender without a COD label and (2) subtracting, from the total due any sender, checks made out to the mailer that are discovered. These checks count as payable claims and are given to the mailer.

147.422 **Notification of Results**

The St. Louis ASC must prepare a report to the mailer showing the following:

a. Number of claims submitted by the mailer.

b. Number of claims deducted from the total number submitted by the mailer and the reason for the deduction.

c. Number of payable claims in the sample.

d. Number of nonpayable claims in the sample.

e. Percentage of payable claims.

f. Total number of payable claims within the universe of claims submitted by the mailer.

g. Average value of claims in the sample, less the COD fee.

h. Number and dollar value of any checks and money orders submitted by COD recipients.

i. Total amount due the mailer.

j. Partial payment already made.

k. Balance due mailer.

147.423 **Mailer Review**

The following applies to the mailer review:

a. The St. Louis ASC issues a check for the balance due the mailer along with the report under 147.422. After reviewing the report, the mailer has the option to review the results of the addressee post office’s search of delivery records shown on disallowed completed claim forms. The mailer must exercise this option within 2 weeks of receipt of the report.
and check from the St. Louis ASC. Failure to do so constitutes the mailer’s concurrence with the report.

b. Photocopies of completed claim forms or delivery records cannot be provided to mailers. This review of the nonpayable claims must take place with USPS employees at the post office where the claims were filed. If a discrepancy is noted, the check should be returned to the St. Louis ASC showing the reason for the discrepancy. The St. Louis ASC reissues a check after the discrepancy is resolved. The cashing of the check for the balance due by the mailer constitutes the mailer’s concurrence with the report.

147.424 Appeal
If any discrepancies cannot be resolved, the mailer may appeal the decision under DMM S010.

147.425 Sample Claim Schedule
Exhibit 147.4 contains a sample schedule for completion of this process. Any individual claim may take more or less time to complete each stage of the process.

Exhibit 147.4
Time Limits for Completing Claims Sample

<table>
<thead>
<tr>
<th>Action</th>
<th>Time Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mailer submits list of claims.</td>
<td>Within 1 year of date of mailing.</td>
</tr>
<tr>
<td>2. Post office sends memo to St. Louis ASC.</td>
<td>Within 3 days of receipt of list of claims from mailer.</td>
</tr>
<tr>
<td>3. St. Louis ASC responds.</td>
<td>Within 1 week of receipt of notification.</td>
</tr>
<tr>
<td>5. Post office marks list of claim forms and returns to mailer.</td>
<td>Within 1 week of receipt of response.</td>
</tr>
<tr>
<td>6. Mailer completes claim forms and returns claims and list to post office.</td>
<td>Within 2 weeks from receipt of marked list.</td>
</tr>
<tr>
<td>7. Verification of claim forms.</td>
<td>Immediately on receipt.</td>
</tr>
<tr>
<td>8. Initial processing of claims by accepting post office.</td>
<td>Within 2 weeks of receipt from mailer.</td>
</tr>
<tr>
<td>9. Duplicate claims completed and processed by accepting post office.</td>
<td>30 days after last claim is processed, complete and process immediately.</td>
</tr>
<tr>
<td>10. Partial payment issued.</td>
<td>Within 45 to 60 days from beginning of sampling.</td>
</tr>
<tr>
<td>11. Final claims action.</td>
<td>2 weeks after last duplicate claim is processed, begin telephone inquiries.</td>
</tr>
<tr>
<td>12. Adjudication and preparation of report and check by St. Louis ASC.</td>
<td>2 weeks.</td>
</tr>
<tr>
<td>14. Mailer review of claim forms (optional).</td>
<td>Within 2 weeks of notification to St. Louis ASC.</td>
</tr>
<tr>
<td>15. Issuance of check.</td>
<td>Immediately.</td>
</tr>
</tbody>
</table>
Quarterly Review

Responsibility

The consumer affairs and claims manager (district) coordinates the review of claims and inquiry functions at the main post offices, stations, and branches. The review must be conducted quarterly or when the St. Louis ASC reports or other evidence indicates that delinquent or delayed forms exist at any location accepting claims. Conduct the reviews as follows:

a. Count the claim forms; duplicate claims; Form 1510, Mail Loss/Rifling Report; and Form 3811-A, Domestic Return Receipt (After Mailing). Note the dates when the forms were received in the unit. Delivery information must be provided within 5 days of receipt of the request. Requests not processed within 5 days are delinquent. Determine the percentage of delinquent requests.

b. Check the COD file, comparing dates of money orders with dates of delivery, and note any delays.

c. Check the files of Forms 3849 for proper completion. Compare date of receipt and date of return of each COD article to determine whether held beyond the maximum 30-day retention period. Note any irregularities.

d. Determine the accessibility of delivery records to all employees who conduct searches.

e. Select a representative sample of delivery units each quarter. Check on-hand COD articles, noting the dates when received in the unit. Articles held more than 30 days must be recorded as irregularities.

f. Discuss the findings with the postmaster, station/branch manager, or other supervisor who manages the claims and inquiry function. Jointly develop a plan of action to correct any irregularities.

g. Provide a summary report for each site to the district manager, Customer Service and Sales, as well as the employee in charge of the unit reviewed. The report must list all noted irregularities and delinquent forms. Determine the cause of noted irregularities and delinquent forms and include a summary of the jointly developed plan of corrective action to be taken within a specified time. The manager, Customer Service and Sales, is responsible for ensuring that the plan is immediately implemented. When an accumulation of delinquent forms exists, it must be corrected immediately.

h. Conduct a followup review after 15 days to determine the effectiveness of the action taken. If no irregularities are detected, schedule the next review semiannually.

Survey Form

Photocopy Exhibit 147.5 and use it to help complete the quarterly review. After the review is done and the survey form completed, file it at the consumer affairs and claims office.
**Exhibit 147.5**  
**Quarterly Review**

**At the Claims & Inquiry Unit (Count any requests over 5 days old as irregularities.)**

Delivery information must be provided within 5 days after the request is received. Requests not processed within 5 days are delinquent. Determine the number of forms in the claims & inquiry unit that are more than 5 days old and not processed.

<table>
<thead>
<tr>
<th>Total Number of Claim Forms</th>
<th>Number of Claim Forms over 5 days old</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Number of Duplicate Claims</th>
<th>Number of Duplicate Claims over 5 days old</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Number of Forms 1510</th>
<th>Number of Forms 1510 over 5 days old</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Number of Forms 3811-A</th>
<th>Number of Forms 3811-A over 5 days old</th>
</tr>
</thead>
</table>

**Delivery Records (Count any “No” responses as irregularities.)**

Are delivery records accessible to all employees who conduct searches? ____________________________

Check the files of delivery records. Are Forms 3849 properly completed? ____________________________

On Forms 3849, compare the date of receipt with the date of return to determine whether COD articles are held beyond the maximum 30-day retention period. Are COD articles returned promptly? ____________________________

Check the COD file, comparing dates of money orders with dates of delivery. Are money orders sent to the COD mailer by the next business day after the date of delivery? ____________________________

**At the Delivery Unit (Count all articles held past the retention period as irregularities.)**

Select a representative sample of delivery units each quarter. Check on-hand accountable mail articles, noting the dates when received in the unit.

Number of COD articles held past the 30-day retention period ____________________________

Number of insured articles held past the 15-day retention period ____________________________

Number of registered articles held past the 15-day retention period ____________________________

Number of certified articles held past the 15-day retention period ____________________________
15 Easy Stamp Services

151 Stamps by Mail

151.1 Description

151.11 City Delivery Areas — Form 3227

Stamps by Mail (SBM) service allows postal customers in city delivery areas only to purchase postal products, such as booklets, sheets, and coils of stamps, postal cards, and stamped envelopes by ordering through the mail. The USPS order forms are incorporated in self-addressed, postage-paid envelopes. Customers obtain order envelopes (Form 3227, Stamps by Mail) from letter carriers, in post office lobbies, or by telephoning the local delivery unit to request its delivery. After completing an order form and enclosing a check or money order, the customer drops the sealed envelope in a collection box or his or her mailbox. Mail orders are returned to the customer within 3 to 5 business days. Postmasters must requisition Forms 3227 from their material distribution center and maintain a supply for use in filling customers’ telephone requests for the form, for customer use in the post office lobby, and for city delivery carriers to use as required. Forms that are requisitioned from the material distribution centers must be overprinted with the local address and barcode before distributing. Handstamping on this form is no longer acceptable.

151.12 Rural Delivery Areas — Form 3227-R

Stamp purchase orders allow postal customers in rural delivery areas only to purchase all postal products, such as booklets, sheets, and coils of stamps, postal cards, and money orders directly from the rural carrier or by using Form 3227-R, Stamp Purchase Order (Rural). Customers obtain Form 3227-R from the rural carrier or by telephoning the local delivery unit to request its delivery. After completing an order form and enclosing cash, check, or money order, the customer places the sealed envelope in his or her mailbox with the flag up. Stamp orders are generally filled and returned to the customer either at the time of mail delivery by the rural carrier or within 1 business day. Postmasters must requisition Forms 3227-R from their material distribution center and maintain a supply for use in filling customers’ telephone requests for the form or for rural delivery carriers to use as required.

151.2 Responsibilities

151.21 Managers, Customer Service Support

District managers, Customer Service Support, have primary responsibility for ensuring compliance with these guidelines.
151.22 **Postmasters of City Delivery Offices**

Postmasters of city delivery offices are responsible for ensuring direct supervision of SBM operations to achieve service standards and to deal effectively with variances.

151.23 **Postmasters of Rural Delivery Offices**

Postmasters with rural delivery are responsible for ensuring that rural carriers maintain a supply of stamp stock sufficient to meet the needs of the customers on the route. Postmasters must ensure that service standards are achieved, and deal effectively with variances.

151.24 **Order Filling Clerks**

The order filling clerks receive all orders and may fill them intermittently throughout the business day. For this reason, early availability is necessary to forecast volume and to plan a day’s work. Orders received by 2:00 p.m. should be filled before the end of the workday. All orders must be filled within 8 hours (and turned around within 24 hours) of the clerk’s receipt.

As each order is opened, the clerk must do the following:

a. Check for the customer’s name and address on both the order form and, especially, on the return address label.

b. Ensure that the order form is properly filled in and includes the quantities and costs of the ordered items. Check the customer’s addition to ensure that the total is correct.

c. Verify that the customer’s check is signed and made payable to “Postmaster” or “United States Postal Service” in the amount shown on the order. Accept the customer’s check in accordance with procedures outlined in Handbook F-1, *Post Office Accounting Procedures*. Annotate the back of the check with the initials “SBM.”

d. If an error is found, take the following steps before returning the order or order form to the customer:

   (1) If the value of the order exceeds the amount of the check, fill as much of the order as permitted, deducting postage equal to the value of the shortage.

   (2) If the check lacks a signature or an amount, or if no check or order was enclosed, return the materials to the customer. Enclose a short descriptive note to the customer, explaining the error. Always include a new order form.

   (3) If the check’s value exceeds the value of stock ordered, fill the order and have a no-fee money order prepared for the balance. Enclose the money order with the filled stamp order.

e. When filling an order, use a G-10 Permit envelope of the appropriate size to contain it. Enclose another preaddressed Form 3227 with the stock. Detach the return address label from the order form and apply it to the G-10 Permit envelope. Seal the envelope.
f. Place filled order forms aside for filing at the end of the day's order filling. Each form must be round dated, initialed by the person who filled it, and filed according to the customer's last name. These records must be retained in the unit until the next examination of the clerk's accountability or 30 days, whichever is greater.

g. Take the orders to the registry unit.
h. Record the number of orders in each dispatch to a delivery unit on an all-purpose ruled form.

151.25 Registry Unit

The registry clerk must do the following:

a. Validate the count of orders by delivery unit and return a copy of the ruled form to the clerk, keeping a copy for registry records.
b. Place all orders for one delivery unit in a large envelope addressed to the unit manager, marked, “Open and Distribute.” Record the number of enclosed orders on the envelope's face.
c. Backstamp each large envelope as though it were a regular registered piece, without a registered article number and without listing it on a registry control sheet.
d. Dispatch the large envelopes by pouch to the appropriate delivery units.

151.26 Receiving Delivery Unit

At a receiving delivery unit, the manager must do the following:

a. Remove and open the unit envelope, checking the number of orders against the count appearing on the envelope.
b. Notify the registry section immediately of any discrepancies.
c. Distribute the individual orders to the appropriate carriers. Carriers deliver the orders as regular mail, or certified, as marked. Managers must leave all orders, except certified articles, in the delivery receptacle, unless an obvious security risk exists.

151.3 Filling Orders

151.31 Form 3227

Requisition Form 3227, Stamps by Mail, and Form 3227-R, Stamp Purchase Order (Rural), from the appropriate material distribution center. The MDCs apply limits to order quantities, depending on the CAG level of the requisitioning office. Since actual need may not be determined by such limits, districts must order “buffer” supplies of forms in order to serve those units receiving too few. Each post office must overprint the local address and barcode on each form before distributing it to the customer. Do not rely on the customer to correctly complete this address. Placement of the address on the envelope must follow automation guidelines (Publication 25, Designing Letter Mail). Failure to overprint the local address could cause service failures of approximately 2 to 3 weeks and subsequent customer dissatisfaction.
151.32  **Order Fulfillment**

151.321  **General**

The intent is to maximize quality and productivity within the required 24-hour target for order filling. District managers are expected to implement an appropriate mix of SBM operations among city delivery units. With higher volumes, SBM orders may be preaddressed to (and filled at) central locations, such as the main office. Placing the barcode on the envelope and assigning a unique ZIP Code to SBM allows automated sites to save workhours, speed the mail’s availability, and sort directly to the order fulfillment operation. Normally, orders are delivered by regular mail. Certify those valued at $200 or more. Second attempts must be made the next day if the initial delivery attempt is unsuccessful.

151.322  **Clerical Downtime**

If transaction volumes permit, one method of filling SBM orders is to use clerical downtime. Between customers, retail service counter clerks can preaddress and fill orders at the customers’ own delivery units.

151.323  **Centralized Fulfillment Locations**

In centralized fulfillment locations, assign at least one clerk and a designated backup clerk to handle sustained order processing. Avoid service failures by training a third clerk to assist in handling the heavy volumes expected before Christmas and following planned promotions or publicity.

In centralized operations, separate filled orders by delivery unit or route, as appropriate. Certify any envelope containing stock worth $200 or more.

151.324  **Undeliverable as Addressed Orders**

If an order has been misaddressed or is undeliverable as addressed, return it through the registry unit to the SBM section supervisor or SBM clerk. The supervisor or SBM clerk determines from the Form 3227 which clerk filled it and if the correct address is on the envelope. The supervisor or SBM clerk notifies the customer to verify the address and explain the delay of the order. If the order is undeliverable and the customer cannot be contacted, the supervisor or SBM clerk returns the order to the stamp credit within a week.  

*Note:* Customer addresses with incorrect or missing ZIP Codes are deliverable.

151.325  **Lost Orders**

SBM orders are rarely lost in the mail. If a customer reports a lost or missing order, replace it immediately as follows:

a. Check the files for a record of the order. It is unnecessary to ask the customer for a copy of a canceled check. Complete a Form 1510, *Mail Loss/Rifling Report* (initiated by the SBM clerk or supervisor receiving the nonreceipt report). Retain a copy of the Form 1510 with the original order Form 3227 for a period of 2 years. Send all replacement orders by certified mail, regardless of value. Contact the customer prior to delivery of the replacement order to ensure that the customer will be there to receive the order.
b. Record the customer’s name and the reporting date of the loss on Form 1096, *Receipt*, indicating “Duplicate Stamps by Mail order — original reported lost.”

c. The supervisor must clear the issuing clerk’s accountability by initialing the Form 1096.

d. The clerk submits the Form 1096 as support for the entry to suspense on Form 1412-A, *Daily Financial Form*.

e. Return an undeliverable order to the stamp credit out of which it was filled. Increase the stamp credit by reducing AIC 094 and increasing *Trust Funds Received*.

151.326 **Written and Telephone Requests**

Handle written and telephone requests as follows:

a. Unit managers and clerical employees answering customers’ telephone inquiries must be aware that customers may order SBM without using Form 3227 simply by writing to the local postmaster. The customer should indicate the kind and quantity of stamps desired and must enclose a check or money order payable to “Postmaster” for the amount of the stamps.

b. Postage affixed to such an order is not refundable.

c. After filling orders, employees should always enclose a preaddressed Form 3227 for placing the next order.

d. Reporting SBM Revenue:

Report SBM revenue on Form 1412-A, *Daily Financial Form*, in AIC 094, *Stamps by Mail Sales*. If orders cannot be filled on the same day as opened, deposit the funds and enter the amount to *Trust Funds Received*. Make a withdrawal from *Trust Funds* and entry to AIC 094 on the next business day when the orders are filled. Forms 3227 are not submitted as support for Forms 1412-A. Keep the files of these forms available for supervisors’ review.

152 **Stamps by Phone**

By calling 800-STAMP-24 (782-6724), customers may order stamps and make purchases with Visa, MasterCard, or Discover credit cards. This toll-free number is available 24 hours a day, 7 days a week. There is a service charge, and stamps are delivered by mail within 3 to 5 business days.
153.12 Stamps on Consignment

153.1 Description

153.11 General

In the Stamps on Consignment program, the Postal Service distributes First-Class, Express Mail, and Priority Mail postage stamps to retailers for resale to the general public. Stamps are not to be sold above face value. In consigned stocks, if the vendor chooses to sell at below face value, the retailer still must pay the Postal Service for full value of the stocks. The retailer pays for the stamps 30 or 45 days after receipt (depending on the number of sales outlets). The objective of the program is to provide a convenient method of purchasing stamps for household customers who prefer to combine their stamp purchases with retail shopping. To meet this objective, retail specialists solicit local retail chains to provide the service, or through a postal contractor.

153.12 Stamps on Consignment Agreement

A stamp consignment agreement must be entered into by the Postal Service and the retail business. The agreements are signed jointly by the Postal Service and the stamp consignee. Only a designated Postal Service contracting officer may sign this agreement, unless it is established through the designated contractor (see Exhibit 153.12).
STAMPS ON CONSIGNMENT AGREEMENT

This consignment agreement known as Contract Number (number) entered into this (day of month) day of (month), 19(year) by and between (name of company) hereinafter referred to as “Consignee” and the United States Postal Service hereinafter referred to as “USPS,” Witnesseth:

The USPS will consign First-Class, Express Mail and Priority Mail postage stamps only to a firm engaged in selling a product directly to the general public at an established retail outlet. The Consignee’s business must be accessible to all segments of the public, including minors, and the Consignee’s product line must be compatible with the image of the Postal Service as a government agency.

REPRESENTATIONS AND CERTIFICATIONS.

Consignee makes the following representations and certifications as part of this consignment agreement.

1.1 Consignee ( ) is, ( ) is not, a small business concern ( ) is, ( ) is not a minority business concern, ( ) is, ( ) is not, a woman-owned business. “Small business concern” is defined at 13 Code of Federal Regulations, (CFR), part 121, and at 10.1.1.b.1 in Publication 41, Procurement Manual (PM). “Minority business enterprise” and “woman-owned business” are defined in PM 10.1.1.b.4.

1.2 The Consignee operates as ( ) an individual, ( ) a partnership, ( ) joint venture, ( ) nonprofit organization, ( ) a corporation incorporated under the laws of the State of (name of state).

1.3 A “Parent Company” is a company which either owns or controls the activities and basic business policies of another. “Owns” means owning more than 50 percent of the voting rights in a company. “Control” means determination of the basic business decisions of the controlled company through any means.

Is the Consignee owned or controlled by a Parent Company? ( ) Yes ( ) No

If the answer is “Yes,” Consignee must complete parts a, b, and c below:

a. Name of Parent Company ____________________________

b. Main office address of Parent Company (street name and number, city, state, and ZIP Code) ________________

c. Parent Company I.D. Number (the Internal Revenue income tax ID number) ____________________________

If the answer is “No,” provide: Consignee’s I.D. Number (the Internal Revenue income tax ID number) _____

The Consignee certifies that it does not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location under its control where segregated facilities are maintained. Consignee certifies further that it will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it will not permit its employees to perform their services at any locations under its control where segregated facilities are maintained. The Consignee agrees that breach of this certification is a violation of the Equal Opportunity Clause in this agreement.

1.4 The Consignee certifies that there has been no filing of a petition in bankruptcy, reorganization, or for the adjustment of debts, of, by, or against the Consignee or its Parent Company.

In consideration of the following terms and conditions, and the mutual promises to be bound by these terms, the parties agree as follows:

THE CONSIGNEE AGREES:

2.1 To accept the date of this agreement, or as otherwise agreed to by the parties, the quantities of U.S. postage stamps specified in part 5.1 of this agreement, on consignment from the USPS. The quantities listed are an initial consignment amount, which will be reviewed each consignment period and adjusted upward or downward as determined appropriate by the parties. This adjustment will be executed through an addendum to this agreement.
## Sample Stamps on Consignment Agreement

<table>
<thead>
<tr>
<th>Section</th>
<th>Paragraph</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2</td>
<td>To replenish the inventory of stamps on consignment within the consignment period specified in part 5.3 of this agreement so as to maintain an inventory consistent with the parties’ estimated sales.</td>
</tr>
<tr>
<td>2.3</td>
<td>To sell the postage stamps consigned for no more than the face value of the stamps.</td>
</tr>
<tr>
<td>2.4</td>
<td>The Consignee agrees to maintain the consigned postage stamps and money received in a secure place in the possession of Consignee or Consignee’s Agent.</td>
</tr>
<tr>
<td>2.5</td>
<td>To place or allow to be placed appropriate signs in Consignee’s building or buildings to show that U.S. postage stamps are available for sale. To advertise the availability of the stamps and emphasize that this service is a cooperative venture with the USPS.</td>
</tr>
<tr>
<td>2.6</td>
<td>To provide the USPS on a quarterly basis a list of all outlets by five-digit ZIP Code where the postage stamps are sold and the stamp value distributed to each of the Consignee’s outlets.</td>
</tr>
<tr>
<td>2.7</td>
<td>Be responsible, in accordance with any applicable state or local laws, for the payment of sales, use, inventory, or other taxes related to the sale of postage stamps under this agreement.</td>
</tr>
<tr>
<td>THE USPS AGREES:</td>
<td></td>
</tr>
<tr>
<td>3.1</td>
<td>To consign the quantities of the postage stamp products specified in part 5.1 of this agreement.</td>
</tr>
<tr>
<td>3.2</td>
<td>To furnish postage stamps when the Consignee needs replenishment. All replenished postage stamps will be paid for by the Consignee at the time of delivery.</td>
</tr>
<tr>
<td>3.3</td>
<td>To review and adjust the amount upward or downward based upon replenishment frequency and amounts. Any adjustments to the contract must be made in writing and will be provided to the Consignee.</td>
</tr>
<tr>
<td>THE PARTIES MUTUALLY AGREE:</td>
<td></td>
</tr>
<tr>
<td>4.1</td>
<td>That this consignment agreement shall become effective on the (day of month), day of (month), 19(year), and shall continue in full force and effect, according to its terms until terminated by one or both of the parties as provided in the next paragraph.</td>
</tr>
<tr>
<td>4.2</td>
<td>Either party may terminate this consignment agreement on 60-days’ written notice. In addition, when necessary to protect USPS interests, the Contracting Officer may terminate this consignment agreement immediately, followed by formal written confirmation of the termination.</td>
</tr>
<tr>
<td>4.3</td>
<td>Upon termination of this consignment agreement, the Consignee will present to the USPS stamp stock and cash equal to the agreement amount. (A close-out audit will be performed by the USPS.)</td>
</tr>
<tr>
<td>4.4</td>
<td>Neither the Consignee nor any of its employees selling U.S. postage stamps are in any way to be considered USPS employees for any purpose whatsoever.</td>
</tr>
<tr>
<td>4.5</td>
<td>The Consignee is in no way or at any point receiving title to the U.S. postage stamps in connection with the consignment and receipt of the U.S. postage stamps hereunder.</td>
</tr>
<tr>
<td>4.6</td>
<td>Any modification to this agreement must be in writing and signed both by the Consignee and the USPS Contracting Officer.</td>
</tr>
<tr>
<td>4.7</td>
<td>The Consignee cannot assign any interest in this consignment agreement, or claims for money based on this consignment agreement without the prior written consent of the Contracting Officer. Any purported assignment by Consignee without the prior written consent of the USPS will be void and USPS may immediately terminate this consignment agreement and pursue any rights and remedies available for such breach.</td>
</tr>
</tbody>
</table>
EXCEPTION:
USPS will recognize a transfer as valid if all of the Consignee’s assets and liabilities, or those involved in fulfilling this consignment agreement, are transferred.

4.8 The Contracting Officer may terminate this consignment agreement immediately, in accordance with part 4.2, upon the occurrence of any of the following events: any failure to pay any amount owing to USPS when due; any representation or certification by the Consignee found to be materially false; the death, dissolution, insolvency (however expressed or indicated), or the filing of a petition in bankruptcy, reorganization, or for the adjustment of debts, of, by, or against the Consignee or its Parent Company.

4.9 When this consignment agreement ends, the Consignee must return any supplies of unsold U.S. postage stamps and must pay the USPS for all U.S. postage stamps that have been sold, or are unaccounted for.

4.10 The Consignee’s right to order U.S. postage stamps on consignment under this consignment agreement may be terminated by written notice if, after notice and a hearing, the USPS Board of Contract Appeals determines that Consignee, or anyone acting for the Consignee, offered or gave a gratuity (e.g., entertainment or a gift to any USPS officer or employee with the intent of obtaining an agreement or favorable treatment under an agreement). If this consignment agreement is terminated because of a gratuity, the USPS may still pursue all of the remedies available for breach of this consignment agreement.

4.11 No member of Congress, Delegate to Congress, or Resident Commissioner may get any share in, part of, or benefit from this consignment agreement. This does not apply if this consignment agreement is made with a corporation for its general benefit.

4.12 The USPS Procurement Manual prohibits discrimination based on race, color, religion, sex, national origin, or physical or mental handicap or against disabled veterans. The clauses titled: Equal Opportunity, Affirmative Action for Handicapped Workers, and Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era are made a part of this consignment agreement.

4.13 This consignment agreement is subject to the Contract Disputes Act of 1978 (Public Law 95-563; 41 U.S.C. 601-613).

The Consignee and the USPS must resolve all disputes relating to this consignment agreement under this clause. The Consignee must submit claims in writing to the Contracting Officer for a decision.

If the Consignee’s claim is $50,000 or more, it must submit a certification with the claim stating that:

a. The claim is made in good faith.

b. Supporting information is accurate and complete (to the best of Consignee’s knowledge).

c. The amount accurately reflects what Consignee believes the USPS owes Consignee.

If the Consignee and the USPS cannot resolve a claim by mutual agreement, the Contracting Officer must issue a decision in writing and send the Consignee a copy.

The Contracting Officer’s decision is final unless:

a. The Consignee appeals to the USPS Board of Contract Appeals within 90 days, or

b. The Consignee sues the USPS in the U.S. Claims Court within 12 months.

Unless the lawsuit or appeal is resolved, the Consignee must perform this consignment agreement according to the Contracting Officer’s decision, unless the Consignee and the USPS agree otherwise.
Exhibit 153.12 (p. 4)

Sample Stamps on Consignment Agreement

<table>
<thead>
<tr>
<th>ADDEDUM TO STAMPS ON CONSIGNMENT AGREEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5.1</strong> USPS agrees to furnish $(dollar amount) in:</td>
</tr>
<tr>
<td>( ) First-Class postage in the form of:</td>
</tr>
<tr>
<td>((number)) $(value) stamp booklets</td>
</tr>
<tr>
<td>((number)) rolls of 100 stamps</td>
</tr>
<tr>
<td>((number)) $(value) booklets of postcard stamps</td>
</tr>
<tr>
<td>( ) Express Mail postage stamps in:</td>
</tr>
<tr>
<td>((number)) pads of 100 sheets</td>
</tr>
<tr>
<td>( ) Priority Mail postage stamps in:</td>
</tr>
<tr>
<td>((number)) pads of 100 sheets</td>
</tr>
<tr>
<td><strong>5.2</strong> The Parties agree that the Consignee will pick up the postage stamps at the (name) post office at: (physical address).</td>
</tr>
<tr>
<td><strong>5.3</strong> The Consignee agrees to replenish the inventory of stamps within the consignment period.</td>
</tr>
<tr>
<td>( ) 30 days for 1-24 outlets</td>
</tr>
<tr>
<td>( ) 45 days for 25 and more outlets</td>
</tr>
<tr>
<td>The amount of stock received must be paid for at the time of replenishment.</td>
</tr>
<tr>
<td><strong>5.4</strong> The consignment agreement and stamp replenishment will be administered by the designated Contracting Officer’s Technical Representative at the (name of station) station/branch, located at (physical address).</td>
</tr>
</tbody>
</table>

(name) (month and day), 19(year) Contracting Officer United States Postal Service

(name) (month and day), 19(year) (title) (consignee)

Name of Firm: ________________________________
Street Address: ________________________________
City & State: ________________________________
Contact Person: ________________________________
Telephone: ( _____)
153.2 Responsibilities

153.21 Districts

153.211 General

Districts must market and implement the Stamps on Consignment program in their respective areas. Sections 153.212 through 153.218 describe the steps. The area Advertising and Promotion function and the local retail specialist will coordinate local promotional efforts.

153.212 Identify Target Markets, Products, and Retail Outlets

The guidelines for identifying markets, products, and retail outlets are as follows:

a. The major item for sale will be booklets of First-Class Mail stamps. Many household customers prefer to purchase booklets of stamps over other postal products, and it is easier for both the Postal Service and the retailer to advertise, administer, and control the program. Retailers are more likely to sign an agreement if the stamp transaction is simple and fast. Therefore, customer, retailer, and Postal Service benefits will be maximized. The Postal Service does not consign booklets of fewer than 10 stamps because such booklets would compete with private stamp vendors, and these booklets are expensive to produce compared with the revenue they generate. The following products are authorized for sale:

   (1) First-Class stamp booklets (including self-adhesive sheetlets).
   (2) Rolls of 100 First-Class stamps.
   (3) Express Mail, Priority Mail, and postcard stamps. Items (2) and (3) are targeted for specific market segments. For example, rolls of First-Class stamps are often sold in card stores and high-income areas, while other stamps are often sold in truck stops and tourist areas.

b. Supermarkets have a significant lead over other retailers in retail revenues and frequency of household customer visits. Thus, these accounts offer the most benefits for the sales effort required. Drugstore chains and convenience store chains are considered secondary accounts. Approach these retailers only after making an effort to sign up supermarket chains. Consignment agreements can be signed with stores that have vending machines operated by private stamp vendors. The Consignment program is specifically targeted at customers who prefer to purchase large quantities of stamps in booklets or coils. Private stamp vendors, in contrast, serve customers who prefer to purchase one or two First-Class stamps. Retailers participating in the Consignment program should be encouraged to retain existing private stamp vending machines. As a reminder, Postal Service vending equipment may not be placed at sites already served by a private vendor. Consult these sources to identify retail chains that could qualify as consignment outlets:

   (1) The Yellow Pages.
   (2) The public library.
Meet with Potential Consignees

Once the retailers in the area have been identified, call the postmaster at the retailer’s administrative post office to schedule a meeting. Before the meeting, use a proposal worksheet (see Exhibit 153.213) to gather all the information about the retail chain that is needed to plan an effective presentation. The Postal Service representative must be completely versed in the Stamps on Consignment program in order to answer all questions and present the sales points clearly. For example, there is evidence that the following are true of the sale of stamps at or below face value:

a. Generates increased store traffic.
b. Generates good will.
c. Could be tied in to sales of greeting cards.
d. Is most effective at the checkout counter, especially if a sign is located there to remind the customer.
e. Is fast because booklets have universal product code (UPC) barcodes.

Negotiate the Agreement

The Postal Service consigns postage stamps only to firms that sell them directly to the general public at one of their established retail outlets. The consignee’s business must be accessible to all segments of the public, and the consignee’s image and product line must be compatible with the image of the Postal Service. All stamps must be sold to the general public at face value or, if desired, less than face value. The consignee must agree to advertise within the store to make customers aware of the availability of stamps at their outlets. The Postal Service will consign postal products for a period of 30 days to retailers with fewer than 25 outlets. Consignees with 25 or more retail outlets will be allowed a 45-day consignment. If the required quantity of stamps would have a major impact on the inventory at the stamp distribution office (SDO), contact Alternative Retail Services at Headquarters before signing the consignment agreement. This will ensure that a sufficient quantity of booklets will be available for the consignee once the agreement is signed.

The minimum consignment consists of one, all, or any combination of the following items:

a. One full carton (300 books per carton) of stamp booklets.
b. One flat (50 rolls per flat) of rolls of 100 First-Class stamps.
c. One pad of Express Mail or Priority Mail stamps.
Exhibit 153.213
Stamps on Consignment Proposal Worksheet

<table>
<thead>
<tr>
<th>Business:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Business:</td>
</tr>
<tr>
<td>☐ Supermarket chain</td>
</tr>
<tr>
<td>☐ Drugstore chain</td>
</tr>
<tr>
<td>☐ Convenience store chain</td>
</tr>
<tr>
<td>☐ Other (specify) ______</td>
</tr>
</tbody>
</table>

| Name of Business | |
| Address | |
| Name of Contact | |
| Title | |
| Telephone Number | |
| Number of Stores | |
| Locations of stores (cities, counties) | |

<table>
<thead>
<tr>
<th>Products to Be Consigned:</th>
<th>Estimated Number per Month*</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATM sheetlets of 18 32-cent stamps ($5.76)</td>
<td>___</td>
</tr>
<tr>
<td>Booklets of 20 32-cent stamps ($6.40 each)</td>
<td>___</td>
</tr>
<tr>
<td>Booklets of 10 32-cent stamps ($3.20 each)</td>
<td>___</td>
</tr>
<tr>
<td>Rolls of 100 32-cent stamps ($32 each)</td>
<td>___</td>
</tr>
<tr>
<td>Pad of Express Mail stamps ($)</td>
<td>___</td>
</tr>
<tr>
<td>Pad of Priority Mail stamps ($)</td>
<td>___</td>
</tr>
<tr>
<td>Booklet of 10 postcard stamps ($)</td>
<td>___</td>
</tr>
</tbody>
</table>

* For an initial estimate, assume that the supermarket chain has a potential of at least two booklets of 20 stamps a month for each $1,000 monthly sales.

153.215 Implement the Program

The post office nearest the consignee’s main office or warehouse manages the day-to-day operation of the contract. The post office orders stamps from the SDO before shipment to the consignee or pickup is scheduled. Post offices with consignment agreements may order stamps more than once per accounting period. For a large retailer, orders are delivered to the consignee’s regional warehouse. To make the program cost-effective for the Postal Service, deliver the stamps to a single delivery point and have the consignee distribute boxes or cartons to its own outlets. When a consignee replenishes stamps, accept payment by corporate check (payable to “Postmaster”) to the post office where the agreement is held and in accordance with the contracted consignment period. Record payment to AIC 095 on Form 1412-A, Daily Financial Form, at the replenishing office. Each postal quarter, analyze the activity for each agreement to ensure that
the Postal Service is receiving revenue in a timely manner. This analysis is conducted as follows:

a. Step 1: Total all replenishment sales.
b. Step 2: Multiply the total consignment amount by the number of consignment periods (three for 30 days or two for 45 days) in the quarter.
c. Step 3: Divide the total replenishment sales from Step 1 by the results from Step 2.
d. Step 4: The results must fall between 80 percent and 120 percent. Any consignment outside these parameters indicates a need to renegotiate or terminate the agreement. Percentages of less than 80 percent show that the consignee has too much stock and could be selling without replenishment. Return stock to the SDO and reduce the amount consigned. Percentages greater than 120 percent show that the consignee is having to replenish too often. Before any consignment levels are increased, the above analysis must be completed. An increase in subconsignees is not sufficient justification to increase consignment levels.

**Note:** It is important to monitor each agreement regularly to ensure compliance.

153.216 **Promote the Program**

Both the Postal Service and the consignee should promote the program; however, the Postal Service and the consignee must advertise separately and bear the cost separately. Customer awareness and use of Stamps on Consignment can be increased by the following activities:

a. Selling stamps at the checkout counter.
b. Posting highly visible door and cash register decals. The larger size, Label 226-A, *Easy Stamp Door Decal*, approximately 8½ inches square, is for window and wall display. The smaller size, Label 226-B, *Easy Stamp Cash Register Decal*, approximately ¾ inches square, is for display at cash registers. These decals can be requisitioned from the material distribution centers.
c. Advertising through direct mailings to postal customers. The Postal Service will not conduct a free mailing for one retailer, but may disseminate a generic mailer listing all of the stores in the area that are in the Stamps on Consignment program. Designs for mailing pieces should be cleared at the national Headquarters level.
d. Periodically sending press releases to local television and radio stations and newspapers. The district will issue press releases announcing stamp availability at the retailer when a consignment agreement is signed. The basic message will be that stamps are now available at a new retailer in addition to other store locations. Periodically, the retail specialist should issue press releases reminding the public that stamps are available at a number of local retailers, and include the names of all the retailers in the copy.
e. Advertising through local newspapers and radio stations. The Postal Service will provide reproducible artwork of its logo for retailer advertisements. The advertisements should be cleared at the Headquarters level before publication, to ensure that they are in keeping with the image of the Postal Service.

153.217 Monitor the Agreement

It is important that the Postal Service provide the retailer with timely stamp deliveries and support and that the retailer provide a high quality of service that reflects well upon the Postal Service. Therefore, monitor all consignment agreements each month to ensure that stamps are made available to the retailer on time and that the retailer is reimbursing the Postal Service as specified in the agreement.

After the first 6 months of the agreement, contact the retailer for feedback and to demonstrate Postal Service interest in an effective program. If appropriate, schedule a meeting. Followup is critical to the success of the program.

153.218 Evaluate the Program

Review consignment activity regularly to determine how the overall program is performing relative to expectations and to determine what improvements are needed. Information that should be reviewed includes the following:

a. Revenues: total for program and for each consignee.
b. Postal Service costs.
c. Customer and retailer feedback.

153.22 Contracting Officer

The contracting officer (CO) must sign all consignment agreements. Personnel from Alternative Retail Services at Headquarters will support negotiations to obtain the endorsement of the retailer’s national office. When this endorsement is obtained, or if there is no national or regional office, agreements can be executed at the local level. In addition to the original, the CO must make six copies of the consignment agreement (see Exhibit 153.12). The CO retains the original and distributes the remaining as follows: One copy goes to the main stock of the post office to support Form 8047-X, Stamps on Consignment Replenishment and Analysis Record. One copy is for the retailer. One copy is submitted to the stamp distribution office (SDO) for entry into the STAMPS system. One copy is for the replenishment unit. One copy is for the Customer Service Support Office in the district file, and one copy is sent to:

SOC MANAGER
ALTERNATIVE RETAIL SERVICES
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 8430
WASHINGTON DC  20260-2417
153.23 **Main Stock Custodian**

The main stock custodian completes Form 8047-X, *Stamps on Consignment Replenishment and Analysis Record* (see Exhibit 153.23, p. 1), and enters “consignment” as the explanation and the number of booklets or coils consigned in the balance column. Only when an agreement is amended or terminated will the balance of stamp products be changed. In these cases SDO must be notified. The main stock custodian enters the number of each item type consigned by the post office on a separate Form 3295, *Daily Record of Stamps, Stamped Paper and Nonpostal Stamps on Hand* (see Exhibit 153.23, p. 2).

153.24 **Retail Clerk**

Upon termination of the agreement, the consignee must return all stamp products or the equivalent funds to the post office immediately. The retail clerk returns booklets and coils in full boxes or cartons to salable stock and records loose booklets and coils as nonsalable stock. The clerk receives the funds for the stamp products consigned but not returned and a Form 17, *Stamp Requisition*, in duplicate, indicating the value of those stamps. The retail clerk then does the following:

a. Signs the original Form 17 and returns it to the main stock custodian.

b. Completes the transactions and enters on Form 1412-A the amount from the duplicate Form 17 in *Stamps Received* (account identifier code (AIC) 841), and *Consignment Replenishment Sales* (AIC 095).

c. Enters the funds for the booklets not returned in *Cash Remitted* (AIC 751 or 752).

d. If equivalent funds have not been paid, enters the Form 17 amount in *Miscellaneous Suspense, Awaiting Collection* (AIC 761).

e. Enters the amount of stock received to AIC 841, prepares a Form 17 for this stock, and submits it to the main stock custodian.

153.3 **Revenue Allocation**

In cases where a consignment agreement covers retail units located in more than one five-digit ZIP Code area, during the first calendar year the revenue goes to the district that establishes the agreement. After the first year, consignment revenue will be allocated to the five-digit ZIP Code where the stamps are sold. Districts are responsible for submitting, on a quarterly basis, a revenue allocation report containing sales by five-digit ZIP Code for each consignment agreement in existence for 1 year or longer, with sales in multiple ZIP Codes. Send the report to:

SOC ALLOCATION
ALTERNATIVE RETAIL SERVICES
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 8430
WASHINGTON DC 20260-2417
<table>
<thead>
<tr>
<th>PRODUCT:</th>
<th>CONSIGNEE NAME:</th>
<th>CONSIGNMENT TELEPHONE NUMBER:</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>EXPLANATION</td>
<td>DATE</td>
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<td>AMOUNT</td>
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</tbody>
</table>

Form 8047-X, Stamps on Consignment Replenishment and Analysis Record

Exhibit 153.23 (p. 1)
<table>
<thead>
<tr>
<th>Date</th>
<th>Quantity</th>
<th>Balance</th>
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<tbody>
<tr>
<td></td>
<td>Received</td>
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<tr>
<td></td>
<td>Issued</td>
<td>(3)</td>
</tr>
<tr>
<td></td>
<td>Quantity</td>
<td>(4)</td>
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<td></td>
<td>Value</td>
<td>(5)</td>
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</tbody>
</table>

Brought Forward

<table>
<thead>
<tr>
<th>Date</th>
<th>Quantity</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Received</td>
<td>(6)</td>
</tr>
<tr>
<td></td>
<td>Issued</td>
<td>(7)</td>
</tr>
<tr>
<td></td>
<td>Quantity</td>
<td>(8)</td>
</tr>
<tr>
<td></td>
<td>Value</td>
<td>(9)</td>
</tr>
</tbody>
</table>
154 Stamps by Automated Teller Machine

154.1 Description
The newest Easy Stamp service allows a customer to purchase stamps at a bank automated teller machine (ATM). The stamps became available nationally in October 1992. Stamps may be purchased through the standard Stamps on Consignment contract or purchased outright.

154.2 Responsibilities
See 153.2, Responsibilities. Retail Specialists should notify the Alternative Retail Services office at Headquarters 60 days prior to a bank coming on-line. This can be accomplished by telephone or in writing. Information should include the name, district, and telephone number of the Retail Specialist; name and address of the bank, bank contact name, telephone number, number of ATMs the bank has, the number of ATMs dispensing stamps, type of ATM machine(s), the amount of transaction charged (if any); name and address of post office to issue stamp stock; and estimated usage per consignment period or month. Send to:

ATM PROGRAM
ALTERNATIVE RETAIL SERVICES
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 4347E
WASHINGTON DC  20260-6809

154.3 Revenue Allocation
Refer to 153.3.

16 Consumer Services

161 Overview
A key to effective retail management and delivery services in the Postal Service is a responsive working relationship with the public. The public expects timely and consistent service at affordable rates. The Customer Satisfaction Index (CSI) indicates that prompt response to and resolution of customer complaints will increase customer satisfaction with the complaint handling process. The Customer Satisfaction Index, as well as complaints received by telephone, letter, facsimile mail, in person, or on Form 4314-C, Consumer Service Card, points out areas where the USPS receives low marks from customers and where service needs improvement. Customers also suggest ways to better meet their needs, as well as offer positive feedback for superior service.
Scope

The following, or their designees, are responsible for implementing these requirements and for informing assigned personnel about local procedures for responding to or forwarding comments received from customers:

a. Headquarters Consumer Affairs.
b. Vice presidents, Area Operations.
c. Customer Service and Sales district managers.
d. Plant managers.
e. Consumer Affairs and Claims managers.
f. Postmasters and station or branch managers.
g. Postal employees delegated responsibility for handling complaints.

Source of Complaints

The Postal Service receives complaints, compliments, suggestions, and requests for information from business and residential customers through:

a. Form 4314-C, Consumer Service Card.
b. Form 4314-A, Consumer Service Card (Spanish).
c. Telephone, fax, mail, and personal contact.
d. Written correspondence, including customer surveys (e.g., the Customer Satisfaction Index).
e. Headquarters to field referrals (customer correspondence initially directed to the Postmaster General or the Consumer Advocate, then reassigned to the field for resolution).
f. Inquiries from the legislative and executive branches of the federal, state, and local governments.

Responsibility

164.1 Headquarters Management

Headquarters Consumer Affairs is responsible for establishing requirements and measuring compliance with comment handling and complaint resolution procedures contained in Management Instruction PO-250-93-2, Complaint Resolution and Proper Use of the Consumer Service Card.

164.2 Field Management

The following managers must ensure compliance with comment and complaint resolution procedures and resolve complaints within their areas of responsibility:

a. Vice presidents, Area Operations.
b. District managers.
c. Plant managers.
d. Consumer Affairs and Claims managers.
e. Postmasters and station or branch managers.

164.3 Consumer Affairs and Claims Managers

Consumer Affairs and Claims managers must also do the following:

a. Monitor activity throughout their respective districts for compliance with comment and complaint resolution procedures.
b. Refer customer complaints to the appropriate functional areas for resolution.
c. Establish and maintain a customer complaint file.

d. Postmasters and Station or Branch Managers

Postmasters and station or branch managers must also do the following:

a. Ensure that their offices comply with comment and complaint resolution procedures.
b. Ensure that all employees coming into contact with the public on a regular basis (e.g., retail clerks, city and rural letter carriers, supervisors, installation managers) have available at their workstations enough Forms 4314-C, Consumer Service Card, for customers who request them to record comments.
c. Prominently display Form 4314-C in lobbies and box sections, and at service counters, business mail entry units, and other customer service areas at all times.
d. Place a supply of Form 4314-C near telephones in the post office so that employees can record the concerns of customers who call.
e. Maintain one or more customer complaint control logs (see Exhibit 165.3).
f. Investigate and take corrective action to resolve complaints by contacting and working with other functional areas of the Postal Service, if necessary, to resolve customer complaints.
g. Establish and maintain a complaint file.

Note: Other postal employees, especially retail clerks, are to provide the customer with a Form 4314-C or refer the customer to the appropriate functional area.

165 Procedures

165.1 Time Frames

Follow the procedures in the chart below to ensure that the necessary actions are performed within the indicated time frames:
### Time Frame

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Contact</td>
<td>Acknowledge comment or complaint by preprinted postcard, letter, telephone call, or personal contact with the customer.</td>
</tr>
<tr>
<td>Final Response</td>
<td>Send a final response to the customer by telephone, letter, or personal contact. The final response must be comprehensive and either describe how the problem was or will be corrected, or explain why the problem cannot be corrected.</td>
</tr>
</tbody>
</table>

#### Exception to Final Response Requirement

The final response time discussed above does not apply to complaints requiring issuance of a publication watch for daily, weekly, and monthly newspapers or magazines. All other requirements do apply. Process the publication watch in accordance with Management Instruction PO-440-88-4, *Publication Watch — Revised Form and Procedures*, dated 10/21/88. The time frames for responding to these complaints are as follows:

<table>
<thead>
<tr>
<th>Type of Publication</th>
<th>Final Response Due</th>
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<tbody>
<tr>
<td><strong>Daily</strong></td>
<td>Within 35 days after complaint received.</td>
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<tr>
<td><strong>Weekly</strong></td>
<td>Within 45 days after complaint received.</td>
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<tr>
<td><strong>Monthly</strong></td>
<td>Within 75 days after complaint received.</td>
</tr>
</tbody>
</table>

#### Maintaining Customer Complaint Control Log

Maintain one or more customer complaint control logs at every office to ensure timely response to customer complaints and to facilitate routine analysis of complaint activity. Include the following information in the customer complaint control log:

a. Office name and ZIP Code.
b. Customer name.
c. Company name, if applicable.
d. Customer address.
e. Customer telephone number.
f. Control number (i.e., Form 4314-C number).
g. Subject of complaint or comment.
   (1) Type of 24-hour acknowledgement (e.g., telephone, letter, postcard, personal).
   (2) Type of final response (e.g., telephone, letter, personal).
h. Date received.
i. Suspense date.
j. Assignment of responsibility for suspense and resolution of the complaint.
k. Date closed.

*Note:* See Exhibit 165.3.
<table>
<thead>
<tr>
<th>Customer or Company Information</th>
<th>Office Name</th>
<th>ZIP Code</th>
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<tbody>
<tr>
<td>Name</td>
<td>Address</td>
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</table>
165.4 **Complaint Resolution**

165.41 **Complaints Resolved Immediately**

If a comment or complaint received over the telephone or in person is resolved immediately, document the contact in the customer complaint control log. If, however, further investigation is needed, advise the customer and complete a Form 4314-C, *Consumer Service Card*.

165.42 **Further Investigation Required**

Form 4314-C is completed by one of the following methods:

a. A customer completes Form 4314-C, retains copy 1, and either gives the form to a postal employee or mails it, following the directions on the top of copy 1.

b. A postal employee completes Form 4314-C when a customer comment is received over the telephone, in person, or by letter when follow-up action must be taken or the comment or complaint must be referred elsewhere for action or resolution. The employee provides the customer copy 1 of the card or discards it as appropriate.

c. The statement on the reverse of copy 1 of Form 4314-C is in compliance with the Privacy Act of 1974.

165.5 **Processing Complaints**

165.51 **Complaints Made in Person**

Follow these instructions when processing Form 4314-C when received in person:

a. Ensure that the customer has provided complete information if he or she hands in Form 4314-C in person. Verify that the following information is legible on all parts:

   1. Card number.
   2. Customer name.
   3. Complete address and ZIP Code.
   4. Card date.
   5. Description of problem or comment (appropriate boxes are checked and/or the narrative portion of the card is completed).

b. Enter the information in the customer complaint control log using Form 4314-C number as the control number.

c. Carefully separate and send copy 2 of Form 4314-C to the St. Louis Consumer Service Card Unit on the same date Form 4314-C is received from a customer or is completed by a postal employee.

d. Acknowledge having received the complaint within 24 hours by preprinted postcard, letter, telephone call, or personal contact.

e. Investigate the complaint and resolve it if possible. If necessary, inquire at other postal facilities to obtain information for use in resolving a case. Never forward Form 4314-C to non-Postal Service organizations for resolution.
f. Document the response in the “USPS Use Only” section on copy 3 of Form 4314-C. Include the date (month/day/year) the customer was contacted, who made the contact, and a brief description of the action taken.

g. Send copy 3 to the Consumer Service Card Unit on the date action is completed and file copy 4 locally, along with any letters or attachments.

*Note:* Copies 2 and 3 should be sent to the Consumer Service Card Unit on the same day only if follow-up action is completed on the same day the comment is received.

h. Enter the date the complaint was closed on the customer complaint control log.

i. Retain copy 4 of Form 4314-C in the post office for at least one year. Postal facilities must also establish a suspense file. Form 4314-C must be maintained in a central location or at the action unit, along with a customer complaint control log. File all resolved cards alphabetically by the customer’s last name and year of receipt. When the cards are filed alphabetically, it is essential to use the customer complaint control log to ensure timeliness of response and to determine the status of unresolved Consumer Service Cards by card number and origin date.

**165.52 Processing a Written Complaint**

Follow these instructions when processing a written complaint:

a. Transfer all vital information from the letter of complaint to Form 4314-C and enter it in the customer complaint control log using the card number as the control number.

b. Follow processing procedures in 165.51.

**165.53 Processing a Complaint Made by Telephone**

Follow these instructions when processing a complaint made by telephone:

a. Complete Form 4314-C and log it in the customer complaint control log using the card number as the control number.

b. Follow processing procedures in 165.51.

**165.6 Mailing the Consumer Service Card**

Instructions for mailing Form 4314-C, *Consumer Service Card*, to the St. Louis Consumer Service Card Unit are as follows:

a. Do not staple the cards or include attachments, such as letters. (Attachments should be filed locally with copy 4.) Document all relevant information in the appropriate sections of Form 4314-C.

b. Do not fold the card. Use an envelope measuring 6½ inches by 9½ inches or larger.
c. Divide copies 2 and 3 into separate batches. Mail both batches in one envelope each day to:
CONSUMER SERVICE CARD UNIT
US POSTAL SERVICE
PO BOX 80479
ST LOUIS MO  63180-9479

165.7 Headquarters to Field Referrals

The following procedures and duties apply to administrative handling of complaints:

a. The Consumer Affairs and Claims manager is responsible for transferring information from customer correspondence to the customer complaint control log, for assigning the suspense date, and for ensuring that appropriate response is made within 14 days from the date the district office received the complaint.

b. Field offices must respond within the assigned suspense date established by the Consumer Affairs and Claims manager.

c. Acknowledgment will have been made by Headquarters within 24 hours.

165.8 Government Inquiries

Process inquiries from legislative and executive branch officials as follows:

a. Follow procedures in ASM 338.

b. Process inquiries regarding service to a postal customer in the area served as written correspondence. These inquiries must receive prompt and conscientious attention.

166 Right of Appeal

166.1 Dissatisfied Customers

Advise dissatisfied customers that filing Form 4314-C, Consumer Service Card, does not exhaust their opportunity to have the Postal Service consider their complaints and that they may also address their complaints in writing directly to:

CONSUMER ADVOCATE
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 5912
WASHINGTON DC  20260-2200

166.2 Suits Against USPS

Advise customers who indicate that they may sue the Postal Service or postal employees or officers that the court in which they file suit may require them first to appeal their complaints in writing to Postal Service Headquarters before the court will consider the matter.
Customer Contact Guidelines

General

This section provides guidance on how to handle complaints effectively. It does not provide final answers. Absolute rules cannot be established for handling complaints. In each case, judgments must be based on the specific circumstances of how the problem can best be resolved. Each complaint should be given individual treatment. Every individual complaint is important to the customer and to our organization. Not only can a complaint to the Postal Service identify operational problems, it also provides an opportunity to turn a dissatisfied customer into an understanding, informed, and satisfied consumer. Conveying a concerned attitude is an underlying factor in successfully resolving complaints. The general recommended approach is to follow these guidelines:

a. If the problem was the fault of the Postal Service, an apology should be automatic. To the customer, the person answering the complaint represents the entire Postal Service. The customer should be advised that the Postal Service regrets any inconvenience.

b. The customer is entitled to know why there was a problem. The customer has, after all, paid for a service that apparently was not received. Most people are responsive to a reasonable explanation.

c. It is the responsibility of the Postal Service to inform customers of the proper application and use of postal rules and regulations. A customer may well have misunderstood them and should not be criticized for any lack of knowledge in this respect. If possible, explain why the rule or regulation is in effect.

d. Impress upon the customer that the Postal Service is taking steps to see that the problem does not occur again.

e. The customer is helping the Postal Service by complaining. A complaint suggests where improvements can be made and helps to spotlight little problems before they become big ones.

f. Let the customer know that the Postal Service wants to be of help and that we encourage further contact if there are any problems in the future. Emphasize to the customer our concern about the quality of mail service.

Note: If a particularly difficult problem is encountered, consult higher level management about the best way to handle the complaint. A trained Consumer Affairs manager is available in each district to provide additional assistance.

Receiving Complaints

In Person

Employees should always greet customers courteously, introducing themselves by name and title. Personal visits (walk-in customers) usually
involve critical, time-sensitive issues that require immediate action. General guidelines for handling customers include the following:

a. Discuss the customer’s mail problem in a private, uncluttered area, away from the public.

b. Ask the customer to be seated. Make the customer comfortable, and let the customer explain the problem without unnecessary interruptions. Accept whatever evidence the customer offers to substantiate the complaint.

c. Complete Form 4314-C, Consumer Service Card (CSC), for all walk-in customers (see 165). Some customers will take exception to such documentation, and it will be necessary to explain the purpose of the Consumer Service Card.

d. Tell the customer how long you think it will take to get back with some answers if the problem cannot be resolved immediately. Describe the actions you plan to take. Do not make promises or guarantees that you may not be able to keep.

167.22 By Telephone

Employees should always answer telephone calls promptly, courteously, and clearly. The standard greeting and closing for all incoming telephone calls include the following:

a. Greet callers in a courteous and professional manner using an appropriate greeting ("Good morning," "Good afternoon," or "Good evening").

b. Identify the office, department, or functional area.

c. Identify yourself by name.

d. Offer assistance (e.g., "May I help you?").

e. If accusations are made that are known to be unfounded, remain calm. It is better for the customer to express dissatisfaction to the Postal Service than it is for the Postal Service to express dissatisfaction to the public. The Postal Service then has the opportunity to begin correcting the problem.

f. Before closing each inquiry, thank the customer for calling and offer to be of further assistance should the need arise.

g. Complete Form 4314-C (see 165).

167.23 By Fax

Customer contacts by fax are usually critical in nature and require the following immediate action:

a. Acknowledge receipt of fax by telephone whenever possible. Clarify the problem and obtain any additional information needed to investigate the complaint.

b. Complete Form 4314-C (see 165).
167.24 By Letter or Form 4314-C
Postal employees responsible for handling written customer complaints must acknowledge receipt within 24 hours by preprinted postcard, letter, telephone call, or personal contact.

a. If handling a letter, complete a Form 4314-C, Consumer Service Card (see 165).
b. If handling a Form 4314-C initiated by the customer, complete the Consumer Service Card process (see 165).

167.3 Responding to Customer Comments and Complaints

167.31 General
A delay in responding to customer comments or complaints will only add to a customer’s dissatisfaction. A quick response, on the other hand, lets the customer know that the Postal Service cares. Customer comments and complaints can be addressed in person, by telephone, or by letter.

167.32 In Person
Postal employees responsible for responding in person to customer complaints should do the following:

a. Upon completion of the investigation, you may arrange an appointment with the customer to discuss the results of the investigation.
b. Thank the customer for bringing the matter to our attention and offer assistance in the future.
c. Note in the USPS Action Section of Form 4314-C the action taken to resolve the problem (see 165).

167.33 By Telephone
Postal employees who are responsible for responding by telephone to customer complaints should proceed as follows:

a. Upon completion of the investigation, telephone customers to inform them of the findings. Some customer problems can be answered best by letter, but in many cases a simple telephone call will suffice. Be friendly and informative. Discuss the findings with the customer.
b. Close the conversation by thanking the customer for bringing the matter to our attention and offer assistance in the future.
c. Note in the USPS Action Section of Form 4314-C the action taken to resolve the problem (see 165).

167.34 By Letter
Postal employees who are responsible for responding in writing to customer complaints should proceed as follows:

a. Upon completion of the investigation, write to customers to inform them of the findings. Responses should be concise, grammatically correct, and address the customer’s concerns. Assistance may be obtained from the district Consumer Affairs and Claims manager.
b. The written response must be comprehensive and either correct the problem or explain to the customer why the problem cannot be corrected.

c. Written responses should close with a paragraph thanking the customer for bringing the matter to our attention and offering assistance in the future.

d. All responses should be typed, without error, and prepared on official Postal Service stationery.

e. Note in the USPS Action Section of Form 4314-C the action taken to resolve the problem (see 165).

f. If the complaint was referred by another or higher level office, provide the originating office with a copy of your letter or report so that the case can be closed at that level.

168 Measurement of Effectiveness and Benefits

168.1 Effectiveness

Consumer Affairs monitors the quality and timeliness of complaint resolution by conducting reviews of the following:

a. Customer Satisfaction Index.

b. Consumer Affairs field audits.

c. Periodic reports on the Consumer Service Card Program.

168.2 Benefits

The Postal Service expects these benefits from reviewing the complaint resolution process:

a. To improve customer satisfaction with the complaint handling process.

b. To establish accountability for effective resolution of customer complaints.

c. To identify and correct service deficiencies that cause complaints.

Note: Postal Service managers are never to be criticized or disciplined based solely on the number of complaints reported.

169 Other Consumer Services

169.1 General

Reports of postal offenses and requests for information regarding the mistreatment of mail are resolved outside the Consumer Service Card Program and are handled as outlined in the following sections.

169.2 Reporting Postal Offenses

Do not use Form 4314-C to record postal offenses. Follow instructions contained in DMM G011 for customer reporting, or in ASM 22 for employee reporting. When criminal or serious postal offenses are indicated or
suspected, discuss allegations with the Inspection Service. Report immediately any of the following unlawful acts to the Postal Inspection Service:

a. Theft of mail from any authorized mail receptacle.

b. Obstruction, interception, tampering, or rifling of mail.

c. Damage or vandalism to mail receptacles.

d. Possible theft, raising the amount (alteration), or counterfeiting of money orders.

e. Assaults on customers by employees or information concerning assaults on employees.

f. Attempts to manipulate or defeat postal currency changers or postal vending machine equipment.

g. Receipt of obscene correspondence or advertising material from foreign or domestic sources.

h. Presence of narcotics and dangerous drugs in the mail.

i. Libelous, threatening, or extortionate correspondence.

j. Presence of concealable firearms, switchblade knives, motor vehicle master keys, intoxicants, poisons, chemicals, inflammmable materials, abortifacients, and contraceptives in the mail.

k. Complaints pertaining to customers’ failure to receive merchandise or services ordered by mail.

l. Complaints pertaining to customers alleged to have been defrauded by schemes through use of the mail.

169.3 Requests for Information Regarding the Mistreatment of Mail

Mistreatment of mail is a general term that encompasses loss, rifling, and damage to mail. Encourage customers to report instances of mistreatment of mail, even for cases with no provision for payment of indemnity. The particular form and procedure for reporting mistreated mail depends on such factors as the type and content of the mail and the origin of the complaint or discovery. Exhibit 169.3 summarizes these distinctions and provides references to more detailed explanations. The forms needed to process customer complaints and to make reports regarding mistreated mail include the following:

a. Label 97, Rifled Parcel.


c. Form 1000, Domestic Claim or Registered Mail Inquiry.

d. Form 1510, Mail Loss/Rifling Report.

e. Form 3760, Parcel Search Request.
Exhibit 169.3
**Mistreated Mail Reference Table**

<table>
<thead>
<tr>
<th>Mail Description</th>
<th>Form Used</th>
<th>Instruction/Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Inquiries/Complaints Initiated by Customers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Government Checks</td>
<td>None</td>
<td>Advise customers to contact the issuing agency.</td>
</tr>
<tr>
<td>2. Serious Losses</td>
<td>None</td>
<td>Report to inspector-in-charge. See 169.2.</td>
</tr>
<tr>
<td>3. Federal Income Tax Related Mail:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Ordinary and Registered</td>
<td>None</td>
<td>Advise customers to contact the field office of the Internal Revenue Service for their area.</td>
</tr>
<tr>
<td>b. Certified</td>
<td>Form 1510</td>
<td>See 169.5.</td>
</tr>
<tr>
<td><strong>4. Mail Exchanged within the United States:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Ordinary</td>
<td>Form 1510</td>
<td>See 169.5.</td>
</tr>
<tr>
<td>b. Registered</td>
<td>Form 1000</td>
<td>See DMM.</td>
</tr>
<tr>
<td>c. Insured</td>
<td>Form 1000</td>
<td>See DMM.</td>
</tr>
<tr>
<td>d. Certified</td>
<td>Form 1510</td>
<td>See 169.5.</td>
</tr>
<tr>
<td>e. COD</td>
<td>Form 1000</td>
<td>See DMM.</td>
</tr>
<tr>
<td><strong>5. Mail Exchanged with Canada:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Ordinary</td>
<td>Form 542</td>
<td></td>
</tr>
<tr>
<td>b. Registered:</td>
<td>Form 542</td>
<td></td>
</tr>
<tr>
<td>(1) Loss</td>
<td>Form 2855</td>
<td></td>
</tr>
<tr>
<td>(2) Damage/Rifling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Insured</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>d. Certified</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>e. COD</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td><strong>6. Mail Exchanged with Countries other than Canada:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Ordinary</td>
<td>Form 542</td>
<td></td>
</tr>
<tr>
<td>b. Registered:</td>
<td>Form 542</td>
<td></td>
</tr>
<tr>
<td>(1) Loss</td>
<td>Form 542</td>
<td></td>
</tr>
<tr>
<td>(2) Damage/Rifling</td>
<td>Form 2855</td>
<td></td>
</tr>
<tr>
<td>c. Insured:</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>d. Certified</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>e. COD</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td><strong>B. Damages Discovered by USPS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Parcels separated from wrapper</td>
<td>Form 3760</td>
<td>See 169.3.</td>
</tr>
<tr>
<td>2. Parcels, rifled</td>
<td>Form 673</td>
<td>See 169.3.</td>
</tr>
<tr>
<td></td>
<td>Label 97</td>
<td>See 169.3.</td>
</tr>
</tbody>
</table>

*This service is not available.*
### Other Requests for Information (Inquiries and Claims)

Formal inquiries concerning claims, tracers, refunds, or postal offenses must be reported in accordance with instructions contained in DMM P014 and S010 for customer reporting, and ASM 22 for employee reporting. For requests concerning registered articles, insurance, money orders, and nondelivery of mail, the appropriate forms follow:

- **a.** Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article.*
- **b.** Form 1000, *Domestic Claim or Registered Mail Inquiry.*
- **c.** Form 1510, *Mail Loss/Rifling Report.*
- **d.** Form 2855, *Claim for Indemnity — International Registered, Insured, and Express Mail.*
- **e.** Form 6401, *Money Order Inquiry.*

### Form 1510, Mail Loss/Rifling Report

#### General

If a Consumer Service Card is received that alleges loss, nonreceipt, or theft of mail, or that mail appears to have been tampered with, complete a Form 1510, *Mail Loss/Rifling Report,* indicate on the Form 4314-C that a Form 1510 has been filed, and send a copy of the Form 4314-C with the Form 1510 to the Inspection Service. When proper action on the matter is completed, the postmaster briefly describes in the USPS Action Section, on the face of Copy 3 and on Copy 4, the action taken, and the date the customer was advised.

#### Description

**Use**

Form 1510 is a five-page form that consists of Parts I through VI. It is used to process inquiries for ordinary and certified mail, as indicated by Exhibit 169.52.

**Initiation**

Form 1510 may be initiated by either the sender or addressee by telephone or personal visit to any post office.

**Time Frame**

In cases involving alleged loss, filers should use good judgment to ensure that sufficient time has elapsed for the article to have been delivered.
Exhibit 169.52 (p. 2) Inquiry Filed by Addressee for Ordinary Mail

Form 1510, *Mail Loss/Rifling Report*

- **Send IID and IIE Immediately to ISOSG Manager**
- **Office of Addressee (Claims Section)**
- **Take Action Indicated in Part III**
  - **Yes (Record of Delivery)**
    - Send IIC and IV to Addressee
    - Destroy Remaining Parts of Form
  - **No (No Record of Delivery)**
    - Send All Parts of Form to Office of Mailing
    - Value $10.00 or More
      - Send IIB and IV to MRC (Serving Office of Mailing)
    - Less than $10.00 or Unidentified
      - Send IIC and IV to MRC (Office of Address)
      - Not Found
        - Send IIC and IV to Addressee
        - Destroy Remaining Parts of Form
  - **Not Found**
    - Send IIC and IV to Addressee
    - Destroy Remaining Parts of Form
    - MRC — Mail Recovery Center
Exhibit 169.52 (p. 3) Inquiry Filed by Sender for Certified Mail

Form 1510, Mail Loss/Rifling Report

- Send IID and IIE Immediately to ISOSG Manager
- Office of Mailing (Claims Section)
- Search Loose-in-Mails Section

Found
- Send IIC and IV to Sender
- Destroy Remaining Parts of Form

Not Found
- Send I, IIA, IIB, and III to Office of Address
- Send IIC and IV to Sender
- Destroy Remaining Parts of Form

Less than $10.00 or Unidentified
- Send IIC and IV to Sender
- Destroy Remaining Parts of Form

Value $10.00 or More
- Send IIB and IV to MRC (Serving Office of Mailing)

Found
- Send IIC and IV to Sender
- Destroy Remaining Parts of Form

Not Found
- Send IIB and IV to MRC (Office of Address)
- Send IIC and IV to Sender
- Destroy Remaining Parts of Form
- Send IIC and IV to Sender
- Destroy Remaining Parts of Form
Exhibit 169.52 (p. 4) Inquiry Filed by Addressee for Certified Mail

**Form 1510, Mail Loss/Rifling Report**

- **Send IID and IIE Immediately to ISOSG Manager**
- **Office of Addressee (Claims Section)**
  - **Information Not Complete**
    - **Contact Sender**
  - **Information Complete**
    - **Search Loose-in-Mails Section (Office of Address)**
      - **Found**
        - **Send IIC and IV to Addressee**
        - **Destroy Remaining Parts of Form**
      - **Not Found**
        - **Send All Parts of Form to Office of Mailing**
- **Value $10.00 or More**
  - **Found**
    - **Send IIB and IV to MRC (Serving Office of Mailing)**
    - **Destroy Remaining Parts of Form**
  - **Not Found**
    - **Send IIC and IV to Addressee**
- **Less than $10.00 or Unidentified**
  - **Found**
    - **Send IIB and IV to MRC (Office of Address)**
    - **Destroy Remaining Parts of Form**
  - **Not Found**
    - **Send IIC and IV to Addressee**
    - **Destroy Remaining Parts of Form**

**MRC — Mail Recovery Center**
Completion

General Instructions
Postal Service employees complete Form 1510, except when firm mailers have been supplied copies of Form 1510 for completion. The procedure for filing is as follows:

a. To expedite processing, please print the information on the form using a ballpoint ink pen. Typing is not necessary. Press firmly and print legibly. All of the information required on the form must be entered.
b. Send Parts II-D and II-E of Form 1510 immediately to the Inspection Service Operations Support Group (ISOSG) (see Exhibit 169.53).
c. If the complaint indicates rifling, obtain the envelope or wrapper (if possible) and forward it with Form 1510 to the ISOSG that serves the affected area (originating or destinating).
d. If the complaint is made at stations, branches, or the main office, send the remaining parts of the form to the main office, Claims and Inquiry Section.
e. Part VI of Form 1510 is not a delivery receipt. If a firm mailer appears to be using the form to verify delivery, notify the local inspector-in-charge.
f. In cases involving multiple riflings or losses, complete a separate Form 1510 for each incident.
g. The steps in processing Form 1510 vary according to the origin of the inquiry and the type of mail. See the flowcharts in Exhibit 169.52.

Note: Forms 1510 printed before April 1992 are obsolete and must not be used.
### Exhibit 169.53
### Distribution of Form 1510, *Mail Loss/Rifting Report*

#### Serves Eastern Area:
- **US POSTAL INSPECTION SERVICE**
  - OPERATIONS SUPPORT GROUP
  - 1 BALA PLAZA E 300
  - BALA CYNWYD PA 19004-9000
  - Telephone: 610-668-4500
- **Delaware (DE)**
- **District of Columbia (DC)**
- **Kentucky (KY)**
- **Maryland (MD)**
- **North Carolina (NC)**

#### Serves Northeast Area:
- **US POSTAL INSPECTION SERVICE**
  - OPERATIONS SUPPORT GROUP
  - TWO GATEWAY CTR 9TH FL
  - NEWARK NJ 07175-0001
  - Telephone: 201-693-4500
- **APO/FPO**
- **Connecticut (CT)**
- **Massachusetts (MA)**
- **Maine (ME)**
- **New Jersey (NJ)**
- **New Hampshire (NH)**

#### Serves Southern Area:
- **US POSTAL INSPECTION SERVICE**
  - OPERATIONS SUPPORT GROUP
  - 225 N HUMPHREYS BLVD 4TH FL S
  - MEMPHIS TN 38161-9001
  - Telephone: 901-747-7700
- **Alabama (AL)**
- **Arkansas (AR)**
- **Florida (FL)**
- **Georgia (GA)**
- **Louisiana (LA)**

#### Serves Western Area:
- **US POSTAL INSPECTION SERVICE**
  - OPERATIONS SUPPORT GROUP
  - PO BOX 9000
  - SOUTH SAN FRANCISCO CA 94083-9000
  - Telephone: 415-794-6300
- **Alaska (AK)**
- **Arizona (AZ)**
- **California (CA)**
- **Hawaii (HI)**
- **Idaho (ID)**

#### Serves Central Area:
- **US POSTAL INSPECTION SERVICE**
  - OPERATIONS SUPPORT GROUP
  - 222 S RIVERSIDE PLAZA STE 1250
  - CHICAGO IL 60606-6100
  - Telephone: 312-699-5650
- **Canada**
- **Colorado (CO)**
- **Illinois (IL)**
- **Indiana (IN)**
- **Iowa (IA)**
- **Kansas (KS)**
- **Michigan (MI)**
- **Minnesota (MN)**
- **Mississippi (MS)**
- **Missouri (MO)**
- **Nebraska (NE)**
- **North Dakota (ND)**
- **South Dakota (SD)**
- **Utah (UT)**
- **Wisconsin (WI)**
- **Wyoming (WY)**

#### Central Area:
- **Montana (MT)**
- **Nevada (NV)**
- **New Mexico (NM)**
- **Oregon (OR)**
- **Washington (WA)**
17 Public Services

171 Voter Registration, Polling, and Absentee Balloting

171.1 Voter Registration

Voter registration may be conducted on postal premises only with the approval of the postmaster. A postmaster may approve voter registration requests provided that all of the following conditions are met:

a. The registration must be conducted by government agencies or nonprofit civic leagues or organizations that operate for the promotion of social welfare but do not participate or intervene in any political campaign on behalf of any candidate for any public office.

b. Absolutely no partisan or political literature is available, displayed, or handed out. This includes photographs, cartoons, and other likenesses of elected officials and candidates for public office.

c. Voter registration is permitted only in those areas of the postal premises regularly open to the public.

d. The registration must not interfere with the conduct of usual postal business, postal customers, or postal operations.

e. The organization will provide and be responsible for any equipment and supplies.

f. No contributions are solicited.

g. Access to the workroom floor is prohibited.

h. Voter registration activities do not become permanent but are limited to an appropriate period before an election.

171.2 Polling

171.21 Approval and Criteria

Approval to use postal premises as a polling place is given by the Postmaster General or designee. A request to use a postal facility will be considered only if the facility is the only reasonable available place for voting in the area and the following conditions are met:

a. The facility must be used as is and must not be materially altered to accommodate machines, voters, or workers.

b. The Postal Service will not provide any assistance in the installation or removal of items needed for voting or in the polling process itself.

c. Voting must not interfere with normal postal business.

d. Voter entrances and exits must be arranged to ensure the security of the mail.

e. Workroom floor space may not be used for voting.

f. Local law enforcement officials must agree in advance to enforce Postal Service regulations governing conduct on postal premises and all applicable state and local laws during the voting.
g. The state or local government must agree in advance to reimburse any costs incurred by the Postal Service for additional security, utilities, or building operations necessary to allow the use of the facility for voting.

h. There must be an absolute prohibition against the display or distribution of any political literature, badges, insignia, or posters on Postal Service premises, including parking areas. This provision does not deprive employees of their rights as stated in Employee and Labor Relations Manual (ELM) 663.1.

171.22 Requests
Submit polling requests to Retail Operations, Headquarters, through the area manager, Customer Service Support, no fewer than 60 days before the election. A request must include complete details addressing each of the above conditions and a statement that there are no suitable nonpostal facilities available. These procedures are intended to provide for the use of postal premises where they are truly needed for voting and, at the same time, to ensure that there is no disruption of postal services.

171.3 Absentee Balloting Materials Not to Be Detained
Except as provided in ASM 274, absentee balloting materials must not be detained or treated as unpaid mail. The materials must be promptly dispatched and delivered to the addressees. Questions about possible abuse or impropriety must be referred to the RCSCs.

172 Selective Service Registration

172.1 Purpose
For many years the Postal Service has assisted the Selective Service System (SSS) with its registration effort by providing space in post office lobbies for registration materials and by accepting completed registration forms. In the interagency agreement, the Postal Service agrees to administer registrations at all classified post offices, stations, and branches. The agreement does not extend to contract postal units. The SSS reimburses the Postal Service for its services. The latest registration materials are available from the material distribution centers. (Do not display SSS materials and forms for the years 1980 to 1984.) Each post office must offer the following:

a. SSS Form 1, Registration Form.
b. SSS Form 2, Change of Information.
c. SSS IS40S, Instruction Sheet (Spanish).
d. SSS BRO10, Selective Service (brochure).
e. SSS POS 46, Untitled.

172.2 Scope
With only limited exceptions, the requirement to register with the SSS applies to all male U.S. citizens and male aliens between the ages of 18 and 25 residing in the United States. That includes refugees, undocumented
workers, recent parolees, and applicants for asylum. Handicapped men must also register. When the handicapped registrant is not capable of completing SSS Form 1, the registrant's parent or guardian may complete the form, sign the registrant's name, and initial the signature.

172.3 Request for Materials

Each November the SSS mails a registration package to those facilities listed on a tape file provided by the Postal Service. Postmasters may obtain additional registration forms and materials through the material distribution centers (MDCs). If your office did not receive its package by the third week of December, notify SSS at:

SELECTIVE SERVICE SYSTEM
PO BOX 818
NORTH CHICAGO IL 60064-0818

Be sure to include the complete post office name and address in your request.

172.4 Registration Procedures

There are eight easy steps in the registration process:

a. Give the prospective registrant an SSS Form 1, Registration Form, and, upon request, a copy of SSS BRO 10, Selective Service (brochure). Or direct him or her to Display Box 45 at the service table area to find these materials.

b. Direct the registrant to a location in order to fill out the registration form. Instruct him or her to follow the directions on the back of the form and fill out the form down to the point where a signature is required.

c. Instruct the registrant to return the completed SSS Form 1 to any available postal clerk. The postal clerk should review the form for completeness and legibility. If any entry is illegible, the registrant must be asked to correct it or fill out another form.

d. Review the form for completeness. Not all blocks are required to be filled in; however, the blocks that contain name, current address, and date of birth must be completed in order for it to be validated as a registration. Under no circumstances should any registration form be refused even if some information is missing. Finally, ask the registrant to sign and date the form.

e. Ask for identification. The registrant should present some form of identification, such as his or her student ID or driver’s license. Check the SSS Form 1 entries against the identification for accuracy. If no identification is presented, accept the form anyway, after making sure the entries are complete and legible.

f. If a handicapped person is not capable of completing the form or appearing at the service counter, the prospective registrant's parent or guardian may complete the SSS Form 1. That person should sign his or her name.
g. Stamp the form with a postal round date stamp. Stamp and initial the form in the box in the lower right corner. Once the form has been stamped, this completes the USPS portion of the registration process.

h. Safeguard the registration forms. Collect the completed registration forms each day and store them in a vault, locked drawer, or another secure place until they are mailed to Selective Service. All forms on hand should be mailed at the end of each week by First-Class Mail.

172.5 The Reminder Mail-Back Registration Program

The Selective Service currently administers a Reminder Mail-Back program that has been in effect since September 1988. This direct mail registration program is in addition to the primary registration program administered through post offices. A young man has the option to use either method to register with the Selective Service. The Postal Service is involved in the mail-back program only to the extent that the cards are mailed and delivered to the prospective registrants. The program is not included under the scope of the interagency agreement governing registration in postal lobbies. If, however, an individual comes into a post office with a card, postal employees should direct the individual to affix a stamp to the return side of the card and drop it in the mail.

173 Assistance to Government Agencies

173.1 Criteria

The Postal Service may assist federal agencies in making their services available to the public in areas where there is an unfulfilled need for such services and where they can be provided without detriment to postal operations. Such assistance is provided under terms and conditions, including reimbursability, as the Postal Service and the head of the agency concerned deem appropriate. The services may be provided by retail employees and through the use of postal lobbies.

173.2 Types of Services

A table of services provided by the public service assistance programs of the Postal Service may be found in the ASM, chapter 4. Some of these programs include the following:


b. Acceptance of passport applications.

c. Distribution of food coupons.
18 Postage Meters

181 Licensing and Mailings

181.1 Description
Postage meters are devices that can print one or more denominations of postage and display the amount of postage used and the amount remaining. A meter locks when no postage or minimal postage remains. A meter generally must be taken to the licensing post office to be reset by payment of additional postage. Avoiding the payment of postage by misusing a meter is punishable by law. DMM P030 contains the general rules governing the use of meters.

181.2 Approved Meters
Postage meters are available only by lease from authorized manufacturers as listed in DMM P030. The USPS holds manufacturers responsible for the control, operation, maintenance, and replacement of their meters.

181.3 Licensing
An applicant wanting to be licensed to lease and use a meter must provide an original signed Form 3601-A, Application or Update for a License to Lease and Use Postage Meters, to the post office where the applicant plans to deposit mail, to a meter manufacturer’s representative, or to the National Customer Support Center under the Centralized Meter Licensing System (CMLS). The procedures in DMM P030 must be followed for licensing meter customers, including the procedures for transferring and relocating meters.

181.4 Meter Stamps
Only the meter stamp designs authorized in DMM P030 may be used. Meter stamps must be legible and not overlap. Those that are illegible or overlapping do not count when determining postage paid. Fluorescent ink is mandatory for meter imprints on letter-size mail. When meter strips are to be printed on tape, USPS-approved tape must be used. DMM P030 contains standards for the content of the meter indicia (such as date of mailing and post office of mailing).

181.5 Mailings
Mailers must follow the appropriate standards for the class and rate of mail and those in DMM P030 when preparing metered mail for mailing, whether single-piece rate mailings or presorted or automation rate mailings.
182 Setting

182.1 General Standards

Before delivering a meter to the licensee, the meter manufacturer must take the meter to be set, sealed (if applicable), and checked into service by the post office where the meter is to be regularly set or examined, unless the meter is serviced through the on-site meter-setting program. DMM P030 contains the rules for setting meters.

182.2 Procedures

For updated instructions on meter setting, installation, withdrawal, and examination, post offices should refer to the Postal Bulletin or contact Metering Technology Management at USPS Headquarters at the following address:

METERING TECHNOLOGY MANAGEMENT
US POSTAL SERVICE
475 L'ENFANT PLZ SW
WASHINGTON DC  20260-6801
2 Philately

21 Philatelic Policies and Procedures

211 Policy

Employees should familiarize themselves with the national policies governing the release, sale, and discontinuance of postage stamps and postal stationery. These policies are established by Stamp Services at Headquarters. The policies governing philatelic products are also administered by Stamp Services. Uniform application of these policies provides a high degree of integrity to the entire program. All postal employees and contractors must comply with the policies and procedures in this subchapter. These policies are as follows:

a. Commemorative stamps and postal stationery (postal cards, embossed stamped envelopes, and aerogrammes) depict the cultural and historical heritage of the United States. They describe our nation’s achievements, portray our country’s natural wonders, instill pride in America, and focus attention on causes, issues, and interests that are of national concern. The Postal Service encourages the widespread use of these stamps and stationery items to promote national ideals, progress, and heritage.

b. Stamp products are designed and promoted to expand interest in the hobby of philately by demonstrating both the fun and the historic value of stamps.

c. Postal employees shall refrain from intentionally creating philatelic rarities.

212 Stamp and Stationery Subjects

212.1 Selection

Subjects for postage stamps and postal stationery may be proposed by the public through correspondence with the Citizens’ Stamp Advisory Committee (CSAC). The committee is responsible for evaluating the merits of all stamp proposals. CSAC is composed of individuals from outside the Postal Service whose backgrounds reflect a wide range of educational, artistic, historical and professional expertise. CSAC members are appointed by the Postmaster General. After reviewing suggestions submitted by the public, CSAC
212.2 Submission

Because the committee works far in advance of actual stamp issuance, all proposals must be submitted at least 2 years before the desired issuance date. Forward all suggestions to the following address:

CITIZENS STAMP ADVISORY COMMITTEE
STAMP DEVELOPMENT
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 4474E
WASHINGTON DC 20260-2437

212.3 Responsibilities

212.31 Stamp Distribution Offices

All post offices receive initial supplies of new stamp issues without requisition. Stamp products such as mint sets and StampFolios are generally distributed automatically to stamp distribution offices (SDOs) and accountable paper depositories. These distribution destinations must:

a. Establish a program for distributing new stamp products to associate post offices and replenishing existing stamp products.

b. Ensure that less-than-bulk quantities of stamps are supplied to all post offices so the stamps can be placed on sale in accordance with instructions issued in the Postal Bulletin. Stamp distribution offices requiring additional stamp products should requisition them from their accountable paper depository. All other post offices should requisition stamp products from their stamp distribution office or their usual source of supply for less-than-bulk orders.

212.32 Post Office Accountable Paper Custodians

The accountable paper custodian or other individual in charge of the stamp stock at each post office is responsible for requisitioning and maintaining an adequate inventory of stamps, postal stationery, and other stamp products required for efficient and effective operation. This individual should periodically evaluate demand and, when necessary, forward a requisition for additional stock to the designated supply source. All requisitioning must be in accordance with the procedures in Handbook F-1, Post Office Accounting Procedures, 420. When necessary, accountable paper custodians may reduce the quantity of stamps received automatically to reduce costly overstocking and subsequent destruction. To request a change for bulk quantities of more than 25,000 stamps, send a memorandum to:

MANAGER STAMP DISTRIBUTION
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 4474E
WASHINGTON DC 20260-2436
22 Types of Retail Sales and Centers

221 General

221.1 New Issues
Stamps, postal stationery, and stamp products are sold at post offices and various types of postal retail facilities, which are described in this section. Most of these facilities have regular stamp windows, and some are designated as philatelic centers. Philatelic centers sell current stamps and philatelic products. Some post offices provide specialized philatelic services and sell the full range of stamps and philatelic products offered by the Postal Service. These facilities, as well as the Philatelic Fulfillment Service Center (PFSC), are referred to collectively as philatelic centers. The PFSC in Kansas City, Missouri, is a central facility that services mail and telephone orders for postage stamps of philatelic quality and other philatelic products.

221.2 First-Day Issues
Only the post office or offices designated as official first-day-of-issue offices or as first-day-of-sale offices may sell a new item on the first day of sale. New issues will be placed on sale at all other offices on the next business day following the first day of sale, although there are special cases where new issues are placed on sale nationwide on the first day of issue.

221.3 Withdrawals of Issues
Notices concerning stamp withdrawals are published in the Postal Bulletin and give effective dates for removing stamps from sale.

221.4 Stamp Packets
Stamps that are withdrawn from sale but are incorporated into philatelic products such as mint sets or stamp collecting kits may be sold at philatelic windows, Postal Retail Stores, philatelic centers, and the PFSC.

221.5 Exceptions to Sales Policies
Stamp Services may, at its discretion, establish exceptions to the sales policies. Exceptions applicable to postal outlets are ordinarily announced in the Postal Bulletin.
Sales at Regular Stamp Windows

Definition
Regular stamp windows are clerk stations in post offices that offer a variety of services (money order sales, meter setting, etc.), accept mail, and sell stamps, stamp products, and retail items.

Commemorative Stamps
Postal outlets should strive to sell all commemorative stamp stock, but only within the sales periods announced by Stamp Services. Offices place stamps on regular sale, holding aside only enough for local philatelic demand. All supplies of these stamp issues will normally be purchased within 60 days after being placed on sale. Commemorative stamps may remain on sale for a longer period, but in no case after the date of withdrawal from sale announced in the Postal Bulletin or elsewhere by Stamp Services.

Plate Number Blocks/Marginal Markings (All Stamps)

Description
Plate number blocks are the stamps located on one corner of a pane of stamps with a plate number or numbers printed in the margin (selvage). Plate number blocks may include as few as four stamps where a single number appears, or as many as 20 where interest extends to other marginal markings. Various kinds of markings may appear on the selvage of stamps printed in sheets in addition to the plate number, such as the USPS copyright notice, color control markings, informational inscriptions, or other USPS slogans.

Setting Aside Plate Number Blocks
Clerks must break panes of stamps for regular sale purposes as follows:

a. Tear stamps from the edge of the pane farthest from the plate number or marginal markings in order to preserve the plate block for collectors. Whenever possible, tear stamps from sheets of a single stamp design on an as-needed basis, one at a time.

b. Set aside quantities of plate blocks or marginal markings as the panes are broken during regular sales transactions, but do not set them aside in advance.

Minimum Purchase Requirements and Sales Limitations
The following is a list of the minimum purchase requirements and sales limitations for plate number blocks/marginal markings:

a. When the clerk has a broken pane of stamps from which the plate block or other marginal marking has been sold, and when no plate block or other marginal marking has been set aside, the following minimum purchases must be made by a customer desiring the plate block or other marginal marking:
222.5 **Philately**

### Contents

1. **Denomination**
   - Minimum Purchase

<table>
<thead>
<tr>
<th>Denomination</th>
<th>Minimum Purchase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 cent to 50 cents</td>
<td>Full marginal strip of stamps (two rows deep having all marginal markings)</td>
</tr>
<tr>
<td>51 cents to 99 cents</td>
<td>Half marginal strip</td>
</tr>
<tr>
<td>$1.00 and above</td>
<td>Block of four stamps</td>
</tr>
</tbody>
</table>

**Note:** There are no minimum purchase requirements when a clerk has only full panes of the requested stamp in stock or a broken pane that contains the plate block or other marginal marking.

b. There are limitations to sales as follows: Each customer for whom a pane is broken is limited to one marginal strip ($0.01 to $0.50), a half marginal strip ($0.51 to $0.99), or a block of four stamps ($1.00 and above) for each stamp subject, per day. It is necessary to place a limit on individual sales of plate blocks and other marginal markings so that the philatelic stock available at post office windows may accommodate as many collectors as possible each day.

c. Customers requesting more than the maximum permissible purchase in denominations of the single-ounce, First-Class rate and below should be asked to inquire on another day. Customers requesting more than the maximum permissible purchase in denominations higher than the single-ounce, First-Class rate should be asked to inquire on another day or to contact the PFSC.

222.4 **Coil Stamps**

Regular stamp windows may not open and break coils of stamps, except for coils of new stamp issues, which may be opened and sold in less-than-full coil quantities, subject to the following limitations:

a. Sales of newly issued coil stamps in less-than-full coils are restricted to a 1-month period beginning with the authorized first day of sale for each particular stamp issue.

b. These sales are further restricted to a single stamp window at each location designated by the postmaster to conduct such sales.

c. Coil stamps bearing fractional denominations must be sold in multiples that reach full-cent amounts.

d. Stamps remaining in partial coils after the sales period expires are sold at regular windows for postage.

222.5 **Precanceled Stamps**

Stamp collectors may buy precanceled postage for philatelic purposes, including collecting and exchanging philatelic items. There is no limitation on the sale to collectors of full coils of each of the precanceled denominations available. Purchases may be made in person or by mail by non-permit holders for philatelic purposes only. Collectors may not mail matter bearing precanceled postage if they do not have a permit to use precanceled postage at the post office where the mail is presented.
222.6 **Meter Stamps**

Customers may buy meter stamps and postage-due meter stamps for philatelic purposes from post offices that have been assigned postage meters. Meter stamps and postage-due meter stamps may not be issued for any amount less than the First-Class, single-piece rate. Postage & Mailing Center (PMC) strips may be sold for philatelic purposes at the current, First-Class rate only. Postage validator imprinter (PVI) strips are not meter stamps and may not be sold for philatelic purposes.

223 **Sales at Dedicated Philatelic Windows**

223.1 **Definition**

A *dedicated philatelic window* is a lobby window designated to sell stamps and related philatelic products only. Other postal services are ordinarily not available at dedicated philatelic windows, which are to be identified as such so that customers desiring normal postal services are directed to other windows. Many of the same items sold at philatelic centers are also sold at dedicated philatelic windows.

223.2 **Commemorative Stamps**

Commemorative stamps remain on sale at post offices until a notice of their removal from sale is published in the *Postal Bulletin* or is otherwise communicated by Stamp Services.

223.3 **Plate Number Blocks/Marginal Markings (All Stamps)**

See 222.3.

223.4 **Coil Stamps**

See 222.4.

223.5 **Precanceled Stamps**

See 222.5.

223.6 **Meter Stamps**

See 222.6.

224 **Sales at Philatelic Centers**

224.1 **Definition**

*Philatelic centers* are retail selling areas or self-contained facilities separate from the lobby window positions. These centers display and sell, with a few exceptions, all current postage stamps, postal stationery, and related philatelic products, including commemorative stamps, definitives, regular-issue stamps, coils, airmail stamps, booklets and booklet panes, packets of stamped embossed envelopes, postal cards, message reply
cards, and aerogrammes. Some philatelic centers are referred to as Postiques™. (Postique is a registered trademark of the U.S. Postal Service.) Postiques display and sell all current stamps and related stamp products. The PFSC, which handles only mail and telephone order requests from collectors for stamps, stationery, and related products, is also a philatelic center.

224.2 **Commemorative Stamps**

Philatelic centers may keep an issue on sale until a notice of its removal from sale is published in the Postal Bulletin or otherwise communicated by Stamp Services.

224.3 **Plate Number Blocks/Marginal Markings (All Stamps)**

The sales and disposition policies described in 222.3 apply except as follows:

a. Clerks may sell to each customer one matched set of four marginal strips for any stamp in stock. There are no limitations on the sale of plate blocks of stamps having denominations above $1.

b. The PFSC mail-order section may, however, sell at face value any quantity of marginal strips of stamp issues.

224.4 **Coil Stamps**

Philatelic centers may open coils of stamps as requested, except that coils having fractional denominations may be sold only in multiples that reach full-cent amounts. (The PFSC may offer plate numbers on coil strips that vary from the minimums noted below.) To guarantee receipt of a plate number on coils, the following minimum purchases are required:

a. Bulk-rate denominations (when fractional): 30 stamps.

b. $1 denominations or above: five stamps.

224.5 **Precanceled Stamps**

The sales policy described in 222.5 applies except that coils of precanceled stamps may be opened for the sale of individual stamps to collectors.

224.6 **Meter Stamps**

Customers may buy meter stamps and postage-due meter stamps for philatelic purposes from post offices assigned meters. Meter stamps and postage-due meter stamps may not be issued for any amount less than the First-Class, single-piece rate of postage. Postage & Mailing Center (PMC) strips may be sold for philatelic purposes at the current First-Class rate only. Postage validator imprinter (PVI) strips are not meter stamps and may not be sold for philatelic purposes.
224.7 **Stamp Credit (Accountability)**

224.71 **Stock Levels**
Philatelic centers should maintain a good working level of stamp stock, stationery, and stamp products to meet the needs of collectors and to encourage interest in philately. Therefore, postmasters may maintain a postage stock of up to $125,000 for each philatelic outlet at their office. This stock may be in excess of normal authorized stock limits. (This does not apply to the PFSC.)

224.72 **Special Authorization**
Special authorization for postage stock exceeding $125,000 requires these steps:

a. If operating requirements require postage stock in excess of $125,000, written notification must be submitted to the appropriate area manager, Customer Service Support, requesting special authorization.

b. The area manager, Customer Service Support, with concurrence of the local inspector in charge, may authorize postage stock up to $250,000. (The total amount of annual sales at the philatelic outlet must be included with any request for authorization to maintain a postage stock in excess of $125,000 for that outlet. Such requests are approved only when the total sales justify the increase in stock level.) If approved at the area office level, the request should be forwarded to Headquarters for concurrence of the manager, Stamp Distribution.

224.73 **Stamp Credit**
Responsibility for stamp credit is as follows:

a. All clerks working in philatelic centers are fully accountable for their own stamp credit.

b. Postmasters are responsible for providing adequate security equipment for secure storage of these credits at all times.

225 **Sales at Temporary Philatelic Stations**

225.1 **Purpose of Participation**
Post offices establish temporary stations to provide philatelic services and to sell stamps and stamp products. These stations may include specially constructed counters or mobile retail units. Temporary stations are most frequently located at stamp shows, stamp exhibitions, stamp dedications, state fairs, conventions, parades, or other activity sites of significant public or philatelic interest.

225.2 **Requests for Participation**
Requests for Postal Service participation at such events should be made by the sponsors or organizers to the local postmaster for initial action. All first-day ceremonies are conducted under the direction of Stamp Development, Headquarters. Only requests for first-day-of-issue or other
special support that must come from the national level should be directed to Stamp Development. Once a postmaster has agreed to participate in an event, a unilateral withdrawal from such a commitment may not be made without the approval of Stamp Development. Any such withdrawal must be based upon a showing of good cause.

225.3 Authorization
Temporary philatelic stations may be authorized by postmasters. Postmasters may participate at events where admission fees are charged by the sponsor if the same cancellation used at the event is available on request to those not attending the event.

225.4 Ceremonies
Postmasters and other local officials are encouraged to participate in opening ceremonies for stamp exhibitions or other stamp ceremonies arranged by philatelic groups, whether or not a temporary philatelic station is authorized.

225.5 Announcement and Publicity
225.51 Posters
An announcement of the temporary philatelic station and any event cancellation must be posted on the main post office lobby bulletin board and may be posted in other post offices within a 10-mile radius of the event so that collectors will be advised of the USPS’s participation. In case of larger events, the posting may occur throughout the district or as requested by Headquarters. Posters should be placed on display at least 15 days before the event but in no case more than 30 days before the event. All announcements must emphasize the temporary philatelic station. The announcements should mention the name of the event, pictorial or standard cancellation (if any), the dates and hours open to the public, and the location. Promotional material for the event itself must not be incorporated.

225.52 Press Releases
The postmaster should also announce through press releases to local newspapers the planned establishment of the temporary philatelic station. The post office, however, must not distribute free flyers to homes, sell or distribute tickets, exchange ticket coupons, or authorize the use of post office facilities for direct event promotion.

225.6 Arrangements for Participation
225.61 Planning
Postmasters should ensure that detailed planning begins well in advance of the event so that participation brings credit to the Postal Service and provides a wide range of stamps and stamp products to collectors and other customers. Particular attention should be taken in selecting sales personnel who are knowledgeable about philately and who have retail experience. All clerks should be fully trained in stamp sales and cancellation policies.
225.62 **Stamp Stock**

The postmaster should secure a wide range of stamp products and current postage, using the *Stamps etc.* catalog as a guide. No stamp that has been withdrawn from sale by the PFSC may be sold by any philatelic station. Withdrawals are noted in the *Postal Bulletin*. Postmasters should requisition philatelic stock not already available in their post office from their stamp distribution office or usual source of supply on Form 17, *Stamp Requisition*, indicating the quantity required and that it is for a stamp show, exhibition, or other purpose as described in 225.1. For these events, stamps with denominations higher than $1 may be requisitioned in plate blocks of four, as noted in 222.31. At the conclusion of the event, excess philatelic stock, including remainders from commemorative sheets, should be sold at the regular stamp windows for postage purposes.

225.63 **Philatelic Products**

Postmasters should display, promote, and sell philatelic products such as commemorative stamp collections, the *Postal Service Guide to U.S. Stamps*, stamp collecting kits, and topical stamp sets.

225.64 **Sales Restrictions**

The sales policies regarding plate blocks and marginal markings are described in 222.31.

225.65 **Security and Facilities**

Postmasters should ensure that sufficient security for the stamp stock is provided at the event site and that all other facilities are adequate.

225.66 **Appearance**

Postmasters should ensure that the appearance of the temporary philatelic station brings credit to the Postal Service by using attractive signs and by having enough space for satisfactory service. The hours that the station is open must be posted.

225.67 **Prompt Service**

At those exhibitions where a large number of collectors are expected, postmasters should consider using a speedy line, distributing customer numbers that can be announced, or employing some other method to provide quicker service to customers so that they will not have to wait to make their purchases.

225.68 **Sales Report**

An event sales report showing both gross and net revenue must be submitted to the manager, Customer Service Support, at the district level, within 1 week of the close of every temporary philatelic station.
Mail Order

The PFSC services mail and telephone orders for postage stamps of philatelic quality and for other philatelic items. Customers may obtain a catalog listing items available by calling 800-STAMP-24, or by writing to:

STAMPS ETC CATALOG
US POSTAL SERVICE
POST OFFICE BOX 57
GRAND RAPIDS MN  55744-0057

*Note:* Post offices may not fill mail orders for stamps and other philatelic items other than mail orders under the stamps-by-mail program and orders for local cancellations. Customers must furnish a self-addressed, stamped envelope for return of precanceled stamps. Postmasters may not order precancel devices solely to satisfy collector demands.

Types of Cancellation Services

General

Definition

A postmark is a postal cancellation that contains the post office name, state, ZIP Code, and month, day, and year the canceling post office accepted custody of the material, except as provided in 231.61 and 231.7. Other postal markings are made by validators, obliterator, or special-purpose cancelers. Postmarking for philatelic purposes is provided at the request of collectors or cover servicers for postmarking outside ordinary mail processing. This service requires special procedures and arrangements so that other postal operations and services are not disrupted. This service may entail any hand stamping requested, either on a hand-back or mail-back basis, and the holding of mail for cancellation. Cancellation fees are as established by the PFSC. For 50 or more cancellations, advance approval by the PFSC is required before service is provided. Cancellation service should be provided separately from stamp sales whenever practical.

Policy

Publicity

The Postal Service endeavors to make all unusual postmarking services widely known to customers through advance national publicity to avoid such postmarks being available only to small groups of people.

Backdating and Pre-Dating

It is Postal Service policy to prohibit backdating of mail except:

a. When postal operating requirements and public demand necessitate that cancellation operations commence before or continue after the date contained in the postmark.

23 Types of Cancellation Services
231.23 Clerk Availability and Training

A sufficient number of clerks should be available to provide speedy service. Clerks should be trained in advance to provide hand-stamped postmarks of philatelic quality. Refer to 231.3 for philatelic cancellation procedures.

231.3 Cooperation With Collectors

231.31 Postmarks

Employees should strive to furnish clear and legible postmarks to stamp collectors by ensuring that cancellation machines and hand-stamp devices are properly inked. Postal employees must give special attention to mail bearing an endorsement that is of philatelic value or to requests for light cancellations, and they should avoid canceling stamps by pen or illegible smudging. However, stamps must be canceled sufficiently to protect postal revenue.

231.32 Special Attention

The Postal Service cannot provide special attention to a philatelic cover if it has been routinely entered into the mailstream by the sender.

231.33 Postmarking Devices

Postmarking devices may be used only under the supervision of authorized postal personnel.

231.34 Hand-Stamped Postmarks

All hand-stamped postmarks are made with black ink unless the customer specifically indicates a preference for another color.

231.35 Philatelic Covers

Employees should exercise care in handling all philatelic covers to ensure that they are not damaged in mail handling. These covers are generally identifiable by a design (cachet) on the left side of the envelope.

231.36 Defacing Philatelic Covers

Postal employees should ensure that philatelic covers are not over-canceled, backstamped, marked “received this date,” or otherwise defaced on front or back; used as a top piece in a bundle for destination-package labeling purposes; or bent, folded, mutilated, or damaged by rubber bands.
231.4 **Hand-Back and Mail-Back Service**

Postmarks rather than other obliterations should be used to provide the following services whenever they are available:

a. **Hand-Back Service**

(1) When a customer personally presents an addressed or unaddressed envelope, postal card, or other item described in 231.63 to a postal clerk for cancellation with the current day’s postmark, the post office must postmark the item and return it, or hand it back, to the customer.

(2) The envelope, card, or other item does not enter the mailstream. All such materials must bear uncanceled postage at the applicable First-Class rate.

(3) This service may be provided for special die hub or regular machine cancellations only when the particular cancellation machine is readily accessible to the postal clerk, and only when providing such service does not interfere with other sales or mail processing operations and does not inconvenience other customers.

(4) The Last Day of Sale cancellation will be applied to customers’ covers or other items with one or more of the stamps being removed from sale affixed on a hand-back basis only.

b. **Mail-Back Service.** Mail-back service refers to service for stamp dealers and cover servicers that is authorized by the PFSC and that permits envelopes, cards, or other items submitted for cancellation to be returned in bulk through the mail. Conditions of service are further described in 242. This form of mail-back service must be approved in writing and in advance by the PFSC. Mail-back service is not to be provided for special die hub or regular machine cancellations. Last Day of Sale covers submitted for servicing and return through the mailstream will not be entered into the mails until the date appearing on the cancellation.

231.5 **Permissible Cancellation Devices**

231.51 **Hand-Stamped Cancellations for Collectors**

The postmark devices shown in Exhibit 231.51 may be used to provide hand-stamped cancellations for collectors.

231.52 **Obliterators**

The devices (obliterators) shown in Exhibit 231.52 may be used for philatelic cancellation when the postmarks or postmarking devices described in 231.51 are not available.
### Exhibit 231.51
**Hand-Stamped Cancellations**

<table>
<thead>
<tr>
<th>a. Standard cancellation with killer bars (Item 550)</th>
<th>b. Circular cancellation without killer bars</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Standard cancellation" /></td>
<td><img src="image2" alt="Circular cancellation" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>c. First-day-of-issue cancellation at post office where item first issued</th>
<th>d. Bull’s eye cancellation</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3" alt="First-day-of-issue" /></td>
<td><img src="image4" alt="Bull’s eye" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>e. Pictorial cancellation subject to 234</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image5" alt="Pictorial cancellation" /></td>
</tr>
</tbody>
</table>

### Exhibit 231.52
**Obliterators**

<table>
<thead>
<tr>
<th>f. Validator, registry, or round dater stamp (Item 570)</th>
<th>g. Parcel post canceler (Item 502)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image6" alt="Validator" /></td>
<td><img src="image7" alt="Parcel post canceler" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>h. Rubber oval stamp (Item 0-681)</th>
<th>i. Receiving or dating stamp (Item 552)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image8" alt="Rubber oval stamp" /></td>
<td><img src="image9" alt="Receiving or dating stamp" /></td>
</tr>
</tbody>
</table>
231.6 When and Where Philatelic Cancellations May Be Done

231.61 Date and Place of Postmarking

Post offices may provide postmarking for philatelic purposes before the actual date of the cancellation and may continue after that date when demand, processing capability, or other requirements of the Postal Service dictate. However, under no circumstances may any postmarked materials be released before the date of the cancellation. The manager, Customer Service Support, or the manager, PFSC, may determine that local processing capability requires that philatelic cancellation services be performed at an office other than the post office whose cancellation is used; in these cases, however, all materials to be postmarked must be received at or deposited in the post office whose cancellation is being used, or at an office designated by the manager, Customer Service Support; the manager, PFSC; or the manager, Stamp Development. Return through the mail is permitted when items are accompanied by a package of similar size bearing the appropriate return address and postage.

231.62 Preparation Requirements

Postcards, postal cards, and envelopes submitted through the mail must bear postage at the applicable rate and complete addresses, except as provided in 231.4. Materials submitted for hand-back service need not be addressed.

231.63 Special Materials on Which Cancellations May Be Requested

Photographs, postcards, or other materials having a glossy-coated or hard-calendered surface, or any material that does not readily accept ink, are submitted for cancellation at the customer’s risk. The Postal Service is not responsible for smudged cancellations or offsetting where the impression appears on the preceding item. The following materials may be canceled as indicated:

a. **Plain Cards, Slips of Paper, and Blank Envelopes.** Postal employees may not place postmarks for customers on plain slips of paper, plain cards, or blank envelopes without unused postage equaling or exceeding the First-Class rate.

b. **Picture Postcards (Maximum Cards).** Picture postcards with the stamp placed on the face of the card rather than on the address side are known as maximum cards. Minimum First-Class postage must be placed on the address side. Postmasters may cancel these cards and hand them back to the person presenting them. For mail-back service, refer to 231.4b.

c. **Posters, Portfolios, and Other Memorabilia.** These items with the stamps placed thereon may be canceled when presented in person for hand-back service. Submittal and return through the mail is not permitted, except as provided in 231.4b.

d. **Previously Canceled Stamps and Multiple Cancellations.** Items bearing previously canceled stamps and postmarks are acceptable for additional cancellations when uncanceled postage equaling or exceeding the First-Class Mail rate is affixed. Such material may be
submitted and returned through the mail, except as provided in 231.4b. When fewer than 50 items are submitted for cancellation, they must all be addressed and must be returned to the addressee as individual pieces and not in outer envelopes. Return under separate cover is allowed only as specified in 241 and 243. First-day-of-issue cancellations may not be provided on a hand-back basis after the first day of issuance. Mint stamps to cover the First-Class Mail rate must be affixed for each cancellation. The Last Day of Sale cancellation will be applied to customers’ covers or other items with one or more of the stamps being removed from sale affixed on a hand-back basis only. Any covers submitted for servicing and return through the mailstream will not be entered into the mails until the date appearing on the cancellation.

e. *Currency.* Currency bearing unused postage stamps of First-Class value or items bearing currency with stamps affixed or adjacent thereto may be canceled when presented in person for hand-back service. Submittal and return through the mail is not permitted. The Postal Service does not accept responsibility for currency in its possession in conjunction with philatelic services.

f. *Backs of Envelopes.* Post offices may cancel unused stamps when they are affixed to the reverse side of envelopes bearing already canceled stamps. This service is available only for envelopes presented for hand-back service. They may not be returned through the mail even when outer envelopes are provided. Such a cancellation denotes only that the item was presented to the post office for postmarking on that date; it does not denote that the envelope was carried by the Postal Service.

g. *Foreign Postage Stamps.* Unused foreign postage stamps may be canceled with a U.S. Postal Service postmark only when unused U.S. postage of the appropriate rate is canceled with the same stroke unless otherwise noted in contractual agreements with the postal administrations of other countries.

### 231.7 Holding the Mail

Post offices may hold mail to comply with customers’ requests that the mail be postmarked on a specified date. Post offices may not, however, hold mail for an event where the date of occurrence is not certain or where it is subject to change or for cancellation on a day when the office will be closed, except as authorized by the PFSC or Manager, Stamp Services. In these latter instances, the envelopes submitted should be returned to the customer unserviced and in an outer envelope with an explanation of why the requested service cannot be provided. No more than 50 covers per customer may be held for cancellations. Except for first-day covers and last day of sale covers, where customers have affixed their own stamps, quantities above this number must receive prior written authorization from the PFSC. The PFSC may also authorize the holding of mail for events of nationwide interest.
231.8 **Regular Machine Cancellations**
Post offices must not machine-cancel mail with the regular postmark when the envelopes are unaddressed or when the customer requests hand-back service, except as provided in 231.4. Mail-back (return in bulk) service is not provided, but cancellations may be provided on addressed envelopes or postal cards that are mailed to the addressee.

231.9 **Standard Cancellations**
Circular hand-stamped cancellations with or without killer bars may be provided upon request at post offices, stations, and branches. These cancellations are available each day that the office is open for business. No slogan or pictorial material may be included. Requests made by mail for these cancellations must be at the post office offering the service on the date of the cancellation to qualify for service.

232 **First-Day Cancellations**

232.1 **First-Day Sale**
A particular post office or postal facility is usually designated to have the exclusive sale of a new issue on the day that it is issued. No other postal facility may begin general sale of the new issue until the following business day unless otherwise authorized by the manager, Stamp Services. For purposes of this section, the word “issue” means postage stamp, stamp booklet, booklet pane, postal card, stamped envelope, or aerogramme.

232.2 **Notification**
New stamps and other issues are announced by notices displayed in post office lobbies, in the Postal Bulletin, through news releases distributed to the press and philatelic periodicals, and by print, radio, and television advertising.

232.3 **First-Day-of-Issue Cancellation**
This type of cancellation is provided by the post office when a new stamp or stationery item is first placed on sale and is dated to show the date of issuance. First-day cancellations may be either metal die or rubber composition. The words “First Day of Issue” appear in the cancellation design. Requests for first-day cancellations must be postmarked no later than the date specified in the Postal Bulletin to qualify for service. Bull’s-eye cancellations are used when the conventional first-day-of-issue postmark cannot cancel all the unused stamps on an item presented for postmarking.

232.4 **Last Day of Sale Cancellation**
This type of cancellation is provided by the post office when stamps are identified to go off sale and is dated to show the date of the last day of sale. Last day of sale cancellations will be available only at events authorized by Stamp Services. These events will be held in conjunction with nationally recognized stamp shows, which are held at least four times a year. Field offices may conduct events associated with the removal of stamps from sale;
however, they may not use the words “Last Day of Sale” in postmarks or other material relating to their event. Last day cancellations may be either metal die or rubber composition. The words “Last Day of Sale” appear in the cancellation design. Requests for last day cancellations must be postmarked no later than the date specified in the Postal Bulletin to qualify for service. Bull’s-eye cancellations are used when the conventional last day of sale postmark cannot cancel all the unused stamps on an item presented for postmarking. The “Last Day of Sale” cancellation may be applied at the show from the start of the show until the actual date the stamps are removed from sale. “Last Day of Sale” cancellations may only be applied to items bearing at least one of the stamps being removed from sale.

233 First-Day Covers

233.1 Definition

A first-day cover is an envelope, postcard, or other item of reasonable dimension bearing a new stamp, booklet pane, postal card, stamped envelope, or aerogramme canceled with a die reading “First Day of Issue” and showing the place and date of first-day sale.

233.2 Procedures

All covers must bear addresses to the right side of the envelope and at least 5/8 inch up from the bottom of the envelope. Requests must be postmarked no later than the date specified in the media announcement (see 232.2) to qualify for cancellation service. As a free service, this is limited to 50 cancellations, except for covers presented in person by the customer in first-day-of-issue cities. Customers who want first-day cancellations of new stamps have two additional options:

a. They may buy stamps at local post offices, affix them to their own stamped envelopes, and mail them to the postmaster at the city of issuance for cancellation. Envelopes submitted by collectors must be of ordinary letter size and must be properly addressed. Collectors should place a filler of postal card thickness in each envelope and either turn in the flap or seal it.

b. They may order first-day covers without cachets by mail and telephone order, through the PFSC. Each cover will have an individual catalog number and will be offered in the Stamps etc. catalog produced by the PFSC. Item numbers and ordering instructions will also be provided in the news releases announcing new stamps. The price of the Postal Service’s first-day covers will vary with the denomination and number of stamps affixed. Remittance for mail orders should be made by money order or a cashier’s, certified, or personal check made payable to the U.S. Postal Service or by credit card as indicated in the Stamps etc. catalog. Mail orders containing personal checks will be held until the checks clear. Cash must not be sent. Neither postage stamps nor foreign coins and currency are accepted. Any orders containing such remittance will be returned unserviced. The covers remain on sale for at least 90 days after a stamp is issued.
233.3 Bulk Orders
The post office that services first-day covers will accept only stamp-affixed envelopes.

233.4 Hand-Stamped Cancellations
Hand-stamped cancellations are applied on covers at the location of the first-day ceremony and at the designated first-day post office, as well as on covers that cannot be fully canceled by postal cancellation machines. In all other cases, machine cancellations are supplied, except as provided in 24.

233.5 Hand-Back Service
Hand-back service for first-day cancellations is limited to the first day of issue. Material to be canceled must be presented to the designated first-day post office or ceremony location.

233.6 Unacceptable Covers
The issuing post office must not provide cancellation service on covers submitted through the mail that are unaddressed, or bear stamps issued after the issue date and before the submittal cut-off date, or bear only previously canceled stamps; nor may the post office provide hand-back service on any items presented after the first day of issuance. These restrictions may be waived only by written authorization from the PFSC.

233.7 Mail Orders for Mint Stamps
The first-day post office may not accept mail order requests for uncanceled stamps from customers outside its service area, except for cover servicers as provided in 242.

233.8 Cancellation Deadlines
Deadlines for submitting covers for first-day-of-issue cancellations are established by Stamp Development and the PFSC. Any exceptions to these deadline dates must be authorized by both.

233.9 Unofficial First-Day Covers
Stamps acquired at the first-day post office may be canceled at any post office. Envelopes containing new stamps canceled on the first day of sale at a post office other than the issuing office are known as “unofficial first-day covers.”

234 Pictorial Cancellations

234.1 Description
Pictorial cancellations are postmarks offered by the Postal Service to commemorate local events celebrated in communities throughout the nation. These postmarks contain the name of a temporary philatelic station, city, state, ZIP Code, and month, day, and year of the cancellation. These
234.2 Sponsors
Pictorial cancellations are requested by sponsors or organizers of local events and are authorized to be used only at temporary philatelic stations and at other philatelic outlets. They may not be used at regular stamp windows for special local celebrations.

234.3 Cancellation Methods
Devices used for pictorial celebrations are generally hand stamps, except when volume requires the use of a machine cancellation. There is no charge to the sponsor for the production of the hand stamp or for the Postal Service’s staffing of the temporary station.

234.4 Criteria
Collectors may obtain pictorial cancellations at a temporary philatelic station established at an event or at a philatelic outlet, on the date of the cancellation. Additionally, such cancellations may be requested by mail. Mail-in requests must be postmarked no later than 30 days following the requested cancellation date to qualify for this service.

235 Temporary Philatelic Station Cancellations

235.1 Approval
Postmasters may request authority from the appropriate manager, Customer Service Support, at the district level, to provide cancellation service at temporary philatelic stations. Only the standard circular cancellation will be provided unless the sponsors or organizers apply to the postmaster for use of a pictorial cancellation at least 10 weeks before the event. The sponsors or organizers must also propose a design and finished artwork for a pictorial cancellation. The cancellation service and design require the approval of the postmaster and the manager, Customer Service Support, at the district level. Different cancellations for each day of an event are authorized only for international philatelic exhibitions recognized by Stamp Development and held in the United States.

235.2 Requirements
235.21 Required Information and Dimensions
All cancellations must carry the name of the temporary station (the name of the exhibition or event, followed by the word “Station” or “Sta.”), the city, state, and ZIP Code of the actual location of the temporary philatelic station, and the month, day, and year of the cancellation. Overall dimensions must not exceed 4 inches horizontally and 2 inches vertically.
235.22 **Approved Subject Matter**

Illustrations, wording, and designs featured on cancellations must directly reflect the event to be commemorated. Cancellations that promote the sale or use of private, nonpostal products or that endorse or involve the ideals, policies, programs, products, campaigns, or candidates of religious, antireligious, commercial, political, fraternal, trade, labor, public-interest, or special-interest organizations may not be approved. However, cancellations may be approved that recognize events such as meetings, exhibitions, or conventions sponsored by or involving such organizations, provided that their designs do not include words, symbols, or illustrations referring to ideals, policies, programs, products, campaigns, or candidates. If there is doubt about whether a proposed cancellation meets these requirements, Stamp Development should be consulted before granting approval.

235.23 **Publicity**

The manager, Customer Service Support, at the district level (or designee), must submit a reproducible copy of the pictorial cancellation (actual size) to Stamp Development, so that national publicity may be arranged. The use of standard cancellations at temporary stations must also be reported. All reports should include the dates that the temporary philatelic station is to be open, the sponsor’s name, name of the temporary philatelic station, a complete mailing address for customers requesting the cancellation by mail and a reproducible copy of the pictorial cancellation. Reports and copies of pictorial cancellations must be submitted by the first day of each month for those cancellations authorized 2 months later (e.g., January 1 for March authorization).

235.24 **Equipment**

Pictorial and standard cancellations shall be applied by rubber hand stamps purchased by the host post office or district office. If more than 100,000 pieces of mail are anticipated, the district may apply to the manager, PFSC, at least 60 days in advance for purchase of a metal die for machine cancellation. These cancellations may be provided only for the duration of the temporary philatelic stations.

235.25 **Service Limitations**

Hand stamping as a free service is limited to 50 cancellations for any single individual or group, except for cancellations at first-day-of-issue events. The sponsor may also obtain any reasonable amount of hand-backs free of service charge for its members, and special folders or programs prepared by the sponsor may be canceled and made available at the opening of the show. Other individuals or groups not in attendance at the first-day ceremony or at the first-day post office who require more than 50 hand-stamped cancellations may obtain this service only by paying a special fee. Written application for 50 or more cancellations must be made in advance to and be authorized by the PFSC.
235.26 Use and Disposition of Hand Stamps

Pictorial cancellation hand stamps, like other canceling devices, may be used only under the supervision of authorized postal personnel and must be returned by the postmaster to the manager, Customer Service Support, at the district level, 65 days after close of the exhibition or convention, by which time all replacement requests are to be handled. The manager, Customer Service Support, at the district level, must destroy the cancellation device upon receipt.

235.27 Special Requests to Retain Hand Stamps

Requests from sponsors to retain pictorial cancellation hand stamps for purposes of placement in a museum, historical site, or for any other appropriate use, must be approved by the appropriate manager, Customer Service Support, at the district level. Before release to the sponsor, the hand stamp must be defaced in such a way that it can be recognized if used improperly. Copies of the original and defaced cancellation designs must be kept on file in the local and/or district office.

236 Special Die-Hub Cancellations

236.1 Description

Special die-hub cancellations are cancellations in which a slogan or message publicizing an event is engraved on a die hub. These cancellations are applied by machine to live mail. Hand-back service may be provided only as described in 231.4. Mail-back (return in bulk) service cannot be provided, but cancellations can be provided on addressed envelopes or postal cards that are delivered to the addressee or addressees through mail delivery. Cancellations of philatelic quality are often not possible. All envelopes must be addressed. Any quantity of envelopes may be submitted, but they are not returned in bulk.

236.2 Criteria

236.21 General

Special cancellations are authorized when the scheduled event to be observed meets one of the following criteria:

a. It is for a national purpose for which Congress has made an appropriation.

b. It is of general public interest and importance, it will be observed for a definite period of time, and it is not conducted for private gain or profit.

236.22 Prohibitions

Special cancellations are not authorized for any of the following:

a. Events of interest primarily to a particular local group.

b. Fraternal, political, religious, service, commercial, or trade organizations.
c. Campaigns or events promoting the sale or use of private products or services.
d. Idea or slogan promotions not directly connected with an event of general public interest and importance.
e. Post office anniversaries.
f. Recruitment programs.
g. Events that occur during a period when all canceling machines in the post office are scheduled for other special cancellation die hubs.

236.3 **Periods of Use**

Special cancellations may not be used longer than 6 months. Special cancellations that are approved on an annual basis are limited to one 60-day period annually during each year of repeated use.

236.4 **Revocation**

Permission to use any special cancellation may be curtailed or revoked when it is necessary to use special postmarking dies for Postal Service purposes.

236.5 **Requirements**

236.51 **Initial Cancellation**

The sponsor must submit the application in writing, for a purpose described in 236.21, to the postmaster at the post office where the special cancellation is to be used. The application described in this section should be in the form of a letter from the sponsor to the postmaster, giving all required information. The application must be submitted by the sponsor at least 4 months before the date the special cancellation is to be used and must provide the following information:

a. Complete description and schedule of the event to be observed, including evidence that it is not being conducted for private gain or profit.

b. Wording of the proposed cancellation is limited to three lines of not more than 20 letters, numbers, or spaces for each line. Do not use illustrations or designs because, in most circumstances, such designs are not easily reproduced on a die hub. The wording must directly reflect the event to be commemorated.

c. Name and telephone number of the post office where the cancellation is to be used.

d. Period of use desired.

e. Number of die hubs required.

f. Name, address, and telephone number of the sponsor who will be billed for the cost of manufacturing the die hubs.

236.52 **National Events**

Wording on a special cancellation must be standardized and approved by the sponsor’s national headquarters when the sponsor is an affiliate or local
chapter of a national organization. Requests for national events must be forwarded to:
BUSINESS MAIL ACCEPTANCE
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 6801
WASHINGTON DC  20260-6808

236.53 **Recurring Cancellations**

A request must be submitted for reuse of recurring annual cancellations 3 months before the date that the sponsor wants the cancellation to be used again. In the case of national cancellations, a single request from the national sponsor is sufficient.

236.6 **Referral of Postmaster**

236.61 **Forwarding Applications**

Employees who receive applications must immediately forward them to their designated manager, Business Mail Entry, at the district level. (See DMM G040 for the 3-digit ZIP Code areas served by each district.) Enclose the information described in 236.51.

236.62 **Name of Manufacturer**

Furnish the name of the manufacturer and the model number of the canceling machine on which the special die hub will be used. If the machine is a Model Flier, Model M, or Model G, the correct die hub part number must be stated. The part number for Model Flier and Model M machines is 1535 for a hub that uses a round base ring die, and 1535-G for a hub that uses a square base ring die. The part number for a Model G machine is 218-A for a hub that uses a round base ring die, and 218-E for a hub that uses a square base ring die. A part number is not required for other machines.

236.63 **Effect of Approval**

State the effect the approval would have on the use of special cancellations already approved for that office.

236.7 **Approval and Disapproval**

The postmaster will inform the sponsor of the approval or denial of the application. If approved, the manager, Business Mail Entry at the district level, will arrange for the manufacture of the die hub and will instruct the postmaster on its use by memorandum or Form 3617, Order for Special Canceling Machine Die Hubs. If the request is not approved, the manager, Business Mail Entry, at the district level, will advise the postmaster of the decision and the reason.

236.8 **Cost**

The sponsor must pay the cost of manufacturing the special cancellation die hub and any cost incurred in adapting canceling machines for its use or for installing the hub. The approximate cost of a die hub can be obtained from
the manager, Business Mail Entry, at the district level. The organization or person assuming the cost of manufacturing the die hub will be billed by the manufacturer.

236.9 **Disposition**

236.91 **After Use**

Used die hubs may not be given to sponsors or transferred to another post office. Used hubs not retained for future use must be sent for disposal to:
MAIL EQUIPMENT SHOP
US POSTAL SERVICE
2135 5TH ST NE
WASHINGTON DC  20260-6224

236.92 **Special Requests**

A request from the sponsor that a special cancellation die hub be retained for an appropriate purpose, such as placement in a museum, library, historical site, or other suitable use, may be approved by Business Mail Acceptance at Headquarters.

236.93 **Replacement**

When a special cancellation die hub must be replaced, local sponsors must be notified immediately so that they may, if they wish, apply for a replacement through the local postmaster. Sponsors must pay for replacement die hubs.

237 **Mail Submitted for Special Die-Hub Cancellations**

237.1 **Postage and Addresses**

Mailers requesting that their mail be canceled with a special die-hub cancellation must affix First-Class postage to the mail. Stamps issued by foreign countries may not be placed on the mail. The mail must bear a complete address.

237.2 **Prohibitions**

237.21 **Holding the Mail**

Mail must not be held to comply with a customer’s request that the mail be postmarked with a special cancellation on a particular date.

237.22 **Backdating**

Backdating of mail to comply with customer requests is prohibited. No exceptions to the above policy will be granted unless authorized in writing by the manager, PFSC.

237.23 **Returns**

Mail bearing the special cancellation must not be enclosed in another envelope for return, even if the customer provides a postage-paid envelope for return (see 231.4).
237.24 **Replacements**
Replacement of damaged envelopes canceled with a special cancellation is prohibited.

238 **Military Post Offices and Special-Request Cancellations**

238.1 **Military Post Offices**
Military post offices, including army post offices (APOs) and fleet post offices (FPOs), may hand stamp covers both on a hand-back basis and on a mail-order request in conformance with all policies and in accordance with all conditions and procedures stated in this section, except that:

a. The postal chief at each such installation may establish the maximum number of covers individual collectors or dealers may submit.

b. Military post offices may establish temporary philatelic stations or provide pictorial cancellations. Requests to establish temporary philatelic stations must be sent at least 90 days in advance of the commemorative event to the responsible postmaster (New York City or San Francisco) for approval and coordination with Stamp Development.

238.2 **Special Requests**
Requests for cancellations at postal facilities that normally do not cancel mail must be made in writing to the appropriate manager, Customer Service Support, at the district level, at least 60 days in advance to permit area manager authorization and appropriate national publicity. These requirements also apply to requests for cancellations at offices that are inaccessible to the public or to requests for cancellations at any office on dates when mail is not normally canceled (for example, Sundays and holidays). Cover servicers, as described in 24, must submit their requests for cancellations to either the manager, PFSC, or the manager, Cancellation Services.

239 **Autographs**
Postal employees may, at their discretion, accept or refuse requests for autographs. Employees should exercise fairness in handling such requests. Nothing of value may be accepted or requested in exchange for autographs.

24 **Philatelic Cover Servicers and Dealers (Cachets)**

241 **General**
Cover servicers and dealers include those groups or commercial enterprises that submit 50 or more envelopes or other items for identical cancellations, whether presented in one or more packages, and request return in bulk. To provide more efficient philatelic services, Postal Service regulations on cover servicers and dealers specify that their submissions must be of 50 or more
identical pieces. Smaller quantity orders can be better handled through the centralized first-day cover process.

242 First-Day Cover Servicers

Customers recognized as first-day cover servicers are permitted, though not required, to purchase mint stamps by mail from the first-day post office or from the PFSC on the date of issuance. Cancellations are provided only when stamp-affixed envelopes are submitted.

243 Mail-Back Service

243.1 Service Charges and Authorizations

Mail-back service for cover servicers and dealers is subject to a service charge established by the PFSC, which must be paid by check or money order before the mailing is processed. Additionally, written authorization must be obtained from the PFSC for more than 50 cancellations. Copies of authorizations are sent to the postmaster and the appropriate district office. Postmasters must complete a cancellation confirmation information sheet and return it to the PFSC, which bills the cover servicer or dealer for the cancellation charge. The service charge for cancellations described in 231.1 applies to all customers.

243.2 Availability

Mail-back service, or return under cover in bulk, is available to dealers only when return postage, registration if desired, and all other applicable fees such as special handling and special delivery are paid to the postmaster at the place of postmarking. Requests that do not include such payment are held until the proper amount is received. Post offices in receipt of customer payments in excess of the postage and fees required should remit such overages to the PFSC for deposit to the customer’s advance deposit account. The advance deposit account may be used to offset future applicable fees charged by the PFSC.

243.3 Acceptable Items

Mail-back service is generally permitted on first-day-of-issue, pictorial, or standard cancellations requested on the following materials: envelopes, postal cards, maximum cards and posters, portfolios, or other memorabilia. The Postal Service does not accept for first-day-of-issue cancellation covers that bear a stamp issued after the date of the postmark.

243.4 Cover Servicer Requirements

Unless the cover servicer receives written Headquarters approval for cancellation service, the envelopes are returned to the cover servicer unserviced, with a letter stating that advance approval from the PFSC must be obtained before the request can be honored.
244 Damaged or Missing Covers

244.1 Requests for Replacements
Requests for replacement of first-day cancellations, pictorial cancellations, and standard cancellations may be accepted at the appropriate post office for 60 days from the postmark date. All claims for nonreceipt of other covers submitted for servicing by the Postal Service must be sent to the appropriate post office no later than 60 days from the date of postmark or from the date cancellations were last applied. Claims for replacement cancellations filed after that time are not honored and are returned to the customer with a short explanation on why the request cannot be honored.

244.2 Criteria
Replacement cancellations are made for poor quality of cancellation, damage to the envelope, or other similar defects. Replacements are not made, however, in cases where envelopes were marked on the back by letter-sorting machine code numbers as they moved through the mail system.

244.3 Procedures
The customer must return the unsatisfactory cover or covers to the appropriate post office for replacement. Replacement covers must be returned to the customer in a USPS postage-paid envelope so that a stale postmark does not appear in the mailstream. Damaged covers must be disposed of in accordance with Handbook F-1, Post Office Accounting Procedures, 450.

244.4 Exceptions
The Postal Service does not replace missing or unsatisfactory standard machine cancellations or special die-hub cancellations because these cancellations are made in the course of live mail processing.

244.5 Damaged or Lost Cacheted Covers
The Postal Service is not responsible for damage or loss of cacheted covers or of other items of value.

245 Special Philatelic Products
Special philatelic products produced by the Postal Service for first-day postal ceremonies are permitted for major postal events only, such as the opening of a new philatelic center, a Postal Retail Store, or a dedicated philatelic window. All such products must be approved at least 3 months before the event by the appropriate area and Headquarters organizations. After approval but at least 2 months before the event, Stamp Development at Headquarters must be notified so that national publicity detailing product availability can be arranged.
Postal Cacheted Envelopes

USPS-produced cachets or cacheted envelopes are permitted only for first flights and for major postal or aviation events, such as the opening of a new philatelic center or dedicated philatelic window. All such cachets or cacheted envelopes must be approved by the area manager, Customer Services, and their approval must be communicated to Stamp Management at least 2 months before the event so that national publicity of their availability can be arranged.

Protective Envelopes

Cover servicers and dealers wanting to use a protective envelope other than the protective overwrapping provided by the USPS for mailing first-day covers must have a signed agreement on file with the Philatelic Fulfillment Service Center. This agreement specifies guidelines the cover servicer or dealer must meet to protect USPS revenue.

Stock for Promotions or Presentations

Authorization

General

To obtain canceled or uncanceled stamps, postal stationery, or philatelic products for information, official postal business or Postal Service presentations, district managers or postmasters must submit a funded Form 7381, Requisition for Supplies, Services, or Equipment, to the appropriate stock source as defined below. This form must identify the delivery address, contact name and telephone number, item number, quantity, description, amount, and the purpose or justification for the promotion or presentation. The postmaster or district manager must also enter account number 52325, Advertising and Sales Promotion, the finance number, and the Account Identifier Code (AIC) 596, Miscellaneous Advertising Expense, on Form 7381. Account number 52325 shows as a transaction to Line 34, Services, on the requesting office’s Postal Service Financial Report (PSFR). The postmaster or district manager has the option of obtaining stock locally or through the PFSC. Either request requires Form 7381.

Obtaining Stock Locally

To obtain stock locally, the postmaster or district manager authorizes and signs the completed Form 7381. The form is submitted to the window clerk servicing the same finance number shown on Form 7381. The window clerk fulfills items as requested and retains Form 7381 for submission with Form 1412-A, Daily Financial Form, as support for AIC 596. The window clerk records the transaction on Form 1412-A and enters the amount in AIC 596, with an offsetting entry to AIC 090, Postage Stock Sales, or AIC 092, Philatelic Product Sales. Form 7381 supports the entry to AIC 596. Offices
that use Standard Field Accounting Procedures (SFAP) should submit Form 7381 to the appropriate district accounting offices. Statement of account offices should retain this form locally. The accounting office verifies the submitted Form 7381 for completeness and retains it as support for AIC 596 on the Statement of Account.

251.3 **Obtaining Stock Through the Philatelic Fulfillment Service Center**

Stock that is not available locally may be available through the PFSC. To obtain stock through the PFSC, in addition to completing Form 7381, the postmaster or district manager completes the order form in the *Stamps etc.* catalog. Each post office receives a supply of catalogs. To obtain additional *Stamps etc.* catalogs, postmasters or district managers should contact their assigned stamp distribution office. However, Form 7381 must include postage and handling as described in the *Stamps etc.* catalog. The postmaster or district manager attaches the completed Form 7381 to the order form, in lieu of payment, and mails both forms to:

STAMPS ETC CATALOG
US POSTAL SERVICE
POST OFFICE BOX 57
GRAND RAPIDS MN 55744-0057

The postmaster makes no entries to the cash book. PFSC fulfills and mails the stock to the delivery address on Form 7381. PFSC enters the amount shown on the order form, supported with Form 7381, to AIC 596, with offsetting entries to AIC 090 or AIC 092, and AIC 114, *Postage Due Invoices*, for the postage and handling charges. PFSC accesses the Journal Voucher Transfer System through FACTS (Financial Accounting Control Tracking System) and enters the account number 52325 and the finance number indicated on Form 7381. The account number shows as a transaction to Line 34, Services, on the postmaster’s PSFR. The postmaster or district manager then sees an adjustment to either the prior period or the current period.

26 **Copyright of Designs**

261 **Policy**

The designs of postage stamps, stamped envelopes, postal cards, aerogrammes, souvenir cards, and other philatelic items issued on or after January 1, 1978, are the copyrighted property of the U.S. Postal Service in accordance with Title 17 of the United States Code.

262 **Permission for Use**

No written permission is required to use the copyrighted designs for the following purposes:

a. In editorial matter in newspapers, magazines, journals, books, philatelic catalogs, and philatelic albums.
b. In advertising matter, circulars, or price lists for the sale of the postal items illustrated.

c. In advertising matter, circulars, or price lists for the sale of magazines, journals, books, philatelic catalogs, and philatelic albums containing illustrations of philatelic designs.

d. In motion picture films, microfilms, slides, or electronic tape for projection upon a screen or for use in telecasting. No print or other reproduction from such films, slides, or tapes may be made except for the uses permitted above.

Note: For uses not covered above, a license from the Postal Service is required. See 264.

263 Reproduction of Designs

Illustrations permitted by 262 may be in color or in black and white and may depict items as uncanceled or canceled. When depicting uncanceled items in color, illustrations must be less than 75 percent or more than 150 percent (in linear dimension) of the size of the design of the philatelic items as issued. Color illustrations of canceled items and black and white illustrations of uncanceled or canceled philatelic items may be any size.

264 Requests for Licenses

The U.S. Postal Service may grant licenses for the use of illustrations of its copyright designs outside the scope of the above permission. Requests for such licenses should be addressed to:

STAMP DEVELOPMENT
US POSTAL SERVICE
475 L’ENFANT PLAZA SW RM 4474E
WASHINGTON DC  20260-2437
3 Collection Service — National Service Standards

31 Applicability and General Requirements

311 Applicability
Instructions apply to all city delivery offices. At noncity delivery offices the district manager or designee determines the degree of application.

312 Local Postmark
312.1 Local Postmark Requirement
The local postmark must be made available in every community having a post office. There are no exceptions to this policy.

312.2 Lobby Drop for Local Postmark
At every post office, including classified stations and branches, a lobby drop must be provided for the deposit of mail for which the local postmark is desired. These lobby drops must be specifically identified for that purpose.

313 Collection Requirements
313.1 Collection Schedules
Collection service must function efficiently; therefore, establish collection schedules as follows:

a. Gear frequency of trips to outgoing dispatches.

b. Arrange schedules consistent with requirements of the local community and timely handling of mail at the processing point.

c. Make collections as near as possible to the posted pickup time, but not before posted times for specific trips.

d. Review operation continually to make modifications as justified by changed conditions.
313.2 **Motorized Collections**

Motorized collections are not to be made earlier than the scheduled time and should be made no later than 20 minutes after the posted time.

313.3 **Residential Box Collections**

Letter carrier collections from residential collection boxes must not be made before the scheduled time and should be made within 20 minutes after the posted time to the extent practicable.

313.4 **Multiple Box Collections**

Where boxes are located in multiple units, collections must be scheduled from all boxes in the cluster. An exception is permissible only if mail from one of the boxes receives significantly more expeditious dispatch by being collected separately.

313.5 **Collections From Small Offices and Airports**

At small offices and airports that do not have Saturday afternoon, holiday, or Sunday collection service, the district manager may authorize service from nearby offices. The district manager should consider highway contract route carriers, rural route carriers, or mail messengers for making collections from the box in front of small offices or at airports not provided collection service. When a holiday falls on a Monday, a collection must be made from all collection boxes on either Sunday or the Monday holiday.

313.6 **Platform Collections**

Schedule the latest possible acceptance time at the back platform of the mail processing unit for receipt of ZIP Coded mail properly separated to the designated next-day-delivery service area.

313.7 **Establishment of and Changes in Collection Schedules and Collection Box Locations**

Any decision made under this chapter that affects collection schedules or the locations of collection boxes must take into account and be consistent with the needs of the community affected by the decision, the volume and the type of mail affected, the need for timely processing of the mail, and the need to meet outgoing dispatches.

314 **Collection Tests**

Conduct tests at least once each quarter at all city delivery offices. Use plastic collection test card D-1148 and Form 3702, *Test Mailing Record (Collection and special test mailings)*. Administer collection tests in accordance with Chapter 1 of Handbook M-39, *Management of Delivery Services*. 
315 Collection Boxes

315.1 Appearance
All collection boxes must have a uniform appearance and identification system nationwide so that customers can readily recognize the type of service provided at each box. All boxes must be maintained in good condition and the collection times decal must be clean and legible. Boxes must be painted in accordance with and have only the decals prescribed by Corporate Identity Policy at Headquarters, and Handbook MS-22, Street Letter Box Maintenance.

315.2 Number and Types
Install a sufficient number of all types of boxes (see 321 through 324) within the city delivery area to handle mail volume according to the following guidelines:

a. Receiving boxes and mail chutes may be installed in public buildings, private buildings open to the public during business hours, or in transportation stations and depots.

b. Cooperative mailing racks may be installed in office buildings.

315.3 Locations

315.31 At Postal Units
Provide a regulation collection box at all CAG A-K offices and at all classified stations, branches, and self-service postal centers. Boxes should also be provided at contract stations and branches. At CAG L offices where a letter box is not supplied, provide a slot in the outer post office door.

315.32 In Residential Areas
In residential areas, if collection boxes are about 1 mile apart, the density of these boxes is generally considered adequate. In areas that receive motorized delivery only to curbside boxes, neighborhood delivery and collection box units (NDCBUs), or cluster box units (CBUs), this standard need not be followed unless such service is mixed with other methods.

315.33 In Business Areas
In business areas, install boxes where the greatest mail volume is generated and where boxes are convenient to the greatest number of business places.

315.4 Removal or Relocation
If a box generates fewer than 25 pieces a day, conduct a review to determine if the box should be retained. Factors to consider include the volume of mail collected and the character of mail collected, such as sales orders, daily reports, or other types of mail.
Collection Times Decals

A correct and legible collection times decal displaying all scheduled collections must be affixed on all collection boxes; on all regular collection boxes, the collection times decal must indicate the location of the nearest Express Mail collection box. All collection boxes that do not display a last pickup time decal must have a collection times decal clearly marked to indicate the location of the nearest collection box with a last pickup time decal where 5:00 p.m. (or later), Sunday, and holiday services are available. Those collection boxes displaying a time decal indicating the last pickup time between 5:00 p.m. and 6:30 p.m. must indicate the location of the nearest collection box with a last pickup between 6:30 p.m. and 8:00 p.m. All collection boxes displaying a last pickup time decal must indicate the location of the nearest processing facility, or other location, that provides the last collection and dispatch on weekdays and that also provides Saturday, Sunday, and holiday service. For further instructions on last pickup time decals, see section 322.

Collection Box Record

Maintain a record showing location of each collection box/point and times of collection in the computer-generated listings. Use the computer-generated listings to record information on maintenance of collection boxes (such as painting, lubrication of locks, anchoring, date of replacement of decals) and other collection box information.

Types of Collection Boxes

Local Delivery

Identification

These boxes must be clearly marked with Label 162, Local Delivery, and must show sufficient information so that customers will know what constitutes local delivery in the particular area where the box is located. This normally means delivery to the ZIP Code areas of the origin post office.

Location

Provide separate designated boxes at city delivery offices where the collections are taken to an area mail processing center for distribution. The minimum requirement for the location of these boxes is at the main office, classified stations and branches, and SSPCs.

Number of Boxes

Local management must decide where there is a need for local delivery boxes in addition to the minimum number required under 321.2.
321.4 **Collection Schedule**

Since these boxes will be located in clusters with other types of collection boxes, the schedule times should be the same as for the adjacent boxes. These collection times should be augmented as necessary to ensure that local mail deposited in these boxes meets established delivery service standards.

322 **Boxes Displaying Last Pickup Time Decals — 30-Minute Time Increments**

322.1 **General**

Boxes that generate a daily average of 100 or more pieces on weekdays and boxes needed to meet the requirements in 322.2 regardless of volume must display a last pickup time decal.

322.2 **Last Pickup Between 5:00 p.m. and 6:29 p.m. (Monday Through Friday)**

322.21 **Decals**

These boxes should display 5:00 p.m., 5:30 p.m., or 6:00 p.m. decals, as appropriate.

322.22 **Locations**

Locate these boxes as follows:

a. Where needed in business areas or on main thoroughfares so that customers do not have to travel more than approximately 2 miles from their homes to a box displaying a last pickup time decal.

b. In front of main offices, classified stations and branches, and SSPCs.

322.23 **Collection Schedules**

322.231 **Monday Through Friday**

These boxes should have at least two collections daily, with the last collection scheduled at 5:00 p.m. or later.

322.232 **Saturday**

Saturday schedules should include as many collections as necessary, with the last collection from each box scheduled as late as possible in the day, but in no case earlier than 1:00 p.m.

322.233 **Sunday and National Holidays**

Sunday and holiday pickups should be at least once a day, as late as possible, to ensure that the mail will connect with dispatches of value to meet established standards.
322.3 **Last Pickup Between 6:30 p.m. and 8:00 p.m. (Monday Through Friday)**

### 322.31 Decals
These boxes should display 6:30 p.m., 7:00 p.m., 7:30 p.m., or 8:00 p.m. decals, as appropriate.

### 322.32 Location
These boxes will be located at those offices where processing, either incoming or outgoing, is scheduled at the central processing plant during these evening hours or where the office has a late evening dispatch to the area processing plant. These boxes may be located in front of main offices, classified stations, classified branches, SSPCs, and where needed in business areas or main thoroughfares.

### 322.33 Number of Boxes
Local management must decide where the volume of mail justifies the placement of this type of box in addition to those located at postal units.

### 322.34 Collection Schedules

#### 322.341 Monday Through Friday
These boxes should have as many collections as necessary, with one collection shortly after 5:00 p.m. and the last collection scheduled between 6:30 p.m. and 8:00 p.m. Schedules should provide a late evening deposit point for interested customers to ensure next day delivery within the local area service plan.

#### 322.342 Saturday
Saturday schedules should include as many collections as necessary, with the last collection from each box scheduled as late as possible in the day, but in no case earlier than 3:00 p.m.

#### 322.343 Sunday and National Holidays
Sunday and holiday pickups should be at least once a day, as late as possible, to ensure that the mail will connect with dispatches of value to meet established standards. The last collection should be no earlier than 3:00 p.m.

### 323 Residential

#### 323.1 Identification
These boxes do not display last pickup time decals. However, as specified in 316, the collection times decal affixed thereon must indicate the location of the nearest collection box with a last pickup decal where 5:00 p.m. (or later), Sunday, and holiday services are available.

#### 323.2 Location
These boxes should be located throughout residential areas as needed and to ensure that the density standard in 315.32 is met. They are not required in
areas that receive motorized delivery only to curbside boxes, NDCBUs, or CBUs. If such service is mixed with other delivery methods, the standard in 315.32 should be followed.

323.3 **Number of Boxes**

Local management must decide where the volume of mail justifies the placement of residential boxes.

323.4 **Collection Schedules**

323.41 **Monday through Saturday**

These boxes should have a posted pickup time approximately 20 minutes prior to the expected arrival time of the carrier serving the route in the area. If the foot or motorized carrier normally passes these boxes on return to the delivery unit, the pickup should be scheduled at that time so that the latest possible collection is made.

323.42 **Sunday and National Holidays**

Normally, full collection service from these boxes is not a requirement; however, this service may be provided where local management is convinced there is a need.

324 **Motorist Mailchute/Post Type Boxes**

Whenever these boxes are in use, identify them to reflect the level and type of service intended as outlined in 321 through 323.

325 **Express Mail Collection Boxes**

325.1 **Identification**

Mark these boxes with the appropriate Express Mail decals and Express Mail Collection Times decal/customer information as prescribed in Handbook MS-22, *Street Letter Box Maintenance*.

325.2 **Location**

Separate, designated boxes may be provided at all offices that accept Express Mail Next Day Service shipments. The minimum requirements for the location of these boxes will be determined by the district manager or designee.

325.3 **Number of Boxes**

The district manager or designee must decide where there is a need for Express Mail boxes (locations inside buildings and street locations) in addition to determining the need for local or area-wide collection service.
325.4 **Collection Schedules**

Collection schedules must be set so as to provide the latest possible collection consistent with local acceptance and dispatch capabilities.

326 **Mail Deposit and Collection**

326.1 **Collection Times**

Mail is collected in residential and business areas served by city carriers at times scheduled to connect with mail dispatches. Mail is also collected in business areas at frequent intervals to keep boxes from becoming overloaded and to provide an even flow of mail to the post office.

326.2 **Ordinary Deposit of Mail**

326.21 **Post Office Lobby**

Letterdrops are provided in lobbies of all post offices for the ordinary deposit of mail.

326.22 **Collection Boxes**

Collection boxes for the ordinary deposit of mail are placed at convenient points in areas served by city carriers, at noncity delivery offices in front of post office quarters, and in nonpersonnel rural units.

326.23 **Rural Boxes**

Mail on which postage is paid may be deposited for collection in mailboxes on rural routes.

326.24 **Vertical Improved Mail Mailrooms**

At vertical improved mail (VIM) mailrooms, mail may be deposited in bundle mail drops where provided. Otherwise, it may be left with the carrier on duty when the VIM call window is open.

326.3 **Deposit of Mail With Employees**

The following types of mail may be handed for dispatch to employees on duty in mobile units or transfer offices and at airport mail facilities:

a. First-Class Mail on which postage is paid.

b. Standard Mail presented by representatives of manufacturers or distributors of medicines or serums when endorsed: “Emergency — This package has been weighed and bears necessary postage. Any additional postage found to be due is guaranteed by sender.” Standard Mail, except that described, and mail to be sent registered, insured, or COD is not mailable with the employees identified above.

c. Unless acceptance is prearranged and previously authorized by the postmaster, only parcels that may be opened for postal inspection in the presence of the mailer to determine mailable contents may be accepted at airport mail facilities.
326.4 **Mailchutes and Receiving Boxes**

326.41 **Use**

326.411 **Determination of Installation**

Mailchutes and receiving boxes may be placed, at the expense of the owner, in public buildings, railroad stations, hotels, and business or office buildings of not less than four stories, and apartment houses of not less than 40 residential apartments. Buildings with receiving boxes must be open to the general public, without restrictions, during the hours specified for mail collections. If the owner of a building does not want to install a mailchute and receiving box, a receiving box may be installed only if the postmaster determines it is necessary and approves its installation.

326.412 **Purpose**

Mailchutes and receiving boxes are intended for the deposit of First-Class Mail and small quantities of single-piece-rate Standard Mail (A). Bulk-rate mailings of Standard Mail (A) may not be deposited in mailchutes and receiving boxes.

326.42 **Installation, Specification, and Maintenance**

Requests for the installation of mailchutes and receiving boxes must be approved by the postmaster, and he or she must be furnished the contract and specifications for any proposed chute and box. The specifications for mailchutes and maintenance procedures are covered in Publication 16, *Mail Chutes, Receiving Boxes, and Auxiliary Collection Boxes: Regulations and Specifications*.

326.5 **Bulk Mailings**

Mailings under permit indicia or at bulk rates must be deposited at times and places designated by the postmaster. These mailings are prohibited from deposit in collection boxes, mailchutes, receiving boxes, or other mail receptacles because they must be verified to ensure proper acceptance.

326.6 **Separation of Mail by Sender**

Customers with large mailings at single piece First-Class or Standard Mail (A) rates should separate and rubber band them into bundles labeled “Local” and “Out of Town.” These labels may be obtained from the post office.

327 **Plant Load Operations**

327.1 **Definitions**

327.11 **Plant Loading**

Plant loading is an operation in which the USPS receives mail at a mailer’s plant and transports it to bypass handling that otherwise would be required at one or more postal facilities. Plant loads are authorized when they benefit the USPS (see 327.3).
327.12 **Mailer’s Plant and Mailings**

327.121 **Mailer’s Plant**
The mailer’s plant is the non-USPS location where the mail is plant loaded.

327.122 **Plant-Load Mailings**
Plant-loaded mailings consist of mail from one mailer or the combined mailings of two or more mailers loaded into one or more vehicles and accepted by the USPS at the mailers’ plants when (a) a single postage statement is prepared and submitted by the mailers if required for each mailing; (b) proper postage is affixed to each item; or (c) an alternative method of paying postage using a permit imprint (e.g., manifest mailing) is used, and a single postage statement and a manifest covering the mailing are prepared and submitted by the mailer.

327.123 **Mixed Classes of Mail**
A mailer may combine in a single vehicle Periodicals, Standard Mail (A), and Standard Mail (B) if the mailings are physically separated, a postage statement is submitted for each mailing, and the service standards are met for each class of mail combined in the vehicle or trailer.

327.13 **Service Area**

327.131 **First-Class Mail**
The service area for plant loaded First-Class Mail is the service area of the sectional center facility (SCF) in which the mailer’s plant is located.

327.132 **Periodicals**
The service area for plant loaded Periodicals is the service area of the SCF, area distribution center (ADC), or transfer hub in which the mailer’s plant is located.

327.133 **Standard Mail**
The service area for plant loaded Standard Mail is the service area of the bulk mail center (BMC) or auxiliary service facility (ASF) in which the mailer’s plant is located.

327.134 **Intraservice-Area Plant Loads**
*Intraservice-area plant loads* are vehicle movements of mail from the mailer’s plant to a mail processing facility located within the service area of the mail processing facility serving the mailer’s plant. Handling at the local origin post office or other local acceptance facility is bypassed.

327.135 **Interservice-Area Plant Loads**
*Interservice-area plant loads* are vehicle movements of mail from the mailer’s plant to a mail processing facility outside the service area of the mail processing facility serving the mailer’s plant. Handling at the local origin post office or other local acceptance facility and one or more intermediate processing facilities is bypassed.
327.14 **Transportation Equipment**

327.141 **Vehicle**

A *vehicle* is a trailer, straight truck, or other container used to transport mail by highway, railroad, or water.

327.142 **Highway Transportation Vehicle**

A *highway transportation vehicle* is a vehicle owned or leased for any term by the USPS or provided by a USPS highway transportation contractor for the transportation of mail exclusively over highways.

327.143 **Rail Transportation Vehicle**

A *rail transportation vehicle* is a vehicle provided by a USPS rail transportation contractor for the transportation of mail in whole or in part by rail.

327.15 **Other Operations**

327.151 **Bobtailing**

*Bobtailing* is the movement of a tractor without a trailer to or from a mailer’s plant.

327.152 **Deadheading**

*Deadheading* is the movement of a tractor and trailer, other container, or straight truck to or from a mailer’s plant without transporting any mail.

327.153 **Waiting/Holding**

*Waiting/holding* occurs when a vehicle waits or is held at a mailer’s plant for mail to be loaded into the vehicle.

327.16 **Collection**

*Collection of mail* is an operation in which the USPS transports mail from a mailer’s plant or an authorized location other than a postal facility to the local post office or other designated local acceptance point. Collection of mail does not include any mail that both bypasses a handling and requires a postage statement, except under 327.2. Plant load regulations in 327 do not apply to the collection of mail.

327.17 **Expedited Plant Load Shipment**

Under an expedited plant-load shipment authorization, the USPS verifies the mail for presort and postage at the mailer’s plant, and postage is calculated from and paid at the post office where the mailer is authorized plant load. The mailer then transports the expedited plant load shipment at the mailer’s expense to destination postal facilities where the shipment is deposited and accepted into the mailstream. Only plant load mailers authorized to do so may transport expedited plant load shipments at their own expense under the conditions in 327.732 through 327.737.
327.2 **Procedures for Authorization of Plant Loads**

327.21 **Filing Application**

A mailer wanting mail plant loaded must complete Form 3815, *Plant-Load Authorization Application, Worksheet, and Agreement*, and submit it to the postmaster of the post office serving the mailer’s plant. The local postmaster reviews the application for completeness and forwards it to the district.

327.22 **Action by District**

The district manager approves an application if it meets these criteria:

a. It meets the requirements of 327.323a (Alternative 1, Minimum Volume and Maximum Mileage).

b. After coordination with the distribution networks office (DNO) manager, it is determined that transportation equipment is available under 327.312. If the application is approved, the district manager sends a copy to the area manager and DNO manager as necessary. If the requirements of 327.323a are not met, the district manager must send the application to the area manager for review under 327.23.

327.23 **Action by Area Manager, Processing and Distribution**

327.231 **Intraservice Area**

The area manager of Processing and Distribution (P&D) approves an application for an intraservice area plant load if it meets these criteria:

a. It meets the requirements in 327.313b (Alternative 2, Cost-Savings Analysis) or 327.313c (Alternative 3, Mail-Processing Capacity).

b. After coordination with the DNO manager, it is determined that transportation equipment is available under 327.312. The application is denied if the requirements of 327.323b or 327.323c are not met.

327.232 **Interservice Area**

The origin area manager and the serving DNO approve an application for an interservice area plant load if it meets the requirements in 327.323b (Alternative 2, Cost-Savings Analysis) or 327.323c (Alternative 3, Mail-Processing Capacity). The authorizing managers must notify the destination area manager and DNO manager of the approval in writing. The application is denied if the requirements of 327.323b or 327.323c are not met.

327.24 **Notification of Action to Mailer**

327.241 **General**

Each official acting on an application must do so within 5 business days of receipt. The district manager must promptly notify the mailer in writing of the action taken. If the application is denied, the manager must notify the mailer, specifying the reasons for the denial and informing the mailer of his or her right to appeal the denial.
327.242 **Appeal Rights**

The applicant has appeal rights. The applicant must be notified in the letter of denial of the right and procedures to appeal the decision. If an application for plant load is denied and it is subsequently determined that the denial is due to errors in the original application, the mailer may appeal to the authorizing official in writing. The authorizing official may require the mailer to complete a new application or submit the corrected information in writing as an addendum to the original. The mailer may also appeal to and work with the authorizing officials to correct any deficiency and thus justify reconsideration and/or approval of the plant load application within applicable standards and guidelines.

327.243 **Appeal to Higher Authority**

If the manager, P&DC/F, or district manager, Customer Service and Sales, denies the application, the mailer may appeal in writing to the Vice President, Area Operations, for the area office in which the mailer’s plant is located. A mailer may also appeal a decision of a field manager to revoke an existing plant load agreement. Such an appeal must be filed with the Vice President, Area Operations, within 10 business days of the date of the mailer’s receipt of the notice of denial. The mailer must specify in the appeal the reasons why the application should be approved. When the Vice President, Area Operations, receives an appeal from a mailer whose application was denied by the field manager, the Vice President, Area Operations, assigns it a docket number. The Vice President, Area Operations, directs the field manager to transmit its file and all pertinent information relating to the respective appeal for review. The decision of the Vice President, Area Operations, must be in writing and must be promptly transmitted to the mailer and the field manager. The decision of the Vice President, Area Operations, is final and binding.

327.25 **Commencement of Operations**

The application is approved if it meets all the requirements in 327.3 for either intraservice or interservice area plant loads. If the application is approved and the mailer wants plant load operations, the mailer must enter into a plant load agreement with the USPS. Plant load operations may begin once the application is approved and the mailer enters into the agreement.

327.26 **Failure to Meet Requirements**

The local postmaster of the post office that serves the mailer’s plant is responsible for monitoring plant load operations and must notify the area manager if at any time a mailer fails to meet the requirements in these regulations for two consecutive postal accounting periods or, instead, a period in the mailer’s plant load agreement. The area manager then must reevaluate the plant load authorization. See Handbook PO-512, *Plant Loading Authorization and Procedures Guidelines*. 
327.3 Requirements for Approval of Plant Load Applications

327.31 Intraservice Area

327.311 General
An application for an intraservice area plant load is approved if transportation equipment is available (see 327.312) and cost savings to the USPS are demonstrated under Alternative 1 (see 327.323a), Alternative 2 (see 327.323b), or Alternative 3 (see 327.323c).

327.312 Equipment Availability
Transportation equipment must be available to transport the mail to the BMC, ASF, transfer hub, ADC, or SCF in the service area of the mailer’s plant. If equipment is not available, enough additional transportation equipment must be obtained, if possible. The application must not be granted until additional transportation equipment is obtained.

327.313 Cost Savings
The plant load must result in cost savings to the USPS. A cost savings can be demonstrated under Alternative 1 (see 327.323a), Alternative 2 (see 327.323b), or Alternative 3 (see 327.323c).

a. The current and future volume of mail to be plant loaded must be at least 50 percent of a vehicle’s capacity by weight or cube, and the mileage from the mailer’s plant to the destination postal facility must be 150 miles one way or less. For mail verified and accepted at a mailer’s plant, the USPS may allow mailings verified at the plants of two or more mailers located in the same service area to be combined to meet the minimum volume requirement. For mail verified and accepted at the business mail entry unit of the origin BMC, ASF, or SCF, the minimum volume requirement must be met by the mailings of only one mailer. (See 327.423 for requirements for verification at a postal facility.)

b. If the mailer does not meet the criteria in Alternative 1 (see 327.323a), cost savings to the USPS must be demonstrated using the analysis on Form 3815.

c. Even if the mailer does not satisfy either Alternative 1 (see 327.323a) or Alternative 2 (see 327.323b), the cost savings criteria may be deemed to be satisfied if the local origin postal facility is operating at or near its mail processing capacity for the type of mail to be plant loaded. The area manager determines whether a facility is at or near its mail processing capacity and whether to authorize plant load in such cases. If the area manager subsequently determines that the local origin facility is operating below its mail processing capacity for the class or type of mail to be plant loaded, the area manager must reevaluate the plant load application.

327.32 Interservice Area

327.321 General
An application for an interservice area plant load is approved if transportation equipment is available (see 327.322) and cost savings to the USPS are
demonstrated under Alternative 1 (see 327.323a), Alternative 2 (see 327.323b), or Alternative 3 (see 327.323c).

327.322 Equipment Availability
Transportation equipment must be available to transport the mail to the BMC, ASF, transfer hub, ADC, or SCF outside the postal facility’s service area in which the mailer’s plant is located. If equipment is not available, enough additional transportation equipment must be obtained, if possible. The application must not be granted until additional transportation equipment is obtained.

327.323 Cost Savings
The plant load must result in cost savings to the USPS. A cost savings can be demonstrated under Alternative 1 (see 327.323a), Alternative 2 (see 327.323b), or Alternative 3 (see 327.323c).

a. Alternative 1: Minimum Volume and Maximum Mileage
(1) Minimum Volume
The current and future volume of mail to be plant loaded must be at least 60 percent of a vehicle’s capacity by weight or cube. Mailings of two or more mailers located in the same service area may be combined to make up the minimum volume.

(2) Maximum Mileage for Highway
(a) If the plant load transportation is via highway and bypasses the origin SCF and at least one BMC, ASF, transfer hub, or ADC, the distance from the mailer’s plant to the destination postal facility must be 275 miles one way or less.

(b) If the plant-loaded transportation is by highway and bypasses only the origin SCF, the distance from the mailer’s plant to the destination postal facility must be 150 miles one way or less.

(c) There is no mileage criterion for plant load transportation by railroad or water.

b. Alternative 2
If the mailer does not meet the applicable criteria in Alternative 1 (see 327.323a), cost savings to the USPS must be demonstrated by using Part II of Form 3815.

c. Alternative 3
Even if the mailer does not satisfy either Alternative 1 (see 327.323a) or Alternative 2 (see 327.323b), the cost-savings criteria may be deemed to be satisfied if the local origin postal facility is operating at or near its mail-processing capacity for the type of mail to be plant loaded. The area manager determines whether a facility is at or near its mail processing capacity and whether to authorize plant load in such cases. If the area manager subsequently determines that the local origin postal facility is operating below its mail processing capacity for the class or type of mail to be plant loaded, the area manager must reevaluate the plant load authorization.
Verification and Collection of Postage

General

All plant-loaded mail must be verified, and postage and fees collected in accordance with DMM standards, Handbook DM-102, Bulk Mail Acceptance, and Handbook DM-103, Official Mail.

Exception: Intraservice area plant-loaded mail may be verified at an origin bulk mail center (BMC), auxiliary service facility (ASF), processing and distribution center (P&DC), or processing and distribution facility (P&DF) provided that authorization has been granted under the provisions of the DMM and/or rates and classification service center (RCSC). If authorization has been granted for plant-loaded mail to be verified at the origin BMC, ASF, P&DC, or P&DF, the mailer must ensure that, before the vehicle leaves the mailer’s plant, a distinctive placard provided locally by the Postal Service is placed on the inside wall near the right rear door of the vehicle to indicate that verification is required. Exhibit 327.41 provides an example of a placard that can be used for this purpose. Reproduce the placard locally as required. The requirements of this section and corrective actions must be met to ensure revenue protection and collection of postage and fees prior to the vehicle being transported from the mailer’s plant, except as provided for official mail in the DMM.

Verification of Intraservice Area Plant Loads

General

Intraservice area plant-loaded mail must be verified at the mailer’s plant, at the origin district or SCF if authorized by the district manager, or at the origin BMC or ASF if authorized by the BMC or ASF manager.

Verification at the Mailer’s Plant

Intraservice area plant-loaded mail must be verified at the plant by a clerk qualified to do verification and acceptance unless authorization to verify mail at the origin BMC, ASF, or SCF is granted under 327.423 and 327.424.

Verification at Postal Facility

Authorization to verify mail at the origin BMC, ASF, or SCF may be granted only if all the following conditions are met:

a. There is no detached mail unit (DMU) at the mailer’s plant.
b. The mailer is located within the service area of the BMC, ASF, or SCF where verification is to take place.
c. Each vehicle contains the mail of only one mailer.
d. Each vehicle contains no more than five mailings and each mailing is physically separated.
e. If a postage statement must be completed, the original must accompany the corresponding mailing in the vehicle. Where a single mailing is contained in more than one vehicle, a separate original postage statement must accompany each vehicle for the segment of the mailing contained in each vehicle.
ATTENTION

THE MAIL CONTAINED IN THIS VEHICLE
HAS NOT BEEN ACCEPTED BY THE POSTAL SERVICE

PLEASE VERIFY UNDER NORMAL ACCEPTANCE
PROCEDURES BEFORE ENTRY INTO THE MAIL STREAM

(PLEASE DESTROY THIS NOTICE AFTER MAIL HAS BEEN ACCEPTED)

POSTMASTER
f. If an alternative method of paying postage using permit imprint (e.g., manifesting) is used, an original of the proper postage statement and a manifest must accompany each vehicle if there is only one mailing in the vehicle or one manifest for each mailing segment in the vehicle. Where a single mailing is contained in more than one vehicle, a separate original postage statement and manifest must accompany each vehicle for each mailing segment.

g. The mailer must keep a plant load control log containing the following information:
   (1) Copy of each postage statement (sequentially numbered) accompanying plant loaded mail.
   (2) Number for each vehicle transporting mail.
   (3) Name of BMC, ASF, or SCF verifying mail.

h. The mail can be physically verified at the BMC, ASF, or SCF. Therefore, the mailing cannot be shrinkwrapped, stretchwrapped, or otherwise prepared so that a presort verification cannot be done.

327.424 Requirements for Verification at Postal Facility

If mail is to be verified at the origin BMC, ASF, or SCF, the following requirements apply:

a. Before the vehicle leaves the mailer’s plant, the mailer must place on the inside wall near the right rear door of the trailer a distinctive placard provided by the USPS to indicate that verification is required. The DNO or logistics officer must notify the driver not to pick up the trailer unless this placard is in the vehicle. The mailer may place a second placard on the outside of that trailer door.

b. The DNO must report the certified empty weight of the vehicle to the BMC, ASF, or SCF verification unit before the vehicle’s arrival at the verification unit.

327.425 Corrective Action

If intraservice area plant-loaded mail is verified at the BMC, ASF, or SCF verification unit and the verification shows an error rate of five percent or more, the mailer has the following two options:

a. The mailer pays the single-piece rate on that portion of the mailing estimated to be improperly prepared.

b. Within 24 hours, the mailer either transports the mailing or arranges for the USPS to transport the mailing to the mailer’s plant, at the mailer’s expense, for reworking the mailing to comply with the applicable make up requirements for its class. If the mailer does not transport the mail or request transportation for it within 24 hours, the mailer must reimburse the USPS for detention under 327.6.

327.43 Verification of Interservice Area Plant Loads

Interservice area plant-loaded mail must be verified at the plant by a clerk qualified to do verification procedures.
327.44 **Payment of Postage and Fees**

The mailer must pay postage and fees for plant-loaded mail to the origin post office before the vehicle is transported from the mailer’s plant, except under 327.4 and DMM E060.

327.5 **Preparation Requirements for Plant-Loaded Vehicles**

327.51 **Intraservice Area Plant Loads**

Intraservice area plant-loaded vehicles must fill 50 percent or more of a vehicle’s capacity by weight or cube.

327.52 **Interservice Area Plant Loads**

327.521 **Vehicles Containing One Mailing**

Mailers must prepare interservice area plant-loaded vehicles containing one mailing under the following requirements for the proper class or type of mail:

a. **First-Class Mail**

   (1) When there is enough mail to fill 60 percent or more of a vehicle’s capacity by weight or by cube addressed to the same SCF service area, the mailer must prepare a direct vehicle for that SCF.

   (2) When, after making up all possible SCF vehicles, there is enough mail to fill 60 percent or more of a vehicle’s capacity by weight or by cube addressed to the same area distribution center (ADC) service area, the mailer must prepare a direct vehicle for that ADC.

   (3) The USPS transports all mail remaining after the above preparation requirements are met, using appropriate transportation to the postal facility selected by the DNO.

b. **Periodicals**

   (1) When there is enough mail to fill 60 percent or more of a vehicle’s capacity by weight or by cube addressed to the same SCF service area, the mailer must prepare a direct vehicle for that SCF.

   (2) When, after making up all possible SCF vehicles, there is enough mail to fill 60 percent or more of a vehicle’s capacity by weight or by cube addressed to the same area distribution center service area, the mailer must prepare a direct vehicle for that ADC.

   (3) When, after making up all possible SCF and ADC vehicles, there is enough mail to fill 60 percent or more of a vehicle’s capacity by weight or by cube addressed to the service area of the same transfer hub, the mailer must prepare a direct vehicle for that transfer hub.

   (4) All mail remaining after all the above preparation requirements are met is transported by the USPS, using appropriate transportation, to the postal facility selected by the DNO.
c. **Standard Mail**

(1) When there is enough mail to fill 60 percent or more of a vehicle’s capacity by weight or by cube addressed to the same SCF service area, the mailer must prepare a direct vehicle for that SCF.

(2) When, after making up all possible SCF vehicles, there is enough mail to fill 60 percent or more of a vehicle’s capacity by weight or by cube addressed to the same BMC or ASF service area, the mailer must prepare a direct vehicle for that BMC or ASF.

(3) All mail remaining after all the above preparation requirements are met is transported by the USPS, using appropriate transportation, to the postal facility selected by the DNO.

327.522 **Vehicles Containing Two or More Mailings**

Mailers must prepare interservice area plant-loaded vehicles containing two or more mailings under the following requirements for the proper class or type of mail:

a. Two or more mailings, which independently have insufficient volume to require destination vehicles to be prepared, may be combined to make up an origin vehicle without meeting the requirements of 327.522b.

b. Two or more mailings, which independently have sufficient volume to require destination vehicles to be prepared, when combined, must meet the preparation requirements described below.

(1) When there is enough mail to fill 60 percent or more of a vehicle’s capacity, by weight or by cube, addressed to the same ADC service area, the mailer must prepare a direct vehicle for the ADC.

(2) When there is enough mail to fill 60 percent or more of a vehicle’s capacity, by weight or by cube, addressed to the service area of the same transfer hub, the mailer must prepare a direct vehicle for that transfer hub.

(3) When there is enough mail to fill 60 percent or more of a vehicle’s capacity, by weight or by cube, addressed to the same BMC or ASF service area, the mailer must prepare a direct vehicle for that BMC or ASF.

(4) Mail remaining after all the above preparation requirements for the proper class or type of mail are met is transported by the USPS, using appropriate transportation, to the postal facility selected by the DNO.

327.53 **Determination of Vehicle Makeup Requirements**

The makeup requirements for plant-loaded vehicles are determined by the destination of the mailings accepted by the USPS at the mailer’s plant. When possible, mailers should combine mailings in vehicles as a means of preparing the finest destination vehicles possible.
327.54 Corrective Action

If a plant-loaded mailing does not meet the preparation requirements for plant-loaded vehicles as required in 327.521 or 327.522, the mailer has the following two options:

a. Rework the mailing so that it complies with the applicable make up requirements for plant-loaded vehicles as required in 327.521 or 327.522. If the mailing is verified for presort, mail makeup, and postage payment purposes and is accepted as mail at the mailer’s plant, and then it is determined that the vehicle preparation requirements were not met, the mailer must choose this option and rework the mailing. Vehicles must not be dispatched from the plant until the vehicle preparation requirements are met.

b. Transport the mailing at the mailer’s expense to a postal facility within the origin service area designated by the origin postmaster and with the capability to process that class of mail. If this option is chosen, all applicable postage statements must be submitted with the mailings. The origin postmaster must notify the designated postal facility in advance that the mailer has chosen to transport the mail at its own expense and is to enter the mailing at that facility. The mailing must be verified at the designated postal facility for proper presort and mail makeup for the class of mail and for postage payment purposes. The designated postal facility completes the post office part of the postage statements after the mailing is verified and accepted and returns the postage statements to the origin post office, where postage and fees must be paid. The mailing cannot be verified at the mailer’s plant, and acceptance of the mailings is dependent on verification at the designated postal facility.

327.6 Reimbursement for Nonpostal Services

327.61 General

The USPS must obtain reimbursement from mailers for nonpostal services furnished by the USPS in providing plant load service only as authorized in 327.62 through 327.643.

327.62 Detention of Trailers

327.621 General

The USPS must obtain reimbursement under 327.622 through 327.625 from plant load mailers when trailers furnished by the USPS to provide plant load service are detained by some action or inaction of the mailer.

327.622 Request to Detain Trailers

The procedure for making a request to detain trailers is as follows:

a. Plant load mailers wanting to detain trailers longer than the time necessary to load them must make such a request to the USPS at least 24 hours in advance of the requested date and time of the trailer’s arrival. The mailer must agree to reimburse the USPS for the cost of
detaining the trailers. The USPS must approve the request to detain trailers before the trailers are sent to the mailer’s plant.

b. If the mailer does not submit a timely request to detain trailers, but nevertheless detains trailers longer than the time necessary to load them, the mailer must reimburse the USPS for the cost of detaining the trailers.

327.623 Nonreimbursable Detention Period

Mailers who submit timely requests to detain trailers may do so for 24 hours without reimbursing the USPS for detention. The nonreimbursing period begins at the date and time the trailer arrives at the mailer’s plant or at the date and time at which the mailer requested the trailer to arrive, whichever is later, and ends 24 hours later, excluding Saturdays, Sundays, and holidays. For example, if a trailer arrives at 5:00 p.m. on Friday, the nonreimbursable period ends 5:00 p.m. on Monday or 5:00 p.m. on Tuesday if Monday is a holiday.

327.624 Determination of Reimbursable Detention Period

The guidelines for determining the reimbursable detention period are as follows:

a. If the plant load mailer has submitted timely requests to detain trailers, the reimbursable detention period begins at the expiration of the nonreimbursable detention period.

b. If the mailer did not submit timely requests to detain trailers, the reimbursable detention period begins at the date and time the trailer arrives at the plant, or at the date and time at which the mailer requested the trailer to arrive, whichever is later.

c. The reimbursable period ends when the trailer is ready for dispatch and the mailer so notifies the USPS.

327.625 Calculation of Reimbursement

Reimbursement is made for each 24 hours, or fraction thereof, of the reimbursable detention period that a trailer is detained. After the nonreimbursable detention period ends, Saturdays, Sundays, and holidays are included in the calculation of detention reimbursement. Calculations for highway and rail transportation reimbursement are made as follows:

a. Reimbursement for each highway transportation trailer is equal to the actual daily cost to the USPS to lease the trailer, multiplied by the number of detention periods determined per 327.624.

b. Reimbursement for each rail transportation trailer is equal to the demurrage or detention charge payable by the USPS under the rail transportation contract under which the trailer is furnished to the USPS by the railroad.

327.63 Bobtailing, Deadheading, Waiting/Holding Charges

Plant load mailers must reimburse the USPS for bobtailing, deadheading, or waiting/holding when the USPS incurs such charges due to some action or inaction of the mailer. Reimbursement is equal to the service charge paid by the USPS under the transportation contract.
327.64 **Nonreimbursable Charges**

327.641 **Detention**
The USPS does not obtain reimbursement from plant load mailers for detention of trailers that results from some action or inaction of the USPS.

327.642 **Other Operations**
The USPS does not obtain reimbursement from plant load mailers where bobtailing, deadheading, or waiting/holding charges are incurred by some action or inaction of the USPS.

327.643 **User’s Charges**
The USPS does not obtain reimbursement from plant load mailers for user’s charges paid by the USPS to a railroad contractor for the movement of railroad trailers beyond the commercial zone of the railroad terminus.

327.7 **Transportation**

327.71 **Selection of Mode of Transportation**
The DNO selects the least costly mode of transportation that can meet the service objectives for the class of plant-loaded mail. The mode of transportation is not changed at the request of the mailer.

327.72 **Mailer Transportation**
Mailers may transport their own plant loaded mail when there is a highway contract between the USPS and the mailer or when the mailer is authorized to transport plant-verified mail under 327.73 and has entered into an Expedited Plant Load Shipment Agreement with the USPS. The awarding of a highway contract to the mailer or authorization under 327.73 is not a factor in deciding whether to authorize the plant load. Any cost savings that result from an expedited plant load shipment authorization may not be included in the cost-savings analysis for initial plant load authorization or renewal.

327.73 **Expedited Plant Load Shipment**

327.731 **Definition**
Under an expedited plant load shipment authorization, the USPS verifies the mail for presort and proper preparation at the mailer’s plant. Postage is paid at the post office where the mailer is authorized plant load. The mailer then transports the expedited plant load shipment at the mailer’s expense to destination postal facilities where the shipment is deposited and accepted into the mailstream. Only plant load mailers authorized to do so may transport expedited plant load shipments at their own expense under the conditions in 327.732 through 327.737.

327.732 **Authorization**
The procedure for obtaining authorization for expedited plant load shipments is as follows:

a. An authorized plant load mailer may seek authorization to submit expedited plant load shipments by submitting a written request to the area manager who authorized the plant load. The mailer’s request must
describe, for each destination to which mail is to be transported, the material to be deposited as an expedited plant load shipment (e.g., the class, characteristics, and quantity), the frequency of mailing, and whether the request is for one or for a series of mailings. No form is provided for this purpose.

b. The area manager or designee reviews the mailer’s request, obtains advice from the serving DNO, ensures the availability of enough postal resources (e.g., detached mail unit staff) to support the mailer’s request, and provides the mailer with a written decision. If the request is approved, the authorization is for a mailing or group of mailings and for a time period not to exceed 2 years, after which a new request must be submitted. If the request is denied, the denial notice must explain the reasons for that decision. A denial is a classification decision and may be appealed under DMM G020.

c. The mailer’s request for expedited plant load shipment authorization may be approved when such approval is in the best interest of the USPS and the following conditions exist:

(1) The mailer is in compliance with the requirements for a plant load operation.

(2) The mailer has complied with the additional requirements for expedited plant load shipment.

(3) The mailer has obtained the necessary permits, and has established the appropriate postage accounts at the post office administering the plant load (office of mailing).

(4) The mailer has demonstrated the need for authorization because the nature of the mailings to be prepared as expedited plant-load shipments requires a level of service or a time frame for delivery (delivery window) that the normal mode of USPS transportation for that class of mail cannot provide or meet.

d. If the expedited plant load shipment request is approved for more than one-time use, the plant load agreement must be amended by attaching a completed and signed Form 8026, Expedited Plant-Load Shipment Agreement — Plant Load Mailings, and additional documents detailing the material to be prepared as expedited plant-load shipments.

327.733 Verification and Collection of Postage

All mail that is part of an expedited plant load shipment mailing must be verified and have postage and fees collected according to the class of mail as required in this manual; Handbook DM-102, Bulk Mail Acceptance; and Handbook DM-103, Official Mail, before it is loaded into mailer-supplied transportation and dispatched. The plant load requirements in 327.421, 327.422, 327.43, and 327.44 must be met.

327.734 Liability

The mailer assumes all liability and responsibility for any loss or damage to the expedited plant load shipment before it is deposited in and accepted at a postal facility whether or not a third party is used to transport it. The Postal Service is not liable or responsible for any loss or damage to an expedited
plant load shipment, except after accepted and deposited in a postal facility as provided for in the DMM.

327.735 **Mailer Responsibilities**

Mailers who are authorized to have mail verified in their plant and paid for at the post office serving the mailer’s plant (plant load authorization) and to transport that mail at their own expense for deposit at a destination postal facility (or facilities) must adhere to the following requirements before expedited plant load shipments can be deposited at destination postal facilities:

a. The postal facility (or facilities) at which the mail is to be deposited must be one that processes the class of mail to be deposited.

b. All the mailpieces in each expedited plant load shipment must have a destination within the service area of the postal facility where the shipment is deposited and accepted. For example, if an expedited plant load shipment is deposited at a BMC, all the pieces in the shipment must be for addresses within the service area of that BMC.

c. The mailer must contact each postal facility where the expedited plant load shipment is to be deposited to arrange and obtain approval for a time and location to deposit the plant-verified mail.

d. When a vehicle contains more than one expedited plant load shipment to be drop-shipped to a single destination postal facility, each shipment must be physically separated. When a vehicle contains mailings or mailing segments for more than one destination facility, the mail must be physically separated by destination, and then within each destination the mail must be physically separated by mailing or mailing segment.

e. When the vehicle used for expedited plant load shipment also contains other material carried as freight, the mailer must load all freight in the nose (front) of the vehicle, clearly marked and separated from the expedited plant load shipment. The mailer must ensure that the separation method prevents the freight and expedited plant load shipment from becoming mixed in transit.

f. When the vehicle is loaded to make multiple stops, the mailer must ensure that only the appropriate shipment is removed at each stop, that no other material (mail or freight) is added, and that any remaining shipments are kept separate from any other freight remaining on the vehicle.

g. The mailer must present the required mailing statements and documentation to the DMU for each mailing. At destination, the mailer must provide the necessary documentation (provided by the USPS) to prove the required postage was paid for the expedited plant load shipment.

h. The mailer must meet the requirements that apply to any presort or automation-based rates claimed on the mailing being prepared as an expedited plant load shipment. Expedited plant load shipments are not eligible for destination entry rates.
327.736 **Detached Mail Unit Responsibilities**

When mailers are authorized to transport an expedited plant load shipment at their own expense to a destination postal facility, the detached mail unit (DMU) employees assigned to the mailer’s plant must verify those mailings as they would all other mail to be accepted under the plant load authorization, including the following:

a. Before the dispatch of an expedited plant load shipment, DMU employees must complete the following additional activities for mail loaded onto mailer-provided transportation:

   1. Observe the loading of each vehicle used to transport an expedited plant-load shipment.
   2. Complete a Form 8017, *Expedited Plant Load Shipment Record*, for each vehicle dispatched. Place the form on the inside rear sidewall of the vehicle. Completion of more than one Form 8017 is required for mail to be deposited at multiple postal facilities.
   3. Ensure that any material carried as freight on the same vehicle as an expedited plant load shipment is confined to the nose (front) of the vehicle, is separated by a clearly marked separation, and is loaded to avoid becoming mixed with the expedited plant load shipment in transit.
   4. Placard the mailer-provided transportation with Form 5111-R, *Revenue Protection Placard*, and seal the vehicle.

b. After the dispatch of an expedited plant load shipment, the DMU must complete the following activities:

   1. On receipt of Forms 8017 from destination post offices pursuant to 327.737, reconcile the forms with the postage statements to ensure that those offices received the correct volume of mail.
   2. Follow up with any post office where an expedited plant load shipment was deposited but from which no Form 8017 was returned.

327.737 **Destination Postal Facility Responsibilities**

Destination postal facilities have the following responsibilities:

a. Postal facilities where expedited plant load shipment mailings are deposited must complete the destination post office section of Form 8017 that accompanies the vehicle and return it to the postmaster of the post office where the mailer’s plant load is authorized.

b. Each destination postal facility receiving expedited plant load shipments must determine whether the mailer’s vehicle has other expedited plant load shipments on board for deposit at other postal facilities. If more shipments are found, the vehicle must be sealed by USPS employees before departure. If the vehicle is empty or found to contain only freight, no postal seal is applied.

c. Additional mail for downstream postal facilities must not be loaded onto the mailer’s vehicle by any postal facility at which the mailer has deposited an expedited plant load shipment.
327.738  **Refunds**
The Postal Service does not refund postage for any failure to provide service caused in whole or in part by any event occurring before the shipment is deposited in and accepted at a postal facility, except in accordance with the provisions of the DMM (see DMM P014).

327.74  **Holding, Storing, or Delaying Dispatch**
The USPS does not hold, store, or otherwise delay the dispatch of plant-loaded mail released to the USPS, except under the plant load agreement with the mailer.

327.75  **Relocation of Trailers**
The USPS must not relocate trailers at a mailer’s plant.

327.8  **Service Objectives**
The service objectives that apply to the class of mail being transported apply to the plant-loaded mail. Plant-loaded mail may have deferred service objectives, if provided for in the plant load agreement.
4 Mail Processing Procedures

41 Introduction

Once mail is collected and brought to the processing facility, it must be distributed, transported, and delivered to its final destination. This process begins with mail preparation, which entails dumping, culling, facing, traying, and canceling the collected mail. Once this is accomplished, the mail is ready for distribution or sorting. After mail preparation and distribution, the mail is routed and dispatched to a destinating processing facility where it is finalized and sent to the carrier unit for delivery.

42 Responsibilities

421 Headquarters

Operations Support has the following responsibilities:

a. Coordinate mail processing for interarea receipt and distribution to ensure optimal service and efficiencies.

b. Prepare and issue instructions, procedures, policies, guidelines, and directives pertaining to manual, mechanized, and automated mail processing and equipment.

c. Review and approve proposed changes in the makeup and labeling of mail processed at area distribution centers (ADCs), automated area distribution centers (AADCs), air mail centers/facilities (AMC/Fs), and bulk mail centers (BMCs) concurrent with area input.

d. Approve with Address Management all ZIP Code assignments and requests for ZIP Code changes and realignments.

e. Prepare and issue instructions, procedures, policies, guidelines, and directives pertaining to inter-intra transportation using all modes.

f. Maintain list of all network processing facilities (see Exhibit 421).
### Exhibit 421 (p. 1)

**Network Processing Facilities**

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<th>PROCESSING &amp; DISTRIBUTION</th>
<th>CUSTOMER SERVICES</th>
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### Network Processing Facilities

#### Exhibit 421 (p. 2)

**PROCESSING & DISTRIBUTION** | **CUSTOMER SERVICES**
---|---
**GREAT LAKES AREA (continued)** |  
INDIANAPOLIS AMC | KANKAKEE IL  
GARY IN | P&DC 463,464 | LASALLE IL 613  
SOUTH BEND IN | P&DC 465,466 | GALESBURG IL 614  
FORT WAYNE IN | P&DC 467,468  
ROYAL OAK MI | P&DC 480,483  
DETROIT MI | P&DC 481,482  
DETROIT AMC  
DETROIT BMC  
FLINT MI | P&DC 484,485  
SAGINAW MI | P&DC 486,487  
LANSING MI | P&DC 488,489  
GRAND RAPIDS MI | P&DC 493-495  
GRAND RAPIDS AMF  
TRAVERSE CITY MI | P&DF 496  
KALAMAZOO MI | P&DC 490,491  
PALATINE IL | P&DC 600,602  
CAROL STREAM IL | P&DC 601,603  
SOUTH SUBURBAN IL | P&DC 604  
FOX VALLEY IL | P&DC 605  
CHICAGO IL | P&DC 606,607  
O’HARE AMC  
CHICAGO BMC  
ROCKFORD IL | P&DC 610,611  
SPRINGFIELD IL | P&DC 625-627  
PEORIA IL | P&DF 615,616  
BLOOMINGTON IL | P&DF 617  
CHAMPAIGN IL | P&DF 618,619

**MID-ATLANTIC AREA** |  
WASHINGTON DC | P&DC 200,202-205  
WASH-NATIONAL AMC | SALISBURY MD 218  
WASHINGTON DC BMC | WINCHESTER VA 226  
SOUTHERN MD | P&DC 206,207  
SUBURBAN MD | P&DC 208,209  
BALTIMORE MD | P&DC 210-212,214,219  
BALTIMORE IMF | P&DF (FUTURE)  
EASTON MD | P&DF 216  
FREDERICK MD | P&DF 217  
BALTIMORE AMC | BECKLEY WV 258,259  
NORTHERN VA | P&DC 220-223  

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#### Network Processing Facilities

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### Processing & Distribution

#### Midwest Area

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### Network Processing Facilities

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### Network Processing Facilities

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**Network Processing Facilities**

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### Network Processing Facilities

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#### WESTERN AREA

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<thead>
<tr>
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<th>CUSTOMER SERVICES</th>
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<tr>
<td>BILLINGS MT</td>
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<td>DENVER CO</td>
<td>MILES CITY MT</td>
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<tr>
<td>DENVER AMC</td>
<td>GREAT FALLS MT</td>
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<td>DENVER BMC</td>
<td>HAVRE MT</td>
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<td>HELENA MT</td>
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<td>SALIDA CO</td>
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<td>DURANGO CO</td>
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### Exhibit 421 (p. 10)

#### Network Processing Facilities

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Area Offices

Operations Support in the area offices will review all plans submitted by the customer service processing facilities, air mail centers/facilities (AMC/Fs), and bulk mail centers (BMCs) for completeness and compatibility with long-range mail processing and delivery needs of the area. In-Plant Support reviews and approves all operating plans, deployment plans, metro plans, equipment plans, sort plans, long-range Remote Barcoding System (RBCS) plans, and review of staffing and scheduling (Site Meta) plans developed and submitted by the P&DC/Fs. Distribution Networks (DNs) in the area office will review all the plans mentioned in the preceding sentence that are submitted by the AMC/Fs, PDC/Fs, customer service facilities and BMCs. In addition, Areas have these responsibilities:

a. Monitor, evaluate, and direct, when necessary, mail processing in the area to ensure complete and continuing compliance with Headquarters guidelines and policies.

b. Distribution Networks determines and implements managed mail processing (MMP) distribution requirements for facilities in the area’s service area and resolve field differences pertaining to transportation needs for the intraarea and interarea movement of mail.

c. Develop and issue guidelines to facilitate the development of schemes, schedules, and unit operating plans.

d. Provide an effective reporting system for communicating ongoing, workable mail processing programs to Headquarters, other areas, and local managers.

e. Keep a copy of all approved plans on file. Submit plans that require ZIP Code assignments or changes to Address Management, Customer Service Support.

f. Determine requirements for installations in the area regarding the type and extent of mail distribution and the schemes and methods used. Submit plans that require changes to the Distribution Network for any class of mail to Logistics, Operations Support, Headquarters.

Area Distribution Networks

423.1 General

The area DN manager administratively reports to area manager, Operations Support. It is responsible for preparing all authorized National Air and Surface System (NASS) dispatch and routing instructions. Distribution Networks perform the following functions when designing dispatch and routing guidelines:

a. Develops logistical plans for movement of mail from an originating customer service facility to the destinating processing facility as noted in the area’s internal labeling instructions and as specified by Headquarters’ Distribution Networks. Internal labeling instructions specify what appears on placards and labels. A master file of this list is kept in the area office.
Mail Processing Procedures

424.2 Operating Plan Review

P&DCs review all standard operating plans submitted by their P&DFs for completeness and compatibility with the long-range mail processing and delivery needs of the center’s area of responsibility. The P&DC submits

423.2 Feedback Requirements

For any system to be effective, an open exchange of information must take place. This exchange of information will help develop plans for the movement of mail from an originating mail processing facility to the destinating mail processing facility that is noted in the labeling instructions and specified by the Postal Service distribution network. Distribution Networks (DN) is responsible for thoroughly explaining all NASS dispatch reports to personnel at mail processing facilities. Mail processing facilities are responsible for notifying DN of operational changes, errors in NASS reports, and suggestions to improve service and/or cost performance.

424 Processing and Distribution Center/Facility

424.1 Definition

Designated associate offices, stations, and branches will send outgoing mail to the processing and distribution center/facility (P&DC/F) or customer service facility for processing and dispatch. Processing and distribution facilities report directly to the area office on mail processing matters. Processing and distribution center/facilities will provide instructions on preparation of collection mail, dispatch schedules, and sort plan requirements to associate offices and mailers. Labeling instructions for all classes and categories of mail are issued by Operations Support, Headquarters.

424.2 Operating Plan Review

P&DCs review all standard operating plans submitted by their P&DFs for completeness and compatibility with the long-range mail processing and delivery needs of the center’s area of responsibility. The P&DC submits
appropriate plans in a complete package to the area office. ADCs and AADCs for all classes of mail are proposed by the Vice President, Area Operations, for approval by Operations Support, Headquarters. Generally, P&DC/Fs are selected to function as ADCs or AADCs. They must have sufficient work space and automated and mechanized processing capability to handle the managed mail processing volume destinating in their area. Separations of mail by specific ZIP Code areas for these ADCs/AADCs are mandatory at each originating processing facility. Incoming and outgoing mail distribution is performed following area guidelines and must be completed by the cutoff times listed in the operating plan for each processing facility. ADCs and AADCs are ultimately determined by the vice president, Operations Support, Headquarters. Area Distribution Networks has a major role in determining what the ZIP Code range shall be for each ADC and AADC. These ZIP Codes are based on optimum transportation capabilities and established service commitments. Area manager, Operations Support, should submit recommendations to the Vice President, Operations Support, Headquarters.

### 424.3 Area Distribution Centers

Area distribution centers (ADCs) for all classes of mail are shown in the national labeling lists. Generally, facilities selected to function as ADCs must have sufficient work space and mechanized processing capability to handle all First-Class Mail, Periodicals, and Standard Mail (A) that is addressed to destinations in the ADC service area. Separations of mail by specific ZIP Code areas for these ADCs are mandatory at point of origin.

### 424.4 Automated Area Distribution Centers

Automated area distribution centers (AADCs) for all classes of mail are shown in the national labeling lists. Generally, facilities selected to function as AADCs must have sufficient work space and automated processing capability to handle all First-Class Mail, Periodicals, and Standard Mail (A) that is addressed to destinations in the ADC service area. Separations of mail by specific ZIP Code areas for these AADCs are mandatory at point of origin.

### 424.5 Associate Office Distribution Responsibilities

An associate office (AO) reports directly to and receives instructions from the district office, in cooperation with the P&DCs, on mail processing matters. The postmaster of an AO is responsible, along with Customer Service and Sales, for keeping mailers advised of the correct makeup and labeling of all classes of mail.

### 425 Air Mail Center/Facility

An air mail center/facility (AMC/AMF) is a postal facility located at or adjacent to an airport. The AMC/AMF core operations are: assignment of mail to flights; receipt and dispatch of mail to/from air carriers; acceptance and sortation of mail to/from plants; performance measurement/quality control of air carrier operations; and management of functions specific to airport operations (customs, con-con, etc.). The AMC/AMF operation includes billing.
of mail tendered to air carriers, transit handling of mail between air and highway transportation routes, and supervising the transfer of mail between air carrier flights. Some AMC/AMFs act as international and military exchange and concentration centers, Priority Mail outgoing concentration centers, and destinating ADCs. Some larger AMC/AMFs have fixed mechanization, which is used for both incoming and outgoing SCF distribution to air carriers. Some facilities may perform distribution normally associated with P&DC/AMFs.

### Bulk Mail Centers

The bulk mail center (BMC) network consists of 21 strategically located, highly mechanized, and automated facilities that serve as centralized processing and transfer points for designated geographic areas. BMCs receive and process originating and destinating mail volumes of Periodicals, Standard Mail, and in some cases Priority Mail destinating within their own service area.

### ZIP Codes and the ZIP+4 System

#### ZIP Codes

ZIP Codes are five-digit geographic codes that identify postal delivery areas within the United States and its possessions and territories to simplify distribution and delivery of mail by the U.S. Postal Service (see MI PO-410-92-1, ZIP Code Authorization and Assignment). The following definitions apply:

a. A **postal area ZIP Code** is a five-digit ZIP Code assigned to postal facilities, box sections, caller service, vertical improved mail (VIM) units (buildings), military installations, and delivery areas.

b. A **post office box ZIP Code** is a five-digit ZIP Code assigned exclusively to post office boxes.

c. A **unique ZIP Code** is any five-digit ZIP Code assigned exclusively to a single firm, government agency, etc.

d. A **firm ZIP Code** is a five-digit ZIP Code shared by customers who use prebarcoded FIM A (courtesy reply) or FIM C (business reply) mail, which facilitates automated distribution.

#### ZIP+4 Code

ZIP+4 codes are five-digit ZIP Codes followed by a hyphen and four additional digits. The five-digit ZIP Code identifies postal delivery areas. The first two digits after the hyphen denote a delivery sector, which may be several blocks, a group of streets, several office buildings, or a small geographic area. The last two numbers denote a delivery segment, which may be one floor of an office building, one side of a street, specific departments in a firm, or a group of post office boxes. In the case of Business Reply Mail Accounting System (BRMAS), qualifying BRM customers can be
assigned ZIP+4 codes that represent a specific BRM mailpiece at a specific postage rate.

433 **Placement**

The ZIP Code is an integral part of a mailing address. It should appear on the last line (of both the destination and return addresses) following the name of the city and state. The USPS may apply a ZIP Code, ZIP+4 code, and/or finest depth of sort representative barcode to mailpieces with incorrect or nonexistent ZIP Code information to facilitate processing.

434 **Employee Training**

All orientation and training of employees involved with mail processing should include full explanation of the ZIP Code, ZIP+4 code, and barcode systems and their use. All mail distribution systems depend on ZIP Codes, ZIP+4 codes, and/or barcodes to process mail correctly and efficiently.

435 **Boundaries**

Area ZIP Code boundaries must be as permanent as the present and foreseeable needs of the population permit and should coincide with natural physical boundaries or major highways.

436 **Unique**

Unique ZIP Code assignments must provide service benefits to the customers and service/cost benefits to the Postal Service.

437 **Planning**

Long-range ZIP Code planning (at least 10-year, and preferably 20-year, projections) must be completed to determine availability of ZIP Codes for future mail processing and delivery needs.

438 **Delivery Point Sequence (DPS)**

A DPS code is an 11-digit barcode that is applied by the mailer or the U.S. Postal Service. This barcode permits the automation processing system to sort the mail in delivery sequence order.

44 **Mail Preparation**

441 **Mail Preparation Operations**

Mail preparation operations are supported and greatly affected by the following factors:

a. The makeup and handling of incoming collection mail from stations and branches, associate offices, collectors, and firms.
b. The platform handling of such mail upon its arrival at the mail processing facility. The mail preparation operations encompass the following:

1. The staging of mail for subsequent processing based on class of mail, mail type, and postage payment method.
2. The culling, facing, and canceling of different types of mail at the mail preparation unit.
3. The staging of culled, faced, and canceled mail at mail preparation units for transport to applicable distribution and dispatch operations. Since the performance of the tasks described above significantly affects downstream operations, it is essential that each mail processing installation establish and maintain a carefully structured and well-managed mail preparation system. A well-run mail preparation operation is integral to the creation of a cost-efficient, service-effective mail processing system and, therefore, must be considered a high-priority management objective.

Mail Preparation Units

A mail preparation unit is where specific tasks are performed that facilitate the flow of mail to distribution or dispatch operations. Mail preparation operations in medium and large automated/mechanized P&DC/Fs are structured around a series of well-defined units. Each unit has primary responsibility for handling and processing a specific type and/or category of mail. The physical configuration, equipment usage, and staffing levels applicable to a particular type of operation (e.g., flats processing belt) may vary from plant to plant, depending upon differences in facility design, floor layout, volume, and mail mix. Pouches, sacks, hampers, and containers of originating mail from all sources should be separated according to shape (e.g., letters and flats), configuration (e.g., bundles, loose, faced), postage payment method (stamps, permit imprint, and meter), and staged or directed to the next unit or processing operation. (See Handbook PO-415, Mail Preparation, for further instructions.)

Endorsing, Canceling, and Postmarking

Endorsing

Only authorized endorsements (e.g., First-Class Mail, insured, certified, military ordinary mail (MOM) labels) may be placed on mailpieces by postal employees. Endorsements of any type are never to be placed on philatelic mail.

Canceling

Render all stamps, except precanceled stamps, unusable at the point of origin. This is to be accomplished by cancellation or strike-through with daubers on stamps placed where canceling equipment is unable to reach. On philatelic mailpieces, only authorized cancellations must appear on the item;
no other marking of any type shall be placed on philatelic mail by a postal employee.

443.3 Postmarking

443.31 General

Postmark mail on the address side as follows:

a. Postmark showing full name of post office, two-letter state abbreviation, and ZIP Code. For Standard Mail (A), omit postmark if name of mailing office is shown in return address.

b. Postmark the following types of mail showing the full name of post office, two-letter state abbreviation, ZIP Code, and date of mailing:

   (1) Express Mail.
   (2) Registered and COD.
   (3) Parcel post (ordinary).

c. Postmark the following types of mail showing full name of post office, two-letter state abbreviation, ZIP Code, date of mailing, and a.m. or p.m.:

   (1) First-Class Mail (except registered mail).
   (2) Priority Mail.
   (3) Postal cards and post cards.
   (4) Business reply mail and meter reply cards, labels, and envelopes.
   (5) Special delivery and special handling.

443.32 Local Postmarking

Local postmarking will be provided at each post office. Lobby drops should be made available for this purpose with clear signage signifying its use. The rules for local postmarking are the same as the procedures in 443.31.

443.33 Backstamping

Backstamping of mail is permitted on missent mail only. Missent mail is defined as mail received at post office “A” when it should have been sent to post office “B” (e.g., mail originated in Albany, NY, addressed to Tampa, FL, but was received in San Francisco, CA). Backstamping of forwarding mail is no longer required; the date will be applied by the Computerized Forwarding System II (CFS) unit when applying the new address label.

443.34 Backdating

Backdating the postmark on mail is expressly forbidden — except where a specific written authorization is granted to provide philatelic treatment on a new stamp issue beyond the issuance date. Such authority is extended only when public demand for a specific first-day issue exceeds daily cancellation capability. Backdating causes several major problems. It jeopardizes the integrity of the postmark as a legal basis for determining individual or contractual compliance with statutory deadlines, and it decreases the value of cancellation dates as the basis for measuring service standard achievement.
444 Equipment and Supplies

444.1 General
Operations Support has authority to approve the kind and use of canceling and postmarking supplies. All canceling machine dies, die hubs, and hand postmarking and stamp canceling equipment must be USPS-furnished or approved before being used at postal installations.

444.2 Canceling Equipment
Canceling and postmarking equipment is used only for those purposes and functions for which specific authorization has been granted.

444.3 Altering or Substituting Equipment
Equipment may not be altered or substituted without prior written authorization.

444.4 Black Ink
For canceling and postmarking purposes, use only USPS-supplied black ink.

445 Requisitioning Procedures
All requisitions for postmarking and canceling equipment and repair parts must be prepared and submitted in conformance with established procedures and policies as set forth in Handbook AS-701, Material Management, and Publication 247, Supply and Equipment Catalog.

45 Distribution

451 Outgoing and Incoming Distribution
Outgoing mail is mail received in local collections and from associate offices involved in the area mail processing plan. Incoming mail is received from other P&DCs from around the country for delivery in a given service area. Outgoing and incoming mail must be processed according to the established operating plan. This processing must be completed by established clearance times. Committed overnight mails must be distributed to ensure next-day delivery from the office of origin. The P&DC of origin will not dispatch mail without the required ADC ZIP Code distribution or without properly formatted and barcoded labels. After distribution, letter mail must always be dispatched in trays to facilitate automated sortation at the destination processing facility.
Authorized Distribution

General

The vice president, Area Operations, has the following responsibilities with regard to authorized distribution:

a. Determines the authorized distribution and routing of all classes of mail originating in the area, and issues appropriate instructions.
b. Determines requirements for installations in the area regarding the type and extent of mail distribution and the schemes and methods used.
c. Authorizes or approves the authorization of any intraarea distribution changes.

Outgoing Distribution

Changes in the interarea distribution of managed mail for 2- and 3-day delivery must be coordinated between the areas involved, with concurrence from In-Plant Operations at Headquarters.

Distribution Priorities

Distribute mail by these priorities:

a. Express Mail.
b. Priority Mail.
c. First-Class Mail.
d. Periodicals.
   (1) Newspaper treatment Periodicals (marked “NEWS”).
   (2) All other Periodicals (marked “PER”).
e. Standard Mail (A).
f. Standard Mail (B).

Centralized and Decentralized Distribution

Generally, the distribution of mail should be centralized at the main post office or central distribution facility. Plant managers and district managers may approve decentralization of distribution to delivery units (stations and branches) under the following conditions:

a. It provides same-day delivery of preferential mail not attainable through the main post office or the central mail facility.
b. Daily mail receipt of presorted bulk, Periodicals, and Standard Mail (A) can be transported directly to the branch or station.
c. Space is not available at the main post office or at the centralized distribution point.
d. Station and branch clerks can be gainfully utilized during slack periods.
e. Distribution of mail at delivery units is more economical.
Types of Distribution

Manual Distribution

Manual distribution is hand sorting of mail by ZIP Code or address into manual letter or flat mail cases, trays, containers, sacks, or pouches in order to group mail or packages of mail for a common destinating area.

Mechanized Distribution

Mechanized mail distribution increases operational efficiency through the use of sorting machines and enhances the use of employee skills. Distribution of mail on mechanized equipment such as multiposition letter sorting machines (MPLSMs), single-position letter sorting machines (SPLSMs), parcel sorting machines (PSMs), and sack sorting machines (SSMs) is based on ZIP Code, except for incoming secondary sort schemes.

Automated Distribution

Automated distribution of letter mail is the optimal system and is preferred over both manual and mechanized methods. The finest depth of sort is received using the available automated equipment (e.g., multiline optical character reader (MLOCR), mail processing barcode sorter (MPBCS), delivery barcode sorter (DBCS), carrier sequence barcode sorter (CSBCS), etc.). Letters are processed and sorted on the MLOCRs by scanning the address on the letter, applying a base depth of sort barcode, and directing it to its proper destinating stacker. Letters processed by MPBCSs, DBCSs, and CSBCSs are sorted by reading the barcode printed on the envelope and directing it to its proper stacker. The Remote Barcoding System (RBCS) handles letters that could not be read by the MLOCR. Images of this nonreadable mail are electronically sent to a remote keying site where mail clerks key in the proper information to enable a modified barcode sorter or output subsystem (OSS) to apply the barcode that represents the best depth of sort for the address provided.

Managed Mail Processing

Managed mail processing (MMP) is a distribution system where First-Class Mail, for a specific ZIP Code span, is massed at an automated/mechanized facility for distribution and dispatch. Initially, originating post offices identify and distribute First-Class Mail for a state or a specific ZIP Code span that is to be transported to ADCs/AADCs in destination geographic areas beyond the range of overnight delivery. Processing at origin points requires separation of mail to destination distribution centers by automated, mechanized, or manual case distribution. ADCs/AADCs will, to the extent possible, use machines and process destinating managed mail on Tour II. This, however, does not preclude performance of necessary distribution on other tours to achieve service standard commitments. The prime objective and benefit of MMP is the reduction in secondary workload at origin post offices, primarily on the evening tour. Leveling of workloads results with the addition of day tours instituted at ADCs/AADCs. Sectional center facility
workloads and total piece handlings are reduced because of expanded mechanized mail processing at ADCs. Greater use of mail sorting equipment is reflected in improved productivity and makeup of directs.

457 **Scheme Distribution**

457.1 **General**

Scheme distribution is a systematic plan to move all classes of mail from originating office to destination office. ZIP Code, ZIP+4 code, Delivery Point Sequence (DPS) code, and general schemes are used to distribute mail to proper separations.

457.2 **City Schemes**

A city scheme is an official published list of elements of address for the distribution of incoming mail.

458 **Color Code Policy for Bulk Business Mail (BBM)**

458.1 **Objectives**

The objective and intent of this policy is to ensure the timely processing, dispatch, and delivery of bulk business mail (BBM), which is bulk Standard Mail (A), within established service commitments.

a. All outgoing, ADC, or SCF BBM, regardless of where received must be coded with a color representing the day on which the mail is scheduled to be cleared.

b. All other destinating BBM must be coded with a delivery color representing the scheduled day of delivery. Once applied, the color code must remain on the mail until it is taken out for delivery. The delivery color code must be applied as outlined in the specific facility portions of this policy.

458.2 **General Principles**

The following principles apply to distribution, dispatch, and delivery of BBM:

a. All BBM must be distributed within the framework of the approved operating plan. The application of color codes to BBM is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property.

b. If BBM is commingled with a higher class of mail in such a manner as it loses its identity, the BBM will be considered upgraded and will be treated as the higher class of mail.

c. If a holiday falls upon a scheduled delivery day, the application of the normal color code will be maintained to allow for proper sequencing in any downstream operation.
d. Color coding will not be the sole indicator used in evaluating what mail constitutes a plan failure (as related to mail condition reporting), but compliance with approved operating plan parameters will be the determining factor.

e. There are no prohibitions against management agreements being made below the national level that accelerate the color coding and/or delivery expectations for any BBM versus this policy.

f. Color code tags used to identify Clearance Day targets in outgoing, ADC, and SCF operations are to be removed prior to dispatch to downstream operations, but Delivery Day color codes are to remain with the mail until it is taken out for delivery, unless otherwise specifically noted in these instructions.

g. Anytime BBM is sent back upstream (backflowed) for DPS, automated, or other processing, the mail must retain the original color coding and delivery schedule as if it had remained in the downstream unit.

h. Offices should make every effort to adhere to mailer-requested in-home delivery dates and such mail should not be delivered earlier than requested by the mailer.

458.3 Color Coding Procedures by Facility

458.31 Bulk Mail Centers

458.311 Application of Color Codes

The application of color codes to BBM is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. BMCs must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises, until it is dumped, and will also ensure that volume in the system is expedited as much as possible.

458.312 Standard Mail (A)

All outgoing Standard Mail (A) will be coded with a 1-day color code representing the day on which the mail is scheduled to be cleared. After processing is completed, the clearance day tags used in outgoing operations are to be removed prior to dispatch to downstream operations/facilities. (See Exhibit 458.312 for the applicable color coding procedures.)

Exhibit 458.312

One-Day Clearance Matrix

<table>
<thead>
<tr>
<th>Receipt Day</th>
<th>Color Code</th>
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</table>
458.313 Area Distribution Center or Sectional Center Facility Function

If a BMC either shares responsibility for completing an ADC or an SCF function (sometimes identified as the 115/185 operation) with another processing facility, or is itself a designated ADC or SCF, the mail processed in such an operation must be coded with a 1-day color code indicating the day the operation should be cleared. Such color code tagging must be consistent with the arrival of the mail on postal premises, and not when it is extracted or identified from a mechanized operation. After processing is completed, remove the clearance day tags used in the ADC/SCF operation prior to dispatch to downstream operations. If any further distribution is performed below the ADC/SCF level in the BMC, then the portion of these instructions applicable to a P&D, ADC, delivery unit, etc., are to be applied, as appropriate. (See Exhibit 458.312 for the applicable color coding procedures.)

458.314 Incorrectly Coded and Non-Color-Coded BBM

When BBM is discovered in a facility after its initial receipt without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

a. If the mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.

b. If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.

c. If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today’s clearance/delivery color code and treated as if it were delayed.

458.32 Processing and Distribution Centers, Processing and Distribution Facilities, Mail Processing Facilities and Centers, and Customer Service Mail Processing Facilities

458.321 Application of Color Codes

The application of color codes to BBM is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. All the above listed facilities must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises, even when such mail is entered into mechanized sack sorting systems.

458.322 Outgoing BMM

All outgoing mail, ADC, and SCF/incoming primary mail and carrier route mail will be color coded to indicate scheduled clearance 1 day after receipt at the facility. After processing is completed, the clearance day tags used in outgoing, ADC, SCF/incoming primary, and carrier route operations are to be removed prior to dispatch to downstream operations/facilities. The SCF/incoming primary BBM must be totally finalized and processed by the identified clearance day.
Secondary Distribution of BBM

a. Facilities that process three-digit (SCF) BBM only to the five-digit level will color code that three-digit BBM for clearance 1 day after receipt at that facility, as listed in Exhibit 458.323a. This mail will then be dispatched without color codes, and the proper delivery color code will be applied upon receipt at the facility that performs the secondary distribution.

b. All BBM that will subsequently receive incoming secondary distribution at the facility performing the ADC or SCF operation will receive a 2-day color code based upon its arrival or upon its extraction and identification from its initial distribution operation (either the ADC or SCF operation) (see Exhibit 458.323b).

Exhibit 458.323a
One-Day Clearance Matrix

<table>
<thead>
<tr>
<th>Receipt Day</th>
<th>Color Code</th>
<th>Clearance Day</th>
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<tbody>
<tr>
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</tbody>
</table>

Exhibit 458.323b
Two-Day Delivery Matrix

<table>
<thead>
<tr>
<th>Arrival/Extraction Day</th>
<th>Color Code</th>
<th>Delivery Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
<td>orange</td>
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<td>Sunday</td>
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</table>

Commingled, Incorrectly Coded, and Non-Color-Coded BMM

When BBM is discovered in a facility after its initial receipt, without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

a. In situations wherein ADC and SCF mails are, for operational reasons, commingled in the same processing operation, all such mail extracted for the local SCF will be color coded for a scheduled delivery day, also using the 2-day delivery matrix.
b. If mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.

c. If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.

d. If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today’s clearance/delivery color code and treated as if it were delayed.

458.33 Delivery Distribution Centers/Units (DDCs/DDUs)

458.331 Application of Color Codes

The application of color codes to BBM mail is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. All facilities must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises. Whenever a delivery day color code is applied, it must remain on the mail until it is taken out by the carrier at the delivery unit.

458.332 Outgoing BMM

a. All outgoing mail received from a mailer and destinating carrier route mail must be color coded to indicate scheduled clearance 1 day after receipt at the facility (see Exhibit 458.332a). After processing is completed, the clearance day tags are removed prior to dispatch.

b. All other destinating BBM received at delivery distribution centers/units, including drop shipment mailings, must be color coded for 2-day delivery according to Exhibit 458.332b.

Exhibit 458.332a

One-Day Clearance Matrix

<table>
<thead>
<tr>
<th>Receipt Day</th>
<th>Color Code</th>
<th>Clearance Day</th>
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<tbody>
<tr>
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</table>
Exhibit 458.332b

Two-Day Delivery Matrix

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<thead>
<tr>
<th>Receipt Day</th>
<th>Color Code</th>
<th>Delivery Day</th>
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<tr>
<td>Saturday</td>
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<td>Sunday</td>
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<tr>
<td>Friday</td>
<td>blue</td>
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</tbody>
</table>

458.333 Secondary Distribution of BMM

DDCs and DDUs that perform secondary distribution for delivery units must also apply a 2-day delivery color code to that mail upon its arrival from upstream facilities.

458.334 Incorrectly Coded and Non-Color-Coded BMM

When BBM is discovered in a facility, after its initial receipt, without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

a. If mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.

b. If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.

c. If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today’s clearance/delivery color code and treated as if it were delayed.

458.34 Delivery Units, Including Post Offices, Stations, and Branches

458.341 Application of Color Codes

The application of color codes to BBM is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. All facilities must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises. Whenever a delivery day color code is applied, it must remain on the mail until it is taken out by the carrier at the delivery unit.
458.342 **Outgoing BMM**

a. All outgoing mail received from a mailer must be color coded to indicate scheduled clearance 1 day after receipt at the facility (see Exhibit 458.342). After processing is completed, the clearance day tags used in outgoing operations are to be removed prior to dispatch. Delivery units not performing secondary distribution will receive BBM from the distribution facility with a color code attached. This color code must remain on the mail until taken out for delivery.

b. If a holiday falls on a scheduled delivery day, the delivery color code must remain unchanged, and must be used to properly sequence the mail on the next delivery day. On the day following the holiday, the mail color coded for the holiday is not considered delayed but is worked prior to the mail with the current day’s color.

c. Delivery units may receive BBM with a mailer-requested delivery date later than the scheduled color-coded day. This mail is to be color coded or re-color coded at the delivery unit to match the last requested in-home delivery date, to comply with the mailer’s request.

d. Delivery units may receive BBM with a mailer-requested delivery date earlier than the color-coded delivery day. Although this mail will remain color coded for delivery as outlined in these procedures, all reasonable efforts should be made to deliver this mail within the mailer’s requested delivery window.

e. Delivery units may receive BBM with a mailer-requested delivery date that has already passed. Although this mail will remain color coded as outlined in these procedures, the decision regarding the delivery or disposition of this mail will be consistent with the current national policy on this subject.

Exhibit 458.342

**One-Day Clearance Matrix**

<table>
<thead>
<tr>
<th>Receipt Day</th>
<th>Color Code</th>
<th>Clearance Day</th>
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<tbody>
<tr>
<td>Saturday</td>
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</tbody>
</table>
458.343 **Secondary Distribution**

Delivery units receiving BBM requiring secondary distribution (including drop shipment mailings and mail received directly from mailers) must apply 2-day delivery color codes upon receipt of the mail as outlined in Exhibit 458.343. This color code must remain on the mail until taken out for delivery.

Exhibit 458.343

**Two-Day Delivery Matrix**

<table>
<thead>
<tr>
<th>Receipt Day</th>
<th>Color Code</th>
<th>Delivery Day</th>
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<tr>
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<td>Sunday</td>
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458.344 **Procedures for Mailer-Prepared Carrier Route Mail Received in Delivery Units**

a. When mailer-prepared carrier route mail is received in delivery units from upstream postal facilities (BMCs, P&DCs, DDUs, etc.), such mail has an advanced service commitment and must be color coded with a 1-day delivery color code, according to Exhibit 458.344.

b. When mailer-prepared carrier route mail is received in delivery units directly from mailers and has never been handled in a prior postal facility, use the 2-day color code matrix.

Exhibit 458.344

**One-Day Delivery Matrix**

<table>
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<tr>
<th>Receipt Day</th>
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</tbody>
</table>
458.345 Incorrectly Coded and Non-Color-Coded BMM

When BBM is discovered in a facility after its initial receipt, without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

a. If the mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.

b. If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.

c. If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today’s clearance/delivery color code and treated as if it were delayed.

46 Dispatch and Routing Concepts

Distribution Networks is required to provide a minimum of two dispatches for each destination made:

a. An advance dispatch is used to send a volume of mail to the destination office as an accommodation to allow advance distribution and prevent an excessive volume of mail from being received at the critical entry time.

b. A dispatch of value, or a “last chance” routing, reflects the latest time at which mail can be dispatched from the originating facility and arrive at the destinating facility prior to the appropriate critical entry time.

c. Additional dispatches will be provided when justified by volume or other operational considerations. NASS produces a variety of reference and operation reports. NASS products used by a facility depend on type, size, and function. The supervisor, Networks at DN, with the manager of In-Plant Support Operations Support at the mail processing facility, will determine the type of NASS reports to be used. The manager of Distribution Networks at the area, together with the plant manager of the P&DC, is responsible for resolving all disagreements between transportation, distribution networks, and mail processing facilities.

d. Further information is available in USPS, Handbook M-22, Dispatch and Routing Policies.
47 Platform Operations

471 General
Each postal facility must organize its platform operations to provide unloading, loading, and dock transfer to meet service requirements and eliminate delays caused by careless platform handling. Platform operations should be organized to provide a safe and efficient environment. The mishandling of one pouch, tray, outside mail piece, sack, pallet, or container on the platform (dock) negates the value of sophisticated distribution plans and could cause thousands of individual pieces of mail to be delayed.

472 Contract Mail Handling Facilities
Contract mail handling facilities, such as those in the hub and spoke program (HASP), that dispatch or receive vehicles with mail, including mail transport equipment, must follow these requirements:

a. Transportation schedules must be posted as specified by the Postal Service or as appropriate under the contract.

b. Vehicles must be properly loaded and documented.

c. Data input to postal computer systems must be performed as directed by the Postal Service (such data entry capabilities must be cleared through the postal contracting officer (CO) and computer application program manager). Contract employees designated to request access to a postal computer system must complete Form 1357, Request for Computer Access, as well as any other clearance documents specified by the postal application program manager and postal Inspection Service.

d. If the facility dispatches or receives vehicles in the postal seal program, the facility manager or contract representative must identify a seal control officer and follow security requirements in 476.

e. Timely sorting, distribution, loading, and dispatch to meet postal schedules.

473 Transportation Schedules

473.1 Overall Responsibility
Area Office Distribution Networks (DN) prepares and distributes schedules for all modes of transportation within an assigned area. Transportation schedules are available and provided in a computer based application, where possible.

473.2 Postal Vehicle Service (PVS)
The local Transportation and Networks office prepares schedules of PVS trips and, when instructed to do so by Area Office Distribution Networks, intra-city contract transportation.
473.3 **Highway Contract Transportation**

Area Office Distribution Networks (DN) develops contracts and distributes schedules for all Highway contract routes (HCRs).

473.4 **Rail and Intermodal Contract Transportation**

Rail and intermodal contracts are awarded by postal headquarters after development with Area Office Distribution Networks (DN). Area Office Distribution Networks distributes information and training for rail contracts and rail management information systems.

473.5 **Posting Schedules**

Each processing and distribution plant (and individual post offices as designated by Area Office Distribution Networks) must use and maintain a current, correct, and integrated list of arrivals and departures in time sequence. This list must be in electronic or hard copy format and must:

a. Clearly identify the transportation plans (highway contract route and trip number, PVS and trip number, drop shipment appointment, etc.).

b. If hard copy, be posted in the platform area. (This includes posting at post office stations and branches and intermediate stops on the route of travel.)

c. Be updated as necessary to reflect current schedules.

473.6 **Maintaining Files**


473.7 **Schedule Changes**

It is the responsibility of the processing and distribution plant manager and post office postmaster to request changes in transportation to meet service requirements as follows:

a. A post office that is not a processing and distribution plant sends such requests through its local transportation and networks manager, who reviews, coordinates, and forwards requests in writing to the Area Office Distribution Networks.

b. A processing and distribution plant directs requests in writing to its Area Office Distribution Networks and sends a copy to its plant manager.

c. Box delivery requests are sent through the local District Postal Operations Manager (DPOM), who reviews, coordinates, and forwards requests in writing to the Area Office Distribution Networks. Area Office Distribution Networks reviews schedule change requests, coordinates
with other local, Area, and headquarters offices as necessary, and considers service and budget impacts prior to approval.

473.8 Schedule Errors

All offices must report any errors in transportation schedules promptly to their Area Office Distribution Networks. This includes errors in any printed report or electronic program, such as the Highway Contract Support System (HCSS), Transportation Information Management and Evaluation System (TIMES), yard control or vehicle information system, National Air and Surface System (NASS), and any change in air and surface schedules. Plants must notify their Area Office Distribution Networks of all changes in or corrections of postal vehicle service (PVS) schedules.

473.9 Extra Trips

All offices must record in the appropriate computer system, such as TIMES, extra trips dispatched or received. In addition, offices must complete required postal forms. For example, for highway contract service, complete Form 5397, Contract Route Extra Trip Authorization. For rail dispatches, complete Form 5186, Mail Movement Routing Instructions, either from the Rail Management Information System or the manual version.

474 Loading

474.1 Instructions

Managers responsible for transportation must produce detailed loading instructions for each platform operation. Platform personnel must load trucks and trailers in accordance with prepared instructions, prescribed regulations, and/or special contract provisions.

474.2 Diagrams

Highway contract route (HCR) trucks and trailers must be loaded according to diagrams on file and special instructions issued by Area Office Distribution Networks. Preferential mail must be placed in the vehicle so that it can be readily identified and unloaded at intermediate stops and at final destination.

474.3 Managing the Vehicle Load

The purpose of proper loading is to ensure safe and damage-free transport of the load. Drivers who transport overloaded vehicles are susceptible to accidents, and may be ticketed and have substantial points assessed against their license. In some cases the Postal Service may make a court appearance regarding the citation. Other cases may require communication with the state Department of Motor Vehicles. In both instances, the overloaded vehicle causes an unnecessary and unproductive use of resources. Drivers who load their own vehicles to an overloaded condition are responsible and may be liable for any fine. Platform managers,
supervisors, and employees must ensure that vehicles are loaded in a safe and legal manner:

a. For trips with special loading plans, loading diagrams should be posted at dock doors.
b. In each vehicle fitted with side wall (“E”) tracks, the load is secured with shoring straps and/or load bars.
c. Whenever containers with drop-down pins are loaded in a vehicle with floor pin stake pockets, each container’s pin is fitted in a floor pocket and container brake applied.
d. Pallets are arranged in a pinwheel fashion, where pallets are loaded side by side in the vehicle with the long (48-inch) side of one next to the short (40-inch) side of the other, and the next row is loaded in the opposite direction. This interlocks the pallets and helps prevent them from sliding and the load shifting. See Exhibit 474.3 for an example of pinwheeling pallets.
e. Bedloaded sacks are brick-laid stacked in an orderly manner with the string side of the sack facing forward.
f. Bedloaded trays are stacked with heaviest trays on the bottom and each successive level placed in a crisscross manner.
g. Bedloaded parcels and nonmachineable outsides are brick-laid stacked in an orderly manner with heaviest parcels and outsides on the bottom.
h. Mixed loads are arranged with bedloaded trays stacked along the side walls and sacks loaded in the middle across the vehicle.
i. Vehicles are not to be loaded with more weight than the vehicle’s specifications provide or law permits.
j. Additional cargo restraint methods are used for potentially unstable loads.

474.4 Cost for Overweight Vehicles

If a Postal Service facility overloads a Highway Contract Route (HCR) vehicle resulting in a fine to the contractor, the contracting officer for that HCR may use his or her discretion and reimburse the contractor for the cost of the fine and charge that cost to the facility that overloaded the vehicle. If a contractor overloads their own vehicle resulting in a fine to the contractor, the contracting officer for that HCR may hold the contractor responsible for the fine or in special circumstances may use his or her discretion and reimburse the contractor for the cost of the fine. In some cases a law enforcement official requires excess weight be taken off the vehicle before continuing on its journey. This situation delays the mail and adds additional cost for the extra vehicle and driver. If possible, the office that loaded the vehicle provides the means to remove, transfer, and transport the excess load. If not possible, the nearest able plant or post office provides the resources and notifies the origin office of the incident.
### Exhibit 474.3

**Safely Loading Pallets into Trailers**

**Required Floor Loading Plan**
for Nestable Pallets (PSIN 3919)

![Diagram of Nestable Pallets Loading Plan](image)

**Required Floor Loading Plan**
for Wood Pallets (PSIN 3919)

![Diagram of Wood Pallets Loading Plan](image)

### 474.5 Attaching Seals

The designated platform employees at a loading point must:

a. Identify vehicles that must be sealed (see 476.1).

b. Complete Form 5398-A and insert appropriate copy into vehicle (see 476.8).

c. Apply numbered tin band and twisted wire seals (see 476.6).

### 475 Visual Aids on the Platform (Dock)

#### 475.1 General

Visual aids provide platform employees easy and efficient access to information concerning the proper loading and dispatch of trips, as well as information about arriving trips. Visual aids enhance platform operations by providing ready information so employees can expedite unloading and transfer of mail to inplant operations, and can expedite the proper loading, sequencing, and dispatch of outbound mail. Platform supervisors should ensure accurate visual aids are displayed in an appropriate place on the platform.
475.2 Inbound Trips

475.21 Arrival Schedules

For inbound operations, receiving offices must have visual aids showing a profile of trip arrivals, including pertinent information such as route, trip, scheduled arrival time, and transfer information for cross dock items to meet outbound dispatches. When appropriate, post transfer information with separate times depending on mail make-up, such as separate transfer times for both direct and working pallets, for direct and working rolling stock, and for loose sacks. This instruction is not applicable when using electronic arrival profiles (such as the Transportation Information Management and Evaluation System (TIMES) or the Transportation Routing Information Panel System (TRIPS)) or for BMCs and offices with mechanized unloading-to-machine distribution.

475.22 Special Instructions

For each inbound trip with a distinct load configuration, receiving offices must have visual aids showing the separations (or other unique features) expected on the trip, the content of the separations, and special handling instructions. Hard copy visual aids are not applicable when information is available through electronic devices, such as computer monitors mounted on the platform.

475.3 Outbound Trips

475.31 Loading Diagrams

For each outbound trip, dispatching offices must have visual aids showing the individual and/or inclusive ZIP Codes to be dispatched, and other unique features, such as for tailgating mail. Hard copy visual aids are not applicable when information is available through electronic devices, such as computer monitors mounted on the platform.

475.32 Dispatch Schedule

For each outbound trip, dispatching offices must have visual aids showing a profile for outbound dispatches, including route, trip, scheduled departure time, and other unique features. This instruction is not necessary when sufficient instruction is provided by electronic dispatch tools, such as TIMES and TRIPS.

476 Sealing Program and Procedures

476.1 General Requirement

All dispatching offices under the seal program, including contract mail handling facilities, must seal each outbound highway contract vehicle, rail intermodal vehicle (trailer, container, RoadRailer, or other rail or USPS-furnished vehicle), or rail boxcar, with numbered tin band seals, Item 0817A, and twisted wire seals, and complete Form 5398-A, Contract Route Vehicle Record. If an electronic transportation system such as TIMES is
used, the tin band seal number must be entered in the appropriate place manually, or by scanning the barcode on the seal. Dispatching and receiving offices must have tin band seals, twisted wire seals, seal imprinters, and sealing and cutting tools.

**Note:** Twisted wire seals are never used alone when dispatching mail (excluding Mail Transport Equipment, see 476.2c). They are always used in addition to numbered tin band seals and Form 5398-A.

### 476.2 Exemptions and Exceptions

In some cases, the seal system is not used at all or is used with minor deviations:

a. Unstaffed Offices. Do not use the seal system for dispatches of mail to offices where vestibule exchange occurs, or where postal personnel are not normally on duty to accept delivery. Complete Form 5398-A and enclose it to verify that the load was in good condition and identify who closed it. Annotate Form 5398-A “SEAL NOT REQUIRED” to verify a seal was not used.

b. Empty Vehicles. Do not seal empty trailers, vans, or rail vehicles.

c. Mail Transport Equipment. Do not use a numbered tin band seal on dispatches of mail transport equipment. Use a twisted wire seal. If appropriate for additional security, use Form 5398-A and annotate it “SEAL NOT REQUIRED.”

d. Contract Vehicles. Small highway contract routes utilizing equipment with automobile type locks that are not sealable are exempt from the sealing requirements. Contract vehicles secured with contractor’s padlocks are exempt from using twisted wire seals, but must use the numbered tin band seal.

e. Foreign Mail. Seal outbound international ocean containers with tin band seals and record serial numbers on the waybill documents. Do not use Form 5398-A.

f. Outbound Military Mail. Seal all outbound military mail containers dispatched overseas via surface transportation with both twisted wire seals and numbered tin ban seals. Do not use Form 5398-A.

g. Inbound Military Mail. Inbound military mail containers are sealed with only the numbered tin band seal. Do not use twisted wire seals.

h. Postal Vehicle Service (PVS). PVS drivers must use cargo compartment door locks and, where applicable, postal padlocks, in accordance with PVS policy.

### 476.3 Disseminating Instructions

Dispatching offices must furnish necessary instructions to offices that receive sealed vans and are not familiar with the seal program. The instructions must include procedures for removing, verifying, and filing numbered seals and forms.
476.4 **Necessary Supplies**

The sealing program uses the following basic supplies:

a. Item 0817A, Numbered Tin Band Seal.
b. Form 5398-A, *Contract Route Vehicle Record*.
c. Security seal imprinter.
d. Twisted wire seal (12-inch section of 8-gauge steel wire band).
e. Twisted wire sealing and cutting equipment (see 476.7).

476.5 **Security**

476.51 **Numbered Seals**

The manager at each postal facility or contract mail handling facility where numbered tin band seals are used must keep seals under lock and key. The manager designates a supervisor and a clerk as seal control officer and alternate seal control officer, respectively. The reserve stock of seals is under the exclusive control of the seal control officer and his/her alternate. The following guidelines also apply:

a. Seals may be shipped from the factory in bulk quantities of several hundred or several thousand.
b. Seals are issued to dock personnel in units of 100 or in units of a two-day supply, whichever is less.
c. Seals must not be given to contract employees under any circumstances.

476.52 **Sealing Discrepancies**

476.521 **General Rule**

Any employee who notices a sealing irregularity (e.g., a discrepancy in a seal number or a broken or missing seal) must initial the related Form 5398-A and notify his/her supervisor. The supervisor must:

a. Verify the irregularity and initial the Form 5398-A.
b. Immediately report the irregularity by telephone both to the dispatching facility and to the appropriate Postal Inspector-in-Charge.
c. Investigate the discrepancy to the best extent possible.
d. Follow up the telephone report with a written report to both offices.
e. Retain the seal and related form until the investigating postal inspector authorizes its release.

476.522 **Special Cases**

For a discrepancy involving either a double trailer or a relay driver (a driver other than the one who drove the first segment of the route), the employee discovering the discrepancy must determine the name of the driver and enter it on the Form 5398-A.
476.6 MultiDoor Vehicles

Special requirements for multidoor vehicles depend on whether or not the side doors are used en route:

a. Unused Side Doors. Side doors of highway contract vehicles that are never used must be permanently sealed by applying a twisted wire seal and a numbered tin band seal to the unused doors. The numbered tin band seal is recorded on Form 5398-A and placed in the local contract file. When sealing or removing the regular numbered seal from the rear doors of the vehicle, make a visual check to see that both the tin band seal and the twisted wire seal are intact on unused side doors. It is not necessary to verify the number of the special seal in every instance, but checks must be made at least quarterly.

b. Used Side Doors. Multidoor vehicles with side doors that are used en route require numbered seals on both doors. Use one Form 5398-A for the side door, and another for the rear door. When unloading mail, remove only the seal on the door being opened. Verify the seal number on the other door.

476.7 Twisted Wire Seals

476.71 Applying Wire Seals

Twisted wire seals require approximately 90 seconds to affix and are fastened as follows:

a. Insert a 12-inch section of 8-gauge steel wire rod halfway through the hasp of the door to be sealed.

b. Bend the wire rod double and insert one end into a special twisting tool.

c. Rotate the tool to catch the other end of the wire, thus twisting the wire into a tight knot that can be removed only with a bolt cutter.

d. Twist the seal against the door hasp so that it cannot be untwisted with a screwdriver or a pair of pliers.

476.72 Removing Wire Seals

Cut the seals with at least a 14-inch bolt cutter. For personal safety, make the cut close to the hasp. To prevent the possibility of tire damage, do not let used seals fall to the ground. Place used seals in the appropriate waste receptacle.

476.8 Form 5398-A

476.81 Applicability

Form 5398-A must be completed by all facilities (including BMCs) for each highway contract route vehicle, rail intermodal vehicle, and rail boxcar that is sealed with a numbered tin band seal. See 476.2 for exceptions.

476.82 Automatic Imprinting

A security seal imprinter is used to automatically record the date, name, and ZIP Code of the dispatching facility and the serial number(s) of the tin ban
seal(s) on the Form(s) 5398-A. The imprinter can accommodate three tin band seals.

476.83 **Dispatching Entries**

The dispatching employee must write certain entries on the Form 5398-A. These include:

a. Name of the employee sealing the vehicle.

b. Destination of the next facility to be served by the vehicle. (This may be an intermediate stop en route.)

c. Driver’s name. **Exceptions:** It is not necessary to show the driver’s name when sealing:

   1. a rail intermodal vehicle or boxcar, or
   2. the first trailer of a double trailer trip (e.g., pups/twins) to the same destination. The driver must be identified on the Form 5398-A for the second trailer. See also 476.522.

d. Departure Time and Date. When sealing rail vehicles in advance of the dispatch, or when sealing the first vehicle in a tandem dispatch, write the sealing time and date rather than the departure time and date.

e. Registered mail is not identified or recorded on Form 5398-A.

476.84 **Defective Seals**

When sealing vehicle doors, dispatching employees who discover defective seals should submit them to their supervisors with the numerical sequence of those seals listed on a Form 5398-A.

476.85 **Distribution**

Form 5398-A is a three-part form: two soft (tissue) copies and a hard (index) copy. Copies are distributed and used as follows:

a. First soft copy. Retain at dispatching facility.

b. Second soft copy. Give to vehicle driver for use:

   1. as a gate pass at facilities where access is controlled by security force personnel, and
   2. as a bill of lading at truck weigh stations or at en route inspections by regulatory agencies.

c. Hard (index) copy. Place in open-ended envelope attached to the inside wall of the vehicle’s cargo compartment. Do this immediately prior to closing and sealing the cargo doors.

476.86 **Receiving Entries**

Any employee who breaks the seal at the point of destination must process the Form 5398-A as follows:

a. Enter name of employee breaking seal.

b. Identify any discrepancies (see 476.52).

c. Submit forms and seals for retention.
476.87 **Retention**

Forms 5398-A and related numbered seals must be filed and kept at the receiving facility for 15 days.

476.9 **Registered Mail**

Detailed procedures for registered mail are in Handbook DM-901, *Registered Mail*. The following are included in registered mail procedures for transportation contract operations:

a. Contract drivers who are not under the security seal program are required to sign for registered mail.

b. A postal employee must be assigned to receive and record all registered mail from contract drivers.

c. A Nil-Bil system that will account for registered remittances. This requires a registered mail pouch even if no remittance is being sent that day.

477 **Mail and Empty Mail Vehicle Arrivals**

477.1 **Recording Arrivals**

All mail and empty mail vehicle arrivals (whether via scheduled transportation or extra trips) on contract or Postal Vehicle Service (PVS) must be recorded in the appropriate electronic system (such as the Transportation Information Management and Evaluation System (TIMES)) or on the appropriate form (see below). Complete the data entry or forms as required, and include additional remarks to explain deviations. Appropriate forms are:

<table>
<thead>
<tr>
<th>Source of Mail</th>
<th>Record Trip Arrivals in Electronic System</th>
<th>Record Trip Arrivals on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main office collection runs at CAG A-G offices</td>
<td>As available</td>
<td>Form 3968, <em>Daily Mail Collection Record</em></td>
</tr>
<tr>
<td>Stations and branches via PVS</td>
<td>As available</td>
<td>Locally designed form</td>
</tr>
<tr>
<td>Stations and branches via highway contract route</td>
<td>As available</td>
<td>Form 5398, <em>Transportation Performance Record</em></td>
</tr>
<tr>
<td>Associate offices via highway contract route</td>
<td>As available</td>
<td>Form 5398, <em>Transportation Performance Record</em></td>
</tr>
<tr>
<td>Processing plants via highway contract route</td>
<td>TIMES (Transportation Information Management and Evaluation System)</td>
<td>Form 5398, <em>Transportation Performance Record</em></td>
</tr>
<tr>
<td>AMF or airport</td>
<td>TIMES</td>
<td>Locally designed form or as required by Area Office Distribution Networks</td>
</tr>
<tr>
<td>Bulk mail center via highway contract route</td>
<td>TIMES, yard control system</td>
<td>Form 5398, <em>Transportation Performance Record</em>, Form 4460, <em>Vehicle Record/Trip Ticket (card)</em></td>
</tr>
</tbody>
</table>
### 477.2 Forms 4460 and 5398

Receiving offices must record the arrival time and the unloading time for all trips (including extra highway route trips) as follows:

a. BMCs use Forms 4460 and 5398 to record times. Other offices use Form 5398.

b. Although most offices maintain Forms 4460 and 5398 at the platform, BMCs and certain large post offices may find it advantageous to maintain the forms at some other place, such as a vehicle operations office.

### 477.3 Form 5201, Mail Van Inspection

The purpose of Form 5201 is to show the condition of vehicles when received into the possession of the Postal Service. A properly completed Form 5201 records preexisting damage that should not be charged to the Postal Service. Form 5201 should be prepared for all arriving rail or leased vehicles, whether loaded or empty. Drivers picking up rail or leased vehicles should verify an inspection form provided by the location supplying the vehicle, or complete Form 5201 at the time of acceptance. A Form 5201 completed on departure from a facility may record damage caused to the vehicle while in the possession of the Postal Service. If requested by a driver at departure, complete Form 5201 and provide a copy to the driver. Follow instructions issued by the Area Office Distribution Networks to complete Form 5201.
477.4 Unloading

477.41 Instructions

All receiving facilities must have detailed unloading instructions for each platform operation. The detail necessary depends on the size and complexity of the office. The instructions should be posted as visual aids or easily available to platform employees. Always include instructions pertaining to the unloading of drop shipments that must be checked to ensure proper quantity and documentation of mail, and for business mail that must pass through acceptance procedures before processing. Also include procedures for handling surface preferential mail (periodicals), particularly tailgated surface preferential mail and Registered Mail. In some cases it is necessary to identify docks, belts, slides, and staging areas by number with visual aids, because this helps employees place specific mail items in the proper place.

477.42 Removing Seals

The designated platform employees at an unloading point must:

a. Remove all numbered seals and twisted wire seals (see 476.72).
b. Complete the appropriate parts of Form 5398-A (see 476.86).
c. Identify any discrepancies (see 476.52).
d. After verifying Form 5398-A against the actual seal number, dispose of numbered and twisted wire seals in a trash receptacle to prevent the possibility of vehicle tire damage.
e. File Form 5398-A in an appropriate place for at least 15 days.

477.43 From Air Facilities

477.431 Responsible Employees

All employees who are responsible for the dispatch and receipt of mail at airport mail centers (AMCs) and facilities (AMFs) or local air stop points must be thoroughly familiar with the air contract data collection system, required forms contained in Handbook PO-507, Air Contract Administrative Procedures, and procedures for air contract performance measurement, including scanning procedures.

477.432 Air Taxis

Use appropriate forms. See Handbook PO-509, Air Taxi Contract Administration.

477.5 Platform Transfers

477.51 Registered Mail

Registered mail must be handled according to registered mail procedures. In 1997, new procedures were issued by the Chief Postal Inspector and the Vice President, Operations Support, to area vice presidents. Among other changes, these procedures:

a. Required contract drivers not under the seal program to sign for registered mail.
b. Assigned a postal employee to receive and record all registered mail from the contract drivers.

c. Implemented a Nil-Bil system to account for registered remittances, requiring a registered pouch even on days no remittance is sent.

477.52 Preferential Mail

Preferential mail must be given expeditious handling on platforms.

477.53 Transfer Failures

If a transfer failure is caused by poor supervisory judgment, local management must take immediate corrective action. If the transfer failure results from the late operation of a highway contract and is not caused by legitimate reasons:

a. Processing plants, administrative offices, large installations, and other postal facilities complete Form 5500, Contract Route Irregularity Report, and distribute copies as instructed on the Form.

b. Offices that do not use Form 5500 report irregularities to the appropriate administrative official of the contract involved using USPS routing slip, Supply Item O-13, or other appropriate communication.

c. If a transfer failure causes delay to a highway contract route (HCR) trip, a Form 5466, Late Slip, should be issued to the HCR driver.

477.54 Missent Mail

Notify responsible post offices, processing facilities, and BMCs of receipt of missent pouches, sacks, containers, and outside pieces of all classes of mail. Follow up to ensure problems have been corrected.

478 Mail and Empty Mail Vehicle Departures

478.1 Recording

All mail and empty mail vehicle departures (whether via scheduled transportation or extra trips) must be recorded in the appropriate electronic system (such as TIMES or other vehicle information system) or on the appropriate form (see table below). Complete the data entry or forms as required, and include additional remarks to explain deviations. Appropriate forms are:

<table>
<thead>
<tr>
<th>Mail / Vehicle Destination</th>
<th>Record Departures in Electronic System</th>
<th>Record Departures on Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stations and branches via PVS</td>
<td>As available</td>
<td>Locally designed form</td>
</tr>
<tr>
<td>Stations and branches via highway contract route</td>
<td>As available</td>
<td>Form 5398, Transportation Performance Record</td>
</tr>
<tr>
<td>Associate offices via highway contract route</td>
<td>As available</td>
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</tr>
<tr>
<td>Mail / Vehicle Destination</td>
<td>Record Departures in Electronic System</td>
<td>Record Departures on Form</td>
</tr>
<tr>
<td>----------------------------</td>
<td>----------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Processing plants via highway contract route</td>
<td>TIMES (Transportation Information Management and Evaluation System)</td>
<td>Form 5398, <em>Transportation Performance Record</em></td>
</tr>
<tr>
<td>AMF or airport</td>
<td>TIMES</td>
<td>Locally designed form or as required by Area Distribution Network Office</td>
</tr>
<tr>
<td>Bulk mail center via highway contract route</td>
<td>TIMES, vehicle information system</td>
<td>Form 5398, <em>Transportation Performance Record</em>, Form 4460, <em>Vehicle Record/Trip Ticket (card)</em></td>
</tr>
<tr>
<td>Bulk mail center via rail</td>
<td>TIMES, vehicle information system, and/or Rail Management Information System (RMIS), Equipment Inventory Reporting System (EIRS) for mail transport equipment (MTE)</td>
<td>Form 5398, <em>Transportation Performance Record</em>, Form 4460, <em>Vehicle Record/Trip Ticket (card)</em>, Form 5186, <em>Mail Movement Routing Instructions</em> for rail</td>
</tr>
<tr>
<td>Bulk mail center via PVS</td>
<td>TIMES, yard control system</td>
<td>Form 5398, <em>Transportation Performance Record</em>, Form 4460, <em>Vehicle Record/Trip Ticket (card)</em></td>
</tr>
<tr>
<td>Rail Yard or Leased Vehicle Supplier</td>
<td>RMIS for rail vehicles, TIMES, vehicle information system, other as available</td>
<td>Form 5398, <em>Transportation Performance Record</em>, Form 4460, <em>Vehicle Record/Trip Ticket (card)</em>, Form 5201, <em>Mail Van Inspection Report</em>, or locally designed forms, if warranted</td>
</tr>
<tr>
<td>Private mailers</td>
<td>RMIS for rail vehicles, TIMES, vehicle information system, EIRS for MTE, other as available</td>
<td>Form 5398, <em>Transportation Performance Record</em>, Form 5201, <em>Mail Van Inspection Report</em>, After verification, Form 8125, <em>Drop Shipment Clearance Document</em>, or locally designed forms, if warranted</td>
</tr>
</tbody>
</table>

**478.2 Form 5201, Mail Van Inspection**

A Form 5201 completed on departure from a facility may record damage caused to the vehicle while in the possession of the Postal Service. If requested by a driver at departure, complete Form 5201 and provide a copy to the driver. Follow instructions issued by the Area Office Distribution Networks to complete Form 5201. Form 5201 is initiated on vehicle arrival to document preexisting damage. See 477.3 regarding arrivals.

**478.3 Scheduling Extra Trips**

**478.31 Postal Vehicle Service (PVS) Trips**

Extra PVS trips are costly and should not be scheduled unless necessary to prevent delay of mail.
478.32 **Highway Contract Route Trips**

No office may request or schedule extra highway contract route trips unless necessary to prevent serious delay of preferential mail or justified because of mail volume. The following guidelines apply:

a. Each highway contract route extra trip must have Form 5397, *Contract Route Extra Trip Authorization*, completed as certification for payment.

b. The office authorizing the extra trip must issue Form 5397 and complete the appropriate sections.

c. A copy of Form 5397 will be retained for at least one year in the office that issues Form 5429, *Certification of Exceptional Contract Service Performed*. Form 5429 must be retained at least 7 years. Record retention periods are also contained in the *Administrative Support Manual* and Handbook PO-513, *Mail Transportation Procurement Handbook*.

d. Destination offices should be notified of extra trips in advance by telephone or electronic mail, and furnished Form 5397.

e. Destination offices review and complete the appropriate sections of Form 5397 for destination office. If the extra trip ends at the destination office, the destination office distributes copies of the completed Form 5397 as instructed on the form. If the extra trip is operating round-trip, the destination office should dispatch any available volumes on the return leg of the extra trip.

f. Form 5429, *Certification of Exceptional Contract Service Performed*, is completed by the office designated as Administrative Official (AO) for the highway contract route. The AO summarizes Forms 5397 onto Form 5429 at the end of each postal accounting period. The AO distributes copies of Form 5429 as required on the Form, including sending the completed Form 5429 to the postal Accounting Service Center for payment to the highway contract route contractor. Form 5429 must be retained at least 7 years.

478.4 **To Air Facilities**

Extra trips to air facilities are scheduled and documented in accordance with the requirements for the type of surface transportation used. Postal vehicle service trips are scheduled and operated in accordance with PVS requirements. Highway contract trips are scheduled in accordance with 478.32. See 477.3 regarding inspecting vehicles using Form 5201, *Mail Van Inspection*.
479.4 Mail Processing Procedures

Contents

479 Special Mailer Preparation

479.1 General Explanation

Special mailer preparation offers benefits to both cost and efficiency. Mailers who prepare their mail in special ways do so for the following reasons:

a. To qualify for automation rates.

b. To reduce handling within the post office and thus expedite service. Platform employees must recognize specially prepared mail and handle it in a manner that takes advantage of the mailer preparation and expedites its movement through the processing plant to delivery. Some examples of specially prepared mail are cross dock pallets; mail in specialized cartons and containers; trayed, prebarcoded, and carrier route sequenced mail; and ZIP Code sequenced (riffle) mail.

c. To qualify for destination entry discounts under plant-verified drop shipment.

479.2 Cross Dock Pallets

Mailers may prepare pallets with mail all for a certain processing plant or delivery office. These pallets do not need to be broken until they reach the plant or office that processes mail with the specific ZIP Codes identified for the pallet. Cross dock pallets should therefore be moved from the delivery vehicle to the outbound trip intact. As a safeguard, contents on the pallet should be visually checked against the pallet label.

479.3 Specialized Cartons and Containers

Mailers may be provided specialized cartons and containers for loading mail. These cartons and containers are then loaded and unloaded with mechanized equipment, making the loading and unloading process faster. In some cases, mailers may be provided rolling containers for use within the closed loop of the processing plant’s service area and the mailer’s plant. Rolling containers are costly, their use must be monitored, and mailers should not keep them for a prolonged period of time. They should be promptly loaded and returned. An alternative to costly rolling containers is pallet-based cardboard box containers. They may be provided by the mailer or, if appropriate, postal facility. Rolling containers (or pallet-based containers) replace bedloading and expedite the loading and unloading of vehicles. Platform personnel should unload containers and promptly move them to the next operation.

479.4 Trayed Mail

Depending on the degree of makeup and the manner in which postage is paid, platform personnel must develop a system (with the approval of the manager responsible for plant operations) that ensures trayed mail is handled expeditiously. Platform supervisors should utilize any or all of the following tags or labels to assist in the correct routing of trayed mail:
### ZIP Code Sequence (Riffle) Mail

ZIP Code sequence or riffle mail consists of letters and flats that have been customer-sequenced by ZIP Code, state, or otherwise (processing category, outgoing or incoming schemes). Platform personnel should familiarize themselves with mail arriving at the platform to locate, identify, and correctly route riffle mail. A local method of identifying the pallets, containers, trays, or sacks of riffle mail must be established.

### Destination Entry Mail (PVDS-Plant Verified Drop Shipment)

#### General

Plant verified drop shipments (PVDS) are considered freight until such time as they are actually deposited at the destination facility where they will be accepted as mail. Mailers (or their agents) may request specific dates for appointments and unloading of destination entry mail at postal facilities. Mailers must request appointments in advance by using either the drop shipment appointment system (DSAS) or by calling the local drop shipment appointment control center or local drop shipment coordinator (depending on locale, the appropriate drop shipment appointment control center/coordinator may be the one serving the destination entry location, as opposed to serving the mailer plant origin). Conditions for unloading product from the mailer’s or mailer’s agent’s vehicle are that the load must be in good condition, clearly identified, all mail properly prepared, and all official forms and paperwork present and properly completed. Some general provisions follow. For specific procedures, see separately published guidelines for drop shipment mail.

#### Prior Authorization

Prior clearance is required before accepting drop shipment mail. An appointment or reservation is generally needed, and electronic authorization or specific clearance documents must be presented along with mail being deposited. Prior to being issued a PVDS authorization the mailer must have either an existing USPS detached mail unit (usually established with a plant load authorization), or a postage payment agreement, specifying how PVDS postage is to be verified. Form 8125, *Drop Shipment Clearance Document*, is

<table>
<thead>
<tr>
<th>Label/Tag</th>
<th>Used for</th>
</tr>
</thead>
<tbody>
<tr>
<td>LABEL 204</td>
<td>First-Class Presorted — All for ZIP Code on Face</td>
</tr>
<tr>
<td>LABEL 205</td>
<td>First-Class Presorted — All for First 3 Digits of ZIP Code</td>
</tr>
<tr>
<td>LABEL 207</td>
<td>OCR Machine Readable</td>
</tr>
<tr>
<td>TAG 13</td>
<td>Mailer Prepared Scheduled Mail</td>
</tr>
<tr>
<td>TAG 23</td>
<td>Presorted First-Class Sack, Green</td>
</tr>
<tr>
<td>TAG 24</td>
<td>Presorted First-Class Sack, 5-Digit</td>
</tr>
<tr>
<td>TAG 25</td>
<td>Presorted First-Class Sack, 3-Digit</td>
</tr>
<tr>
<td>TAG 57</td>
<td>Political Campaign Mailing</td>
</tr>
<tr>
<td>TAG 122</td>
<td>Carrier Presorted Mail</td>
</tr>
</tbody>
</table>
required to accompany each shipment and be presented to the Postal Service with mail being deposited.

479.63 **Plant-Verified Drop Shipment Seal**

The mailer's vehicle may be sealed with the blue plastic seal used specifically for drop shipments. If a seal is present, the employee breaking the seal must verify the number against the seal number recorded on accompanying documents. If the seal number disagrees with the number on Form 8125, *Drop Shipment Clearance Document*, contact the mail acceptance office.

479.7 **Staging for Scheduled Delivery**

Mailers of nonpreferential Periodicals and Standard Mail (A) may request specific delivery dates for their mail, provided that they furnish the mail to post offices sufficiently in advance of the scheduled delivery date. General delivery commitments are dependent upon level of presort and place of deposit as described in 458. The requested delivery date should be no earlier than normal service commitments would indicate.

### 48 Safety

481 **General**

Safety is a major concern in all elements of mail processing. Managers are responsible for ensuring that safety programs are aggressive, continually updated, and involve both management and employees.

482 **Work Areas**

Work area supervisors are directly responsible for safety in their area of operation and for the safety of personnel under their supervision. Supervisors must be constantly on the alert for conditions that may jeopardize the safety and health of the work environment and must take immediate steps to correct any unsafe procedure or condition.

483 **Fire Hazards**

Good housekeeping practices must be continually observed so that unsafe conditions or fire hazards do not develop.

484 **Training**

Supervisors are responsible for conducting safety and health training programs. Safety personnel monitor the training programs and provide technical assistance, including distributing safety materials and demonstrating safety methods and equipment. Supervisors are also responsible for continued on-the-job training through weekly safety talks to all personnel and through daily contact, as appropriate.
Congressional and Political Campaign Mail

Congressional Mail

General

Basic Information
See DMM E050 for basic information on mail sent under the congressional frank.

Identification
Franked mail is identified by the facsimile signature of the member of Congress in the upper right corner of the envelope or franked label, followed by “M.C.” standing for member of Congress, or “U.S.S.” for U.S. Senate.

Postage Payment
Postage for franked mail is paid in lump sums by the U.S. Treasury to the Postal Service. Franked mail, therefore, must not be returned for collection of postage. Franked mail sent from Washington, DC, is counted and reported by the House of Representatives and Senate with the Washington, DC, Post Office and the Post Office Accounting Office at USPS Headquarters. Procedures for accounting for franked mailings entered outside Washington, DC, are found in 491.5.

General Types of Mailings
Mailings under the congressional frank include both individual piece mailings sent by First-Class Mail and mass mailings. Mass mailings may be sent as First-Class Mail or bulk-rate Standard Mail (A). All franked mail is treated and handled according to the class of mail and special service indicated on the outside of the mailpiece.

Bulk Rate Mailings
Bulk Standard Mail (A) franked mailings consist of newsletters, meeting notices, and other printed matter. The mailpieces may bear individual names and addresses or simplified addresses. While individual pieces are rated as bulk Standard Mail (A), the overall mailing may be sent by Priority Mail or Express Mail drop shipment.

Simplified Address
General
Simplified address congressional mailings are a common form of congressional mass mailing that have unique characteristics and requirements. As such, detailed instructions are provided in the following sections on the features and handling of this type of mailing.

See DMM A040.4.0 for the regulations concerning simplified address mailings under the congressional frank.
491.162 Definition
Simplified address congressional mailings are prepared without individual
names and addresses for general distribution to delivery customers within a
congressional district or a state.

491.163 Distribution
Distribution of simplified address congressional mailings is as follows:
   a. Complete distribution may be made to all carrier route, post office box,
      and general delivery customers within a ZIP Code.
   b. Selective distribution may be made to specified city, rural, and highway
      contract routes; post office box sections; or general deliveries.
   c. Selective distribution may be made within city, rural, and highway
      contract routes when a route is split between congressional districts.
   d. Selective distribution may be made to either residential or business
      deliveries within city routes.

491.164 Simplified Address Format
Simplified address congressional mailings are addressed “Postal
Customer — Local” or “Postal Patron — Local” on the first line, with
the congressional district identified in the second line and the state in the third
line for a U.S. Representative, or with only the state identified in the second
line for a U.S. Senator. The simplified address bulk Standard Mail (A)
mailings are endorsed “Bulk Rate” or “Blk. Rt.” either directly below or to the
left of the frank. As these pieces are sent at the Enhanced Carrier Route
Walk-Sequence Saturation rate, they are also marked “ECRWSS” in this
same area or directly above the simplified address.

491.2 Handling of Mass Congressional Mailings
491.21 Preparation and Deposit
491.211 Packaging
The packaging of mass congressional mailings varies as follows:
   a. Individually addressed First-Class Mail and Standard Mail (A) mailings
      are presorted, labeled, and packaged in trays or No. 3 gray sacks
      according to Postal Service requirements.
   b. Simplified address congressional mailings are presorted, labeled, and
      packaged in trays or No. 3 gray sacks according to Postal Service
      requirements.
   c. The packages bear facing slips addressed to the destination office. The
      facing slips generally are prepared in the following format:

      Destination City, State, ZIP Code
      STD (A) LTRS Carrier Route #
      Origin City, State, ZIP Code
      ECRWSS
      POSTAL CUSTOMER
      CONGRESSIONAL DISTRICT #
      # PIECES
Note: The facing slip reads “POSTAL CUSTOMER” if the mail is for delivery to all customers; “RESIDENTIAL STOPS ONLY” or “RESIDENTIAL CUSTOMERS ONLY” if the mail is meant to be delivered to residential customers only; “BUSINESS STOPS ONLY” or “BUSINESS CUSTOMERS ONLY” if the mail is for business customers only.

d. PS Tag 11, Congressional Mail, “Postmaster — Open and Distribute” is used on all sacks or trays of congressional mail. This tag helps identify the franked congressional mailing as it moves through the mailstream.

491.212 Pouches
Bulk Standard Mail (A) congressional mass mailings may be sent by Priority Mail or Express Mail drop shipment and are pouched and labeled accordingly.

491.213 Deposit
Most bulk congressional mailings are sent from Washington, DC. Members of Congress may, however, dispatch these mailings from post offices other than Washington, DC. See 491.51 for procedures for local deposit of franked bulk Standard Mail (A) mailings.

491.22 Processing and Delivery

491.221 Responsibilities
Responsibilities for processing and delivery of congressional franked mailings are as follows:

a. Managers, Customer Service Support, at Customer Service and Sales districts, are responsible for appointing a congressional mailings coordinator to serve, when necessary, as a liaison with plants, delivery units, congressional offices, and Legislative Affairs, USPS Headquarters, to resolve any problems with these mailings. The Manager, Customer Service Support, must notify plants, post offices, and Legislative Affairs of the individual assigned the congressional mailings coordinator role.

b. Congressional mailings coordinators are responsible for coordinating with plants, delivery units, congressional offices, and Legislative Affairs as necessary on matters related to congressional mailings.

c. Plant managers are responsible for proper processing of franked congressional mailings.

d. Postmasters and their subordinate unit managers at destination post offices are responsible for proper delivery of franked congressional mailings.

491.222 Opening at Delivery Unit
All sacks and trays identified as congressional mail must be opened at the delivery unit to determine the contents and class of mail. The contents must be examined to ensure that there are no apparent problems with the mailing, such as delayed time-value pieces, shortages, etc. See 491.224 and 491.226, respectively, for instructions regarding delays and excess or insufficient quantities.
491.223 **Selective Delivery**

On city routes, if the facing slip for carrier route presorted, simplified address mailings specifies either “Residential Stops Only” or “Residential Customers Only” or “Business Stops Only” or “Business Customers Only”, carriers must deliver the mail to those points only. Where a carrier route is split between congressional districts, supervisors must instruct carriers and substitutes concerning the boundary between the congressional districts. To determine the boundaries, supervisors should refer to U.S. Census Bureau congressional district maps and other information used for collection of *Congressional District Deliveries Report* data (see 491.4). When simplified address congressional mailings are received on routes split between congressional districts, the carriers must take care to deliver them to the proper points. District Address Management System managers can assist in answering congressional district boundary questions.

491.224 **Delays**

Managers must give immediate attention to any delayed, time-value congressional mailings, such as town meeting notices. Plants or delivery units must notify the district congressional mailings coordinator of the delayed mailings. The district congressional mailings coordinator must notify the appropriate Legislative Affairs representative, USPS Headquarters. The name and number of the Legislative Affairs representative can be obtained by calling the office of the vice president, Legislative Affairs, USPS Headquarters, at 202-268-2505. Records must be kept as indicated in 491.3.

491.225 **Bulk Drop Delivery**

Simplified address congressional mailings are prepared to include enough pieces for customers at bulk drop points. Carriers delivering to bulk drop points must leave enough pieces for the individual customers at these points. If the facing slip for the packages of mail for carrier routes serving these bulk drop customers specifies residential or business customers only, carriers must leave only enough pieces for such customers. If there are not sufficient pieces received to cover bulk drop customers, carriers must inform their supervisors, who then must initiate actions as described in 491.226.

491.226 **Excess and Insufficient Quantity**

The following procedures should be followed if a delivery unit receives an incorrect number of pieces of a simplified address congressional mailing:

a. Carriers and clerks must notify the supervisor of the number of excess pieces or shortage of pieces needed for coverage on each route.

b. In the case of excess pieces, carriers or clerks must not deliver more than one piece to the same addressee. However, a sufficient number of pieces must be left for individual customers at bulk drop points. See 491.225 for procedures governing delivery to bulk drop points.

c. In the case of shortage, carriers or clerks must make all possible deliveries until the supply is exhausted, noting where delivery ended.

d. The supervisor will transfer excess pieces, as available within the office, to routes that receive an insufficient number of pieces.
491.3 **Recordkeeping**

491.31 **Postmasters or Subordinate Unit Managers**

Postmasters or subordinate unit managers must keep records of any congressional mailings received at their offices, with particular attention to those received too late for timely delivery. These records must be kept for 6 months and must contain the following information:

- a. Name of member of Congress.
- b. Description/sample of mailpiece.
- c. Number of pieces by carrier route and box section.
- d. Requested date of delivery, if applicable.
- e. Date and time received for delivery.
- f. Date delivered.
- g. Other actions taken.
491.32 **Congressional Mailings Coordinator**

When contacted with problems, congressional mailings coordinators must keep records. These records must be kept for 6 months and must contain the following information:

a. Delivery unit and manager requesting assistance and date of request.
b. Name of member of Congress.
c. Description of situation or problem.
d. Description/sample of mailpiece.
e. Name of Headquarters Legislative Affairs representative contacted, if applicable, and date of contact.
f. Name of congressional staff member contacted, if applicable, and date of contact.
g. Other actions taken.

491.4 **Congressional District Deliveries Report**

491.41 **Delivery Statistics**

The Postal Service provides delivery statistics to members of Congress to allow them to prepare Enhanced Carrier Route Standard Mail using a simplified address. This data is provided through the *Congressional District Deliveries Report*. The *Congressional District Deliveries Report* provides carrier route, post office box, and general delivery information by 5-digit ZIP Codes within congressional districts.

491.42 **Database Responsibility**

Compiling and maintaining the *Congressional District Deliveries Report* database is the responsibility of the address management function within the Customer Service and Sales districts.

491.43 **Congressional District Maps**

Headquarters Address Management will provide current copies of applicable U.S. Census Bureau congressional district maps and other information to the address management offices within Customer Service and Sales districts. Also, the district address management office will, if necessary, obtain additional information from local election boards or other sources. This is done as needed and follows redistricting as a result of the decennial census or by legislative or judicial action. The address management offices within Customer Service and Sales districts must then enter the data for their post offices, stations, and branches into their address management system database.

491.44 **Delivery Statistics Accuracy**

491.441 **Up-to-Date Information**

All unit managers must provide their respective address management office with up-to-date carrier route, post office box, and general delivery statistics by congressional district. All personnel involved in establishing the congressional district delivery information within the address management
system database must ensure the accuracy of this data. They must pay particular attention to accurate assignment of route data within congressional districts. Some offices may serve more than one congressional district and must list routes appropriately under the correct congressional district. Routes may be split among congressional districts, and the precise number of deliveries in each congressional district must be provided. Post office box figures will be listed in the congressional district in which the facility is located.

491.442 Database Changes
If inaccuracies in the database become apparent, the district address management offices must immediately make the necessary database corrections.

491.5 Accounting for Franked Mail Entered at Post Offices Outside Washington, DC

491.51 Mass Mailings
Members of Congress occasionally enter mass mailings at local post offices outside Washington, DC. Members or their vendors must submit a Form 3615, Mailing Permit Application and Customer Profile, to the entry post office when the first franked bulk mailing is made there. The proper postage statements are also required for all such mailings entered locally. For billing purposes, forward these postage statements to the Official Mail Accounting System (OMAS) coordinator at the Customer Service and Sales district.

491.52 Individual Piece Mailings

491.521 General
Members of Congress make daily individual piece mailings from their district and state offices. The U.S. House of Representatives maintains its own system for accounting for individual piece franked mail entered by the members' district offices. The Postal Service accepts this method for billing the House of Representatives for this mail. The Postal Service operates a separate sampling system as the method for billing the U.S. Senate for individual piece mailings entered outside Washington, DC. The rest of this section describes this method.

491.522 Senate Billing
The method for U.S. Senate billing is as follows:

a. Post offices regularly serving the state offices of U.S. Senators must record all applicable information on Form 103, Franked Mail — Outside Washington Subsystem, as described in Notice 4, Sampling Instructions for Form 103, Franked Mail — Outside Washington Subsystem.

b. Statistical Data Collection Management, USPS Headquarters; rates and classification service centers; and districts administer the field data collection function as described in Notice 4-A, Administrative Procedures for Form 103, Franked Mail — Outside Washington Subsystem.
Mail Processing Procedures

491.523 **Mail Not Reported**

Do not report on Form 103 any franked mail entered by an authorized contractor or endorsed “Presorted First-Class” or “Bulk Rate” (or “Blk. Rt.”). The proper postage statements are required for such mailings that are entered at the reporting post office by representatives of the authorized user of the frank. For billing purposes, forward the postage statements to the OMAS coordinator at the district. Post offices must not report data for mail in the following categories on either Form 103 or the postage statement:

a. Bulk Standard Mail (A) and other franked mail sent in orange pouches from Washington, DC, under 491.7. The Washington, DC, Post Office counts and reports this mail.

b. The value of special service fees paid on franked envelopes by affixed postage.

c. Volume and revenue for postage and fees paid (penalty mail) matter sent by executive and judicial agencies and departments of the federal government.

491.524 **Post Offices Reporting in Subsystem**

Post offices regularly serving U.S. Senators’ state offices must forward Form 103 to their Customer Service and Sales districts no later than 1 workday after the test is completed. These post offices must submit negative reports on Form 103 even when no reportable items are received on the scheduled test dates.

491.525 **Post Offices Not Reporting in Subsystem**

Post offices not regularly serving a U.S. Senator’s state office do not report in this subsystem. If such post offices begin to receive Senate franked mail, they must contact their district to determine whether they should be included in this subsystem.

491.526 **Procedures for Handling Mail**

The procedures for handling U.S. Senate mail are as follows:

a. The local postmaster and the U.S. Senate office agree on the method for presenting franked mail if properly pouched and labeled. Mail can be deposited in a designated collection box or at a post office. Mail can be provided daily collection service. In such case, collection should be scheduled as late as possible for the needs of the U.S. Senate office.

b. Post offices serving a U.S. Senator’s state office must provide the office with orange pouches and outgoing pouch labels. The first visible line of the label must identify the facility with the designated functional unit responsible for sampling the mail. The second (contents) line must read “Congress — Data Collect Unit.” The third line must include the U.S. Senator’s last name and state office ZIP Code. If space permits, the city name and state abbreviation of the U.S. Senator’s office may be included.

c. Postmasters must ensure that the mail pouches are promptly delivered daily to the designated data collection unit responsible for sampling the mail. Pouches not sampled must be processed immediately. Window clerks must advise the designated data collection unit daily of the
number of mailpieces submitted with nonprepaid special services, identifying the U.S. Senator and Senator’s office ZIP Code. The number of mailpieces for each special service must be identified. Postage-due units must be checked for any returned or short-paid mail.

d. For valid statistical revenue estimates, U.S. Senators’ state offices should not be aware of scheduled test dates.

491.527 Notification of Problems
Advise Legislative Affairs, Headquarters, of any problem in serving a U.S. Senator’s state office.

491.528 Detention of Mail
Except in situations involving mail security (see ASM 274), franked mail must not be detained, even though there may be indications of abuse of franked mailing privileges. The mail must be promptly dispatched and delivered to the addressee. Report any indications of abuses to the rates and classification service center (RCSC). The RCSC must refer cases of abuse to the proper agency for investigation and action.

491.6 Handling Address Correction Requested/Return Postage Guaranteed Mail

491.61 General
When making individual piece mailings, members of Congress may request services for undeliverable-as-addressed mail, such as Address Correction Requested and Return Postage Guaranteed. In handling mail with these endorsements, employees must follow DMM F030 as well as this instruction.

491.62 Proper Address Correction Placement
Members of Congress use mechanical or automated equipment to update their mailing lists. Markings or endorsements that deface the original address prevent the return mail from being machine read. Consequently, the mailpiece must be processed manually at a high cost, or it may not be processed at all. Therefore, supervisors must ensure that all clerks, carriers, and other employees involved in handling Address Correction Requested mail do not mark on, strike through, or place a handstamp or forwarding label on the old address. All forwarding labels must be placed to the right and slightly below the original address. Other markings, endorsements, and stamps also must be placed to the right of the address block.

491.63 Return of Address Correction Requested/Return Postage Guaranteed Mail
Undeliverable-as-addressed franked mail bearing a Washington, DC, return address and endorsed to guarantee return postage or address correction service must be sent to:

MANAGER DISTRIBUTION OPERATIONS
WASHINGTON DC P&DC
900 BRENTWOOD RD NE
WASHINGTON DC 20066-9702
Mail Processing Procedures

Such mail must not be returned to the individual member of Congress responsible for the mailing.

491.7 **Orange Bag Service — Expedited Congressional Mail**

491.71 **General**

Orange bag service is an expedited mail service from members’ Washington, DC, offices to either postal installations or the members’ district or state offices. Orange bag service pouches bypass the outgoing primary processing operation at the Washington, DC, Post Office. Orange bag service is designed to provide overnight delivery of pouches addressed to a postal installation, if the pouches are available for collection from the House of Representatives and Senate post offices by 2:00 p.m. Every effort is also made to provide overnight delivery of pouches addressed to members’ district or state offices, if they are available for collection from the House of Representatives and Senate post offices by 2:00 p.m. Orange bag service pouches collected at 5:00 p.m. from the House of Representatives and Senate post offices are to receive second-day delivery.

491.72 **Types of Pouches**

The two types of orange bag service pouches are as follows:

a. Orange bag service pouches addressed to postal installations. They contain franked First-Class Mail addressed to constituents and are intended to be opened and distributed. Congressional offices will attach PS Tag 11, *Congressional Mail*, to the pouch reading “Congressional Mail — Postmaster Open and Distribute.” The congressional offices will also attach an appropriate air contract transportation (ACT) tag and label showing the appropriate destination processing facility.

b. Orange bag service pouches addressed to the members’ district or state offices. These contain congressional mail going to the members’ district or state offices only and are to be delivered to the congressional offices unopened. Members of the House of Representatives use their own plastic orange bags with the words “US HOUSE OF REPRESENTATIVES — PRIORITY MAIL — OFFICIAL USE ONLY” printed on them for firm direct purposes. The congressional offices will attach a PS Tag 11-A, *Congressional Mail*, to the pouch reading “Congressional Mail — Do Not Open — All for Firm on Pouch Label.” The congressional offices will also attach an appropriate ACT tag and a destination label reading as follows: city, state, ZIP Code on the first line; street address on the second line; and name of member of Congress on the third line.

Some congressional offices will place the date and time of dispatch on the back of the destination label in an attempt to monitor the orange bag service performance.
Material Used for Expedited Dispatch

The following material is required for the expedited orange bag service and can be obtained from the House of Representatives or Senate postal operations offices:

a. No. 2 orange pouches and plastic House of Representatives orange pouches.

b. Labels that identify the destination processing facility or post office, as appropriate for each type of pouch discussed in 491.72a and 491.72b.

c. Congressional mail PS Tag 11, Congressional Mail, and PS Tag 11-A, Congressional Mail, which are attached to the pouches to ensure proper handling as described in 491.72a and 491.72b.

d. Metal or plastic pouch seals, designed to lock the hasp over the metal staple on the pouch, ensuring that the pouch reaches its destination unopened.

e. Air contract transportation plastic cards and tags containing barcoded origin and destination information for billing and routing purposes.

Procedures

Congressional Offices

Congressional offices have the following responsibilities in preparing congressional mail:

a. Insert the destination label into the label holder on the orange pouch.

b. Make up individual letters, facing the same way, into mail bundles secured with rubber bands to prevent loose letters in the orange bag service pouch.

c. Distribute mail to the proper pouches. Pouches must not weigh more than 70 pounds.

d. Close and seal the pouches.

e. Ensure that the pouches reach the designated collection point before the scheduled Postal Service pickup.

Postal Service

The Postal Service has the following responsibilities for congressional mail:

a. Create the appropriate pouch labeling for all orange bag service destinations, based on Postal Service transportation and distribution networks.

b. Provide necessary training and instructions for mail makeup and pouch labeling.

c. Furnish all needed pouches, labels, tags, rubber bands, and other supplies.

d. Make scheduled collections of the pouches.

e. Dispatch the pouches to the required destinations on the next available transportation to meet service requirements.

f. Process and deliver these pouches in an expedited manner.
Political Campaign Mail

Introduction

General

The American electorate votes on numerous political offices and issues. Citizens cast ballots every 4 years for president, every 2 years for one-third of the U.S. senators and all members of the House of Representatives, and at varying frequencies for governorships and other state, county, and local offices and referenda measures. During the period preceding local, state, and national primaries, special elections, and general elections, the Postal Service accepts and delivers many political campaign mailings, frequently in large quantities. These mailings are made up by individual candidates and their campaign organizations, as well as by local, state, and national committees of political parties.

Postal Service Responsibility

The Postal Service is responsible for providing information to assist in the knowledgeable preparation and deposit of political campaign mailings, as well as for the proper acceptance, processing, delivery, and recording of these mailings.

Nonprofit Standard Mail Rates

Section 3626(e) of Title 39, U.S. Code, as enacted by Public Law 95-593, permits bulk Standard Mail (A) matter to be mailed by a “qualified political committee” at the Nonprofit Standard Mail rates prescribed for qualified nonprofit organizations (see DMM E670). Also see 492.23 for a definition of “qualified political committee” and 492.73 for the rules on what mail may be sent at the Nonprofit Standard Mail rates by qualified political committees.

Definitions

Political Campaign Mailings

Any material accepted for mailing at First-Class or Standard Mail (A) postage rates that is mailed for political campaign purposes by a registered political candidate, campaign committee, or committee of a political party is classified as a political campaign mailing. This type of mailing normally uses the address of a candidate’s campaign committee or the committee of a political party as the return address. Do not confuse political campaign mailings with official mailings by members of Congress under congressional franking privileges. See 491 for a discussion of congressional mail.

Registered Political Candidate or Party

An individual or organization recognized as such by the appropriate governmental election control authority is considered to be a registered political candidate or party.
492.23 **Qualified Political Committee**

Section 3626(e)(2) of Title 39, U.S.C., defines a qualified political committee for the purpose of eligibility for Nonprofit Standard Mail rates as follows:

a. The term *qualified political committee* means:
   1. A national committee of a political party.
   2. A state committee of a political party.
   3. The Democratic Congressional Campaign Committee.
   4. The Democratic Senatorial Campaign Committee.
   5. The National Republican Congressional Committee.
   6. The National Republican Senatorial Committee.

b. The term *national committee* means the organization that, by virtue of the bylaws of a political party, is responsible for the day-to-day operation of that political party at the national level.

c. The term *state committee* means the organization that, by virtue of the bylaws of a political party, is responsible for the day-to-day operation of that political party at the state level.

492.3 **Premailing Assistance**

492.31 **General**

Experience has shown that there will be no cause for criticism if all mailers of political campaign material are fully informed of postal requirements for prompt delivery and are assured of proper and equal handling of their mailings.

492.32 **Responsibilities**

Managers, Customer Service Support, Customer Service and Sales districts, or their designees, are responsible for ensuring proper premailing assistance to all committees of political parties, candidates for political office, and/or the candidates’ campaign committees within their jurisdictions. Individuals designated by managers, Customer Service Support, as directly responsible for contacting the committees of political parties, political candidates, and campaign organizations must follow the requirements in 492.36.

492.33 **Identification of Candidates**

Managers, Customer Service Support, Customer Service and Sales districts, or their designees, must identify all candidates for election to political office who will be campaigning within their district’s jurisdiction, as follows:


b. *Congressional Candidates*. Identify all candidates for election to the Senate and House of Representatives and their principal campaign offices and notify appropriate Postal Service personnel for necessary follow-up.
c.  *State Candidates.* In statewide elections, identify gubernatorial and other candidates and their principal campaign offices and notify appropriate Postal Service personnel for necessary follow-up.

d.  *Local Candidates.* Coordinate efforts with postmasters to identify all candidates and/or campaign organizations in those areas holding local elections for county, city, township, borough, parish, and other local offices, and ensure necessary follow-up.

### 492.34 Political Campaign Information Sources

State and local boards of election and offices of secretaries of state and county clerks generally can provide information on the names and headquarters of committees of political parties, candidates for federal, state, and local offices, and their campaign organizations.

### 492.35 Equal Assistance

Equal assistance must be provided to all committees of political parties, candidates, and candidates’ campaign committees, including those that do not represent major parties.

### 492.36 Premailing Contact Requirements

Make contact with the committees of political parties, candidates, and the candidates’ campaign organizations at the earliest opportunity to provide information on mail preparation requirements, mail handling procedures, and other matters discussed in 492.37. On-site assistance can be helpful, particularly with campaign volunteers, to identify problems in mail preparation and sack or tray labeling before deposit of the mailings. Emphasize the need to deposit the mailings at the earliest possible date before election day, particularly to candidates or organizations planning to avail themselves of the destination bulk mail center drop shipment rates. Keep records of all contacts, including a general summary statement covering the information provided to the candidates and campaign organizations.

### 492.37 Mail Preparation and Handling Information

At a minimum, provide committees of political parties, candidates, and the candidates’ campaign organizations with information on the following:

a. Rates, including automation and destination entry drop shipment rates, and fees.

b. Mailing permits and authorizations. See applicable sections of the DMM for instructions on obtaining permits and authorizations for mailing at various rates. National and state political committees may be given instructions on filing for Nonprofit Standard Mail rates as a qualified political committee, as found in DMM E670. Instructions on obtaining authorization to mail at the Nonprofit Standard Mail rates at additional offices are also found in DMM E670.

c. Restrictions on what may be mailed at the Nonprofit Standard Mail rates for state and national political committees (see 492.73). See also 5-4, Political Committee Mailings, in Publication 417.
d. Preparation, makeup, and handling of mailings, including an explanation of endorsements, such as “Return Postage Guaranteed” and “Address Correction Requested,” and address information products and services.

e. Availability and use of mailing supplies and equipment.

Note: PS Tag 57, Political Campaign Mailing, identifies campaign mailings during processing and distribution. PS Tag 57 is available from the material distribution centers and is reusable. If mail is trayed and strapped, mailers should affix PS Tag 57 to the strap on the end of the tray near the tray label with a wire twist tie. If local postal instructions permit trays to be tendered without strapping, then PS Tag 57 should be affixed to the tray with a rubber band double looped through the handhold of the tray on the end near the tray label. Care should be taken to remove the tags from the trays after the campaign mail has been processed.

f. Business reply mail.

g. Disposition of undeliverable pieces.

h. Time frames for depositing mailings.

492.4 Processing and Delivery

492.41 General

All managers involved in processing and delivering political campaign mailings must ensure that each mailing is handled promptly and with equal care and attention.

492.42 Late Deposit

Inform mailers attempting to deposit political campaign mailings that may be too late for delivery by the election date under USPS service objectives of the potential for late delivery.

492.43 Reports of Delays

Give immediate attention to any reported delay in processing or delivering political campaign mailings and fully document inquiries made and subsequent action taken (see 492.53).

492.5 Recordkeeping

492.51 General

Detailed records provide the basis for a documented and factual explanation of any complaints alleging improper handling of political campaign mailings. Maintain premailing assistance and processing and delivery records for a period of 6 months.

492.52 Premailing Assistance Records

Individuals designated to provide premailing assistance to committees of political parties, candidates, and the candidates’ campaign organizations
must keep records of all contacts, including a summary statement concerning
the information provided to such mailers.

492.53 **Processing and Delivery Records**
Managers, Business Mail Entry, and postmasters must keep documented
records of all political campaign mailings that are deposited or received at
their offices, with particular attention to those deposited or received too late
for timely delivery. At a minimum, these documented records must include the
following:

a. The name of the mailer.
b. A sample, photocopy, or description of the mailing.
c. The date and time the mailing was received for dispatch or delivery.
d. The election day deadline and, if applicable, the date of requested
delivery.
e. If applicable, the approximate number of pieces not delivered before
the election day deadline and/or the date of requested delivery and the
reasons why delivery was not timely.
f. The approximate volume of any bulk Standard Mail (A) consigned to
waste upon instruction by the mailer.

492.6 **Answering Requests for Information**

492.61 **General**
Answer requests for information concerning political campaign mailings as
provided in regulations implementing the Freedom of Information Act (see
ASM 352). Do not compile information not regularly compiled for Postal
Service use to respond to requests.

492.62 **Chief Field Counsel Assistance**
If uncertain regarding the disclosure of information concerning political
campaign mailings, consult the Chief Field Counsel.

492.63 **Questionable Requests**
Promptly report to the Postal Inspection Service any questionable attempts to
obtain information concerning political campaign mailings not properly subject
to disclosure.

492.7 **Revenue Protection**

492.71 **Nonprofit Standard Mail Rates**
Qualified political committees may mail at the Nonprofit Standard Mail rates
of postage. See 492.23 for definitions of qualified political committees. See
also DMM E670 for general information on eligibility for these rates.

492.72 **Mailings Ineligible for Nonprofit Standard Mail Rates**
Individual candidates and their campaign committees do not qualify to mail at
the Nonprofit Standard Mail rates. Also, qualified political committees may
mail only their own matter at these rates. Qualified political committees may not make cooperative mailings at the nonprofit rates involving matter on behalf of, or produced for, individual candidates or political organizations that do not qualify for Nonprofit Standard Mail rates. Such cooperative mailings must be paid at the applicable Regular or Enhanced Carrier Route Standard Mail rates. See Form 3602-N, Postage Statement – Standard Mail (A) (Nonprofit Only) – Permit Imprint, Form 3602-PN, Postage Statement – Standard Mail (A) (Nonprofit Only) – Meter or Precanceled Postage Affixed, and Form 3602-PNV, Plant-Verified Drop Shipment (PVDS) Consolidated Postage Statement for Standard Mail (A) (Nonprofit: Meter or Precanceled Postage Affixed), for the certifications required of Nonprofit Standard Mail mailers. Also see 5-4, Political Committee Mailings, in Publication 417.

**Application of the Cooperative Mail Rules**

**492.731 General**

Qualified political committees are subject to the cooperative mailing requirements. However, unlike cases involving cooperative mailings between an authorized nonprofit organization and a commercial organization, there is often an ongoing relationship between the qualified political committee and the committee’s candidate. A political candidate may be connected to the authorized political committee mailer by being a member of and/or financial contributor to the political party represented by the committee. The committee is, of course, interested in promoting, encouraging, and supporting the candidate’s election. Postal laws and regulations do not prohibit the candidate from contributing to the committee or the committee from supporting the candidate. The concern under postal laws and regulations is whether the political candidate’s financial contribution to the authorized political committee is in return for the mailing or mailings that support the candidate.

**Example — Proper use of contributed funds**

Politician A is a member of the qualified political committee. The qualified political committee plans to include in a mailpiece information supporting politician A’s candidacy for office and has asked the candidate for a biographical sketch. The candidate provides the information and makes a contribution to the qualified political committee. The qualified political committee will retain authority to accept or reject information provided by the candidate, and the contribution by the candidate is not a contribution to pay for the mailing. This is not considered to be a cooperative mailing since the qualified political committee retained discretion over the decision to mail and the contents of the mailing.

**492.732 Maintaining Committee Control**

The following rules must be followed to ensure that the authorized political committee maintains control:

a. **Mailings.** An authorized political committee may mail election-related materials, including but not limited to candidate endorsements and sample ballots, at the Nonprofit Standard Mail rates if the materials are exclusively those of the authorized political committee. An authorized political committee may make political mailings in support of its
candidates, provided that no monies contributed by the candidate to the qualified committee shall be specifically earmarked for use in making the political mailing or in return for the political mailing.

Example — Committee discretion retained

Politician B, a candidate for a statewide political office, mails a check to authorized political committee C, the state committee for his party. Politician B encloses a note with the check that says: “This check is for my pro rata share of a sample ballot.” Committee C has mailed a sample ballot to state residents for the past five elections. However, committee C makes the decision on whether to send sample ballots on an election-by-election basis. Committee C has not had any discussions with politician B on this subject, nor has it reached an understanding with politician B that sample ballots will be produced and mailed. Committee C deposits politician B’s check into its general fund to be used for committee expenses. Committee C will not return the check even if it decides not to mail sample ballots. Committee C later decides to mail sample ballots for the election in which politician B is a candidate. Notwithstanding politician B’s contribution, this is not considered to be a cooperative mailing because committee C retained discretion whether or not to mail the sample ballots.

b. Contributions. A candidate may make or solicit contributions to a qualified political committee, provided that the committee retains absolute discretion over how the funds are spent. If the candidate or other nonqualified entity pays the preparation, printing, or postage costs for the mailing in return for the qualified political committee’s agreement to make the mailing, that mail matter is not eligible for the Nonprofit Standard Mail rates.

c. Mailing Support. A political candidate may provide suggested copy, pictures, biographical information, or similar assistance requested by a qualified political committee that is preparing a mailing in support of the candidate. The qualified political committee may also ask a candidate to review a proposed mailpiece for accuracy. However, the qualified political committee must have final authority over the decision to mail the political matter and the contents of that matter.

Example — Improper candidate funding

Authorized political committee D announces the creation of a “Candidate’s Coordinated Mailing Fund.” Contributions to the fund will be used exclusively for mailings supporting candidates. Candidates E, F, G, and H contribute to the fund, and committee D makes a multicandidate endorsement for candidates E, F, G, H, and I. This would be considered a cooperative mailing. It would not be a cooperative mailing if (a) the fund created is not announced as one that will be used exclusively for mailings, and (b) committee D retained absolute discretion about whether to make the mailings at all.

Endorsements on Mail

Mailings by qualified political committees often bear endorsements such as “Paid for by [committee] and authorized by [candidate].” These endorsements are often required by federal or state law. The presence of these endorsements alone does not disqualify the mailing from being sent at the
Nonprofit Standard Mail rates. The presence of factors discussed in the preceding sections of this chapter is required to find the mailing ineligible for the special rates.

492.74 Identification

The name and return address of the qualifying organization must appear either on the outside of the mailpiece or in a prominent location on the material being mailed at the Nonprofit Standard Mail rates.
5 Mail Transportation

51 Introduction

511 Objectives
The objectives of mail transportation policy are to collect, transport, and deliver mail expeditiously and to meet or exceed the service and quality standards established by the Postal Service. Two conditions follow from this policy:

a. When selecting transportation modes, efficient delivery of the mail is given priority.

b. Whenever feasible, containerization and other modern methods of transporting mail are used.

512 Responsibilities

512.1 Headquarters

512.11 Operations Support Department
The vice president, Operations Support, directs and establishes national policies and programs to meet Postal Service transportation needs.

512.12 Logistics

512.121 Manager
The manager, Logistics, has the following responsibilities:

a. Implement Postal Service transportation policies.

b. Develop and monitor transportation programs.

c. Define contract requirements for air and rail transportation and international water transportation.

512.122 Managers of Distribution Networks
Distribution Networks establish and manage transportation systems in their assigned geographical area to meet the daily requirements for effective and reliable movement of mail. Managers, Distribution Networks, report directly to...
the manager of Operations Support in each of the 10 areas. Each Distribution Networks has the following responsibilities:

a. Direct the application of Postal Service transportation policy.

b. Develop and monitor transportation programs.

c. Solicit, negotiate, and award contracts for air taxi and highway transportation and related services.

512.2 **Bulk Mail Centers (BMCs)**

BMCs furnish their Distribution Networks office with a copy of the master route file report for all highway contract routes. Each time the master route file is updated, the BMC submits a new report to the manager, Distribution Networks. The master route file must be corrected as service changes occur.

52 **Air Transportation Service**

521 **Authorization**

The Postal Service is authorized to contract for domestic air transportation of mail under 39 U.S.C. 5402(b), and Section 1601(b)(1)(D) of the Airline Deregulation Act of 1978, Public Law 95-504, 92 Stat. 1745. The Postal Service contracting procedures and methods are formalized in the *Purchasing Manual*. Air transportation services must be procured under these rules.

522 **Types of Service**

522.1 **System**

*System service* is air transportation service generally over an air carrier’s entire network as described in the *Official Airline Guide* (OAG). Contractors carry mail for which uniform compensation is provided with a boarding priority after passengers and their baggage. Freight can be boarded only following the loading of mail.

522.2 **Segment**

*Segment service* is air transportation service between specific origin and destination pairs within specified time frames; contractors carry mail at an agreed rate of compensation, with a boarding priority after passengers and their baggage. The contractor is not guaranteed minimum compensation, nor is the contractor required to guarantee a minimum lift capacity.

522.3 **Network**

*Network service* provides transportation between a defined number of cities and may operate through a common hub on a designated schedule. This type of service can be rendered either by aircraft totally dedicated to the Postal Service or by dedicated space shared with passenger and freight.
traffic. Network rates are established by contract between the carrier and the USPS Logistics office. Rates are stated as dollars per trip identified as line haul and terminal handling charges.

522.4 **Air Taxi**

Air taxi service is air transportation service provided by certificated federal acquisition regulations (FAR) part 125, 127, or 135 carriers within specified time frames between specific origin and destination pairs where the entire aircraft is dedicated exclusively to mail transportation at an agreed rate of compensation.

523 **Contract Administration**


524 **Performance Monitoring**

Performance monitoring procedures are established to ensure compliance with contract requirements. These procedures serve as a guideline for identifying mishandlings and other service failures that affect the delivery or security of the mail. Ramp and/or transfer clerks are responsible for recording mishandlings of mail by air contractors.

525 **Irregularities Reporting**

Irregularities are documented on site by recording all pertinent elements from the air contract transportation (ACT) tag routing label, pouch, or tray slide label. To report irregularities for domestic air mail, complete and adjudicate Form 2759, *Report of Irregular Handling of Mail*.

526 **Certification and Payment**

The air contract data collection system (ACDCS) and air contract support system (ACSS) automate the certification and payment of mail to air contractors under each type of contract. The Postal Service provides documentation to the air contractor, identifying mail assigned to a contract, contract data, and weight. The origin records are automatically transmitted to the St. Louis Accounting Service Center (ASC) on a frequency determined by the ASC. In locations where ACDCS/ACSS is not available, Form 2756, *Dispatch Record/Certification of Air Taxi Service Performed*, must be prepared by the administrative official, with a copy given to the contractor.
### 53 Highway Contract Service

#### 531 Authorization

The Postal Service is authorized to contract for surface transportation of mail under 39 U.S.C. 5005. Regulations for procuring transportation contracts by highway are contained in the *Purchasing Manual* (see 4.5.8 and Appendix B for Contract Clauses). Policies regarding highway contracts are contained in Handbook PO-513, *Mail Transportation Procurement Handbook*.

#### 532 Types of Service

##### 532.1 General

There are three types of highway transportation contracts: regular, temporary, and emergency. Under each of these contract arrangements, service is procured for either transportation or box delivery. Transportation contracts provide service between postal facilities, mailer plants, and similar facilities. Box delivery routes are similar to rural delivery service and provide home or business delivery of mail in sparsely populated areas.

##### 532.2 Regular

*Regular* highway transportation contracts are awarded through a competitive, sealed bid process. Contracts are normally awarded for a term of 4 years and are renewable by mutual agreement. An indemnity clause makes the Postal Service liable for the indemnity payment in the event the contract is terminated (for other than default) by the Postal Service before its scheduled expiration date.

##### 532.3 Temporary

*Temporary* highway transportation contracts are similar to regular contracts, except they carry no indemnity provisions and they may not exceed 2 years in term. A one-time renewal term is allowed, not to exceed 2 years.

##### 532.4 Emergency

*Emergency* highway transportation contracts are entered into to meet unusual needs when an emergency occurs that interrupts normal transportation services, such as a catastrophic event, strikes or labor disputes, death of a contractor and the estate will not continue service, suspension or removal of a contractor, or generation of unexpected mail volume. No emergency contract may remain in effect for more than 6 months without the approval of the next higher level of contracting authority. Emergency contracts may not be renewed.
Contract Administration

Contracting Officer

The contracting officer has sole authority for committing the Postal Service contractually; that is, to award, amend, terminate, or otherwise alter the contract provisions. The contracting officer also has final authority to approve or deny access to mail or equipment and route recommendations.

Administrative Official

Administrative officials are not authorized to award, agree to, amend, terminate, or otherwise change the provisions of the contract. Administrative officials are responsible for ensuring contractor compliance with the operational requirements of highway contract routes and administering functions related to performance of that service. Specifically, administrative officials are responsible for the following:

a. Supervising the contractor’s operations daily to ensure contract compliance, including necessary recordkeeping.

b. Screening all contractors, subcontractors, and contract employees who will have access to the mail.

Note: The contracting officer makes the final determination for either approving or denying access to mail and equipment.

c. Investigating irregularities and complaints regarding service on the route and taking corrective action as warranted under 535 and reporting to the contracting officer any full or partial trips not performed, including the miles of service omitted and the reasons for omission.

d. Recommending establishment, discontinuance, or modifications in existing routes. This is accomplished by completing Form 5407, *Highway Contract Route Survey/Service Change*, and forwarding it to the contracting officer, who has final authority on such matters.

Performance Monitoring

The contracting officer is responsible for monitoring contractor performance to ensure that the contractor provides all the services and equipment required under the terms of the agreement. To do this, the contracting officer appoints an administrative official to record contract performance on a day-to-day basis. This is generally the postmaster or manager of the facility where the highway contract route originates. The contracting officer outlines the duties and responsibilities of the administrative official and provides guidance and instruction for properly completing forms and otherwise documenting contract performance. The contracting officer may request additional performance reports, if necessary.
Irregularities Reporting

Form 5500

Use Form 5500, Contract Route Irregularity Report, to report contract route irregularities, including safety deficiencies involving highway contract route (HCR) vehicles and equipment, or a driver’s unsafe work practices and procedures while on postal premises. Administrative officials, SCF postmasters, and supervisory officials at large installations other than post offices are authorized to issue Form 5500 to contractors serving their facilities.

Administrative Officials’ Actions

Review

Administrative officials review the irregularities reported and the contractor’s comments in section 2 of Form 5500, consult with the contractor, and take appropriate corrective action.

Conference

Persistent Irregularities

If irregularities persist or become more serious, the administrative official arranges a conference with the contractor and the contracting officer (or a representative). At this conference, the administrative official informs the contractor of the number and gravity of the irregularities, of the need for immediate correction, and the serious consequences that will ensue if they are not corrected immediately.

Memorandum for the File

Following this conference, the administrative official writes a memorandum for the file, recording all pertinent statements made by each of the parties during the conference and sends a copy of this memorandum to the contractor and the contracting officer.

Written Warning

If the conference does not improve the service, the administrative official warns the contractor that the case will be forwarded to the contracting officer for appropriate attention if service does not improve within 3 days. This warning is confirmed by a letter advising the contractor that failure to correct the irregularities may cause termination of the contract for default. A copy of the letter must be sent to the surety or sureties, if any.

Recommendation

If service still has not improved by the end of the 3-day period, the administrative official forwards the complete file to the contracting officer. The memorandum transmitting the file must briefly describe the irregularities and recommend appropriate action.
536 Certification and Payment

536.1 General
When a contract has been signed by the contractor, the contracting officer (CO) forwards the signed contract to the St. Louis Accounting Service Center (ASC). The ASC makes payments for service performed only after a certified copy of the contract is filed by the CO to the ASC.

536.2 Omitted Service Deductions
The contracting officer, by considering circumstances and past records, must decide whether deductions should be made for service omitted. Deductions are not made for omitted service caused by catastrophes or acts of God. If deductions are warranted, the contracting officer prepares orders on Form 7440, Contract Route Service Order, as follows: “Deduct $___ for service not performed as shown below. Such amount to be deducted from the contractor's pay for postal accounting period ___." List service omitted and dates.

54 Rail Transportation Service

541 Authorization
In accordance with the provisions of 39 U.S.C. 5005, the Postal Service is authorized to contract with railroads for mail transportation whenever rail transportation meets delivery standards and is more economical than other modes of transportation. The type of service, frequency, and points served by rail carriers are specified by the Postal Service and set by contract.

542 Types of Service
542.1 Trailer and Container-on-Flatcar Service

542.11 Railroad Responsibilities
All major railroads provide trailer-on-flatcar (TOFC) service and container-on-flatcar (COFC) service between points on their respective systems. They also provide interline with other railroads for trailers destined to points beyond their system. Rail transportation services are almost universally provided as door-to-door service. The Postal Service is responsible for providing only a small percentage of the transportation to the origin ramp and from the destination ramp. The Postal Service, when appropriate, will accomplish the pickup or delivery by postal vehicle service or highway contract service. Otherwise, the railroads are responsible for providing inbound and outbound drayage as well as maintaining a pool of trailers at selected sites. This mail service is authorized by contract arranged by solicitation (request for proposals).
542.12 **Trailer Dispatch**

Providing a trailer to the rail carrier after the cutoff time usually causes a 24-hour delay to the mail. Therefore, managers at facilities that dispatch rail trailers must know the contracted cutoff times. At the rail ramp, trailers are loaded onto flatcars. The flatcars are then made up in appropriate blocks by destination. In most cases, solid trains of TOFC/COFC are operated; occasionally, however, flatcars are transported in regular freight trains. In any case, the railroads are responsible for maintaining service as specified in the contract.

542.2 **Passenger Train Service**

The National Railroad Passenger Corporation (Amtrak) is the primary railroad carrying passengers nationwide. Amtrak also transports U.S. mail on selected trains. Due to the unique service Amtrak provides, this contract is a sole-source procurement. All terminal handling operations are provided by Amtrak and are included in the line haul rate.

543 **Contract Administration**

543.1 **Contracting Office**

National Mail Transportation Purchasing, Headquarters, is the contracting office for all rail transportation contracts. The contracting office is responsible for executing all contracts and amendments.

543.2 **Administrative Official**

Administration of rail contracts is delegated to Modal Operations and Requirements and the local distribution networks manager, primarily to ensure that rail contracts provide the service to which they are committed.

544 **Performance Monitoring**

All officers and employees of the Postal Service involved in rail transportation functions are responsible for monitoring railroad contract service performance. Administrative officials are responsible for periodic reviews and spot audits of certifications for accuracy and adherence to prescribed procedures. When appropriate, reports and recommendations are submitted to the contracting office regarding service performance.

545 **Irregularities Reporting**

545.1 **Rail Management Information System**

Irregularities for freight rail traffic are identified and reported through the Rail Management Information System (RMIS). Irregularity reports are generated electronically, based on data that is manually collected and inputted through keyboards at BMC control centers (see 546.6).
545.2 **Contracting Office’s Actions**

The contracting office may assess fines against railroads, divert traffic, or terminate a contract for various contract failures. Primarily, these failures include failure to transport mail according to the contract and failure to observe contracted transportation schedules.

545.3 **Form 5179, Notification/Record of Mail Irregularity, Amtrak**

For irregularities concerning Amtrak, prepare Form 5179, *Notification/Record of Mail Irregularity*, and distribute it according to the instructions on the form.

546 **Certification and Payment**

546.1 **General**

The RMIS generates reports that are used for monitoring performance and recording and certifying payment of all services performed by railroads other than Amtrak under the terms of the contracts, including detention charges. On a weekly basis, the rail carriers are provided Report No. LAB 440P3, *RMIS Car Van Line Report*, and Report No. LAB 330, *Detention/Misuse Report*, by the St. Louis ASC. After a review, the rail carrier certifies the accuracy of the form and returns the certification to the ASC to initiate payment.

546.2 **Noncontract Service**

There are times in mail transportation service when trailers are transported over routes or segments for which there are no rates in effect. This can be caused by the origin office giving incorrect routing instructions or the origin rail carrier misrouting a trailer. The following instructions establish a standard operating procedure to make payment when there are no rates in effect:

a. All claims for line haul irregularity payments from the rail carrier must be submitted to the origin Distribution Networks for review. Claims for accessorial charges, such as detention, must be submitted to Distribution Networks where the claim applies.

b. After reviewing the documentation, Distribution Networks prepares and submits an electronic Form 5994, *Payment Adjustment Authorization for Railroad Service Performed*.

546.3 **Electronic Data Interchange**

Electronic data interchange (EDI) is the electronic interchange of data between computers. This is the preferred means by which routings are passed to the rail carriers and by which the rail carriers transmit car locator messages (CLMs) to the Postal Service. In cases of conflicting routing instructions between EDI and handwritten instructions, the EDI transmission is considered correct. Usually, this form of communication results in correctly rated payments to the rail carrier.
546.4 **Form 5186, Mail Movement Routing Instructions**

In addition to the EDI transmission, Form 5186, *Mail Movement Routing Instructions*, is prepared by the dispatching office. To minimize incorrect routing instructions caused by the Postal Service, offices capable of generating electronic routing slips, which mirror the EDI transmission, must do so. All other offices must use National Air and Surface System (NASS) products to manually prepare Form 5186. NASS products are provided by Distribution Networks.

546.5 **Misroutings**

546.51 **Misroutings Caused by Rail Carrier**

546.511 **Rail Payment Certification**

In the event a rail carrier mishandles a trailer of mail, an adjustment may be needed to facilitate rail payment certification.

546.512 **Receipt of Claim**

Upon receipt of a claim and substantiating documentation from the railroad for misrouted trailers for which there is not a rate in the contract, the origin Distribution Networks must investigate the claim to ascertain that it is correct and prepare a file, complete with documentation and verification of arrival at destination, for the contracting office’s signature. Distribution Networks will forward the documentation file to the contracting officer and prepare an electronic Form 5994, *Payment Adjustment Authorization for Railroad Service Performed*. After reviewing the documentation and making a positive determination of its applicability, the contracting officer will approve the electronic Form 5994 and file a screen print of it and the applicable documentation. The St. Louis ASC will complete payment to the railroad upon receipt of the electronic Form 5994.

546.513 **Contract Segment Rate**

If the claim includes contract segments for which a rate is in the contract, but the Postal Service was instrumental in causing the misrouting, Distribution Networks will prepare the Form 5994 based on the contract rates and send the Form 5994 directly to the St. Louis Accounting Service Center (ASC). The documentation will be kept on file at Distribution Networks.

546.514 **Carrier Misrouted Mail**

If the rail carrier misrouted the trailer and was provided a correct routing by the Postal Service, the carrier providing transportation will be paid for service provided. The carrier who misrouted the trailer will be held responsible for excess costs in accordance with MI PO-540-88-5, *Rail Piggyback Payment*.

546.52 **Exceptional Misroutings**

If a misrouting occurs that is not covered by the procedures contained in these instructions, the processing office should contact the contracting officer (or designee) for further instructions.
546.6 **Noncompliance Deductions**

546.61 **Penalty Actions**

Fines and deductions for irregularities and omissions in handling and transporting U.S. mail may be assessed against railroads as specified in the contracts. The purpose of these penalty actions is to maintain proper standards of service and to ensure that necessary remedial action is taken.

546.62 **Procedures**

The RMIS provides reports that describe noncompliant activities on a trailer-by-trailer basis. The ASC provides a copy of these reports to the contracting officer, the rail carrier, the origin and destination Distribution Networks, and the bulk mail centers in those areas where the movement originated or destined. The railroad may request relief from the contracting officer, with appropriate documentation, for fines over $500 or involving certain holidays. To allow for Postal Service error and *force majeure*, the railroad is given 10 percent relief automatically on all remaining fines. The remainder after this process is completed is assessed against pending revenue without further consideration. Distribution Networks monitors the reports for repeated or serious offenses and recommends actions, up to and including termination, to the contracting officer. The contracting officer will review the recommendation and make a final determination.

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**55 Water Route Service**

551 **Authorization**

The Postal Service is authorized under 39 U.S.C. 5005 to enter into contracts with carriers for the transportation of mail by water routes. The U.S. Code lists transportation of mail by surface water carrier and addresses transportation of mail by vessel separately in chapter 56, which primarily concerns water transportation of mail to international destinations. Regulations for procuring transportation contracts by water are contained in the *Purchasing Manual* (see 4.5.8 and Appendix B for Contract Clauses). Policies regarding water contracts are contained in Handbook PO-513, *Mail Transportation Procurement Handbook*.

552 **Types of Service**

552.1 **Domestic Inland Water Contract**

The Postal Service contracts for the transportation of mail in vessels over rivers, lakes, bays, and, in some cases, seas, when necessary to effect the timely and cost-effective delivery of mail. Domestic inland water contracts serve points within the 48 contiguous states or between points within Alaska, Hawaii, or U.S. territories and possessions. Typically, such contracts involve the use of small boats and ferries rather than ships. Domestic inland water contracts may include provisions that require box delivery, collection, and
other services similar to those furnished by highway contractors or rural carriers. Domestic inland water contracts may serve homes on rivers, islands, or other points accessible by surface water transportation only, or may traverse bodies of water as a means of providing the most efficient type of service.

552.2 Domestic Offshore Water Contract

A contract for the transportation of mail in vessels between points in the 48 contiguous states and points in Alaska, Hawaii, or U.S. territories and possessions is identified as a domestic offshore water contract. Domestic offshore water contracts typically provide for mail to be transported in seagoing containers in vessels across oceans.

552.3 International Ocean Contract

Contracts with United States or foreign-flag carriers are used to transport mail by vessel from points in the United States or its territories and possessions to points in foreign countries. These contracts are for service in which mail is loaded into containers and sealed by Postal Service employees, then transported by steamship (ocean carrier) companies across oceans to postal administrations in foreign countries.

552.4 International Ocean Per Pound Service

When volumes cannot be generated that make container service economical and service oriented, container loads may be tendered to U.S. and foreign-flag steamship companies for transportation in accordance with a fixed schedule of rates established in chapter 12 of the Procurement Manual, or a rate negotiated by the appropriate Postal Headquarters organization.

553 Contract Administration

553.1 Domestic Inland Water Contracts

The administration of domestic inland water contracts is the same as that covering highway transportation contracts as set forth in 533. Service is solicited by contracting officers and contracts are entered into by the contracting officer. Administrative officials for domestic inland water contracts are assigned in the same manner as for highway contracts.

553.2 Domestic Offshore Water Contracts

Domestic offshore water contracts are solicited for and awarded by contracting officers. Domestic offshore water contracts are similar to international ocean contracts because, in most cases, service is provided by carriers that also serve international ocean transportation routes. Administrative officials for domestic offshore water contracts are assigned in the same manner as for highway contracts.
553.3 **International Ocean Contract**

International ocean contracts are solicited and awarded by National Mail Transportation Purchasing. The contracting officer assigns administrative functions to administrative officials, usually the managers of the foreign exchange facilities.

553.4 **International Ocean Per Pound Service**

Postal employees authorized to dispatch international mail may tender properly processed and documented mail to carriers who provide ocean-going service that meets the service needs of the Postal Service and agree to accept payment at the prescribed rates.

554 **Performance Monitoring**

The contracting officer is responsible for monitoring contractor performance to ensure that the contractor provides all the services and equipment required under the terms of the agreement. To do this, the contracting officer appoints an administrative official to record contract performance on a day-to-day basis. This is generally the postmaster or manager of the facility where the water contract route originates. The contracting officer outlines the duties and responsibilities of the administrative official and provides guidance and instruction for properly completing forms and otherwise documenting contract performance. The contracting officer may request additional performance reports, if necessary.

555 **Irregularities Reporting**

555.1 **Form 5500, Contract Route Irregularity Report**

Use Form 5500, *Contract Route Irregularity Report*, to report contract route irregularities, including safety deficiencies involving water contract route (WCR) vehicles and equipment or a driver’s unsafe work practices and procedures while on postal premises. Administrative officials, SCF postmasters, and supervisory officials at large installations other than post offices are authorized to issue Form 5500 to contractors serving their facilities.

555.2 **Administrative Officials’ Actions**

555.21 **Review**

Administrative officials review the irregularities reported and the contractor’s comments in section 2 of Form 5500, consult with the contractor, and take appropriate corrective action.

555.22 **Conference**

555.221 **Irregularities**

If irregularities persist or become more serious, the administrative official arranges a conference with the contractor and the contracting officer (or a representative). At this conference, the administrative official informs the
contractor of the number and gravity of the irregularities, the need for immediate correction, and the serious consequences that will ensue if the irregularities are not corrected immediately.

555.222 Memorandum for File

Following this conference, the administrative official writes a memorandum for the file recording all pertinent statements made by each of the parties during the conference and sends a copy of this memorandum to the contractor and the contracting officer.

555.23 Written Warning

If the conference does not improve the service, the administrative official warns the contractor that the case will be forwarded to the contracting officer for appropriate attention if service does not improve within 3 days. This warning is confirmed by letter, advising the contractor that failure to correct the irregularities may cause contract termination for default. A copy of the letter must be sent to the surety or sureties, if any.

555.24 Recommendation

If service still has not improved by the end of the 3-day period, the administrative official forwards the complete file to the contracting officer. The memorandum transmitting the file must briefly describe the irregularities and recommend appropriate action.

556 Certification and Payment

556.1 General

When a contract has been signed by the contractor, the contracting officer forwards the signed contract to the St. Louis ASC. The ASC makes payments for service performed only after a certified copy of the contract is filed by the contracting officer to the ASC.

556.2 Omitted Service Deductions

The contracting officer, by considering circumstances and past records, must decide whether deductions should be made for omitted service. Deductions are not made for omitted service caused by catastrophes or acts of God. If deductions are warranted, the contracting officer prepares orders on Form 7440, Contract Route Service Order, as follows: “Deduct $____ for service not performed as shown below. Such amount to be deducted from the contractor’s pay for postal account period ____.” List service omitted and dates.
56  International and Military Mail Transportation Service

561  International Mail

561.1  Authorization

International mail consists of all civilian letters and cards (LC), printed matter (AO), and parcel post (CP) exchanged between the United States and foreign administrations. Foreign mail refers to the exchange of mail between civilian postal administrations. The Acts of the Universal Postal Union (UPU) and the Postal Union of the Americas, Spain, and Portugal (PUASP) govern the international exchange of letter-class mail and printed matter. Policy covering distribution, routing, and transportation of international mail is the responsibility of International and Military Mail Operations, Logistics, Headquarters.

561.2  Types of Service

561.21  Airmail

All classes of international mail (LC, AO, CP) are transported by air under the following guidelines:

a.  The foreign postal administration authorizes this type of service.
b.  The specified airmail postage rates are paid (see 521 and the International Mail Manual (IMM) for authorizations and rates).

561.22  Surface Mail

All classes of international mail (LC, AO, CP) are given surface transportation when the surface postage rates are paid (see IMM for rate information).

561.23  International Surface Air Lift

See IMM 246.

561.24  International Priority Airmail

See IMM 280.

561.25  VALUEPOST/CANADA

See IMM 247.

561.26  Bulk Letter Service/Canada

See IMM 225.

561.3  Transportation Selection

561.31  Airmail

International airmail is offered to American-flag air carriers at a rate established by the Department of Transportation (DOT). Where no American-flag service exists or the existing service is inadequate, mail can be
offered to a foreign-flag air carrier. Instructions governing the distribution and routing of international airmail to the appropriate U.S. gateway exchange office and from there to the foreign postal administrations are published by International and Military Mail Operations. Detailed explanations and procedures for handling international airmail appear in Handbook T-5, *International Mail Operations*.

### 561.32 Surface Mail

International surface mail is transported by both American- and foreign-flag carriers at a pound rate or under contract for full container loads. The regulations governing both loose bag (pound rate) shipments and container contracts appear in the *Purchasing Manual*. Instructions governing the surface transportation of international mail, including distribution to the appropriate U.S. surface international exchange office and from there to foreign postal administrations, appear in Handbook T-5, *International Mail Operations*.

### 562 Military Mail

Military mail is that mail addressed to or between the United States, its territories and possessions, and overseas military post offices (APOs and FPOs). The military postal system is an extension of the domestic postal system, regarding postage rates, mail acceptance, handling, and domestic transportation. Detailed instructions on the handling and dispatch of military mail are included in Handbook T-7, *Distributing, Dispatching, and Transporting Military Mail by Air*.

### 57 Mail Transport Equipment

#### 571 Policy Overview

Mail transport equipment (MTE) is a system of containers (including sacks and pouches, trays, wheeled containers, pallets, etc.) used to contain mail during processing or transportation within or between facilities by the Postal Service, its customers, or contractors. The design, procurement, and use of each item requires servicewide implementation of concepts that help achieve the safe, secure, and timely movement of mail with a minimum of handling and effort.

#### 572 Organizational Goals

**572.1 General**

The efficient management of mail transport equipment is essential to achieve the U.S. Postal Service's goals, particularly in the areas of safety, customer service, productivity, and energy conservation.
572.2 Safety

Safety is a primary concern of the Postal Service, and all employees have an ongoing obligation to ensure a safe work environment. Newer, more efficient mail transport equipment reduces the need for bending or lifting. When properly utilized (including the avoidance of overloading), this equipment also allows large amounts of mail to be moved easily with greater stability and reduced risk of injury. Defective mail transport equipment is to be promptly removed from service for repair or disposal. See 583 for further guidance.

573 Principles of Containerization

573.1 Policy

It is the policy of the Postal Service to containerize all classes of mail wherever possible. Containerization increases operational efficiency, reduces damage to the mail, and minimizes employee injuries.

573.2 Planning

573.21 General

Planning is as essential to efficient, cost-effective containerization as are the containers themselves. Containers produce cost savings when they are used properly and if they are available when and where they are needed.

573.22 Operations

Operational planning ensures the most efficient use of appropriate containers within or between specific operations. It considers the efficient use of existing transportation to return the containers for reuse. Excess mail transport equipment must not be stored at facilities. Container planning procedures are contained in Handbook PO-502, Container Methods.

574 Mail Transport Equipment Types

574.1 Multipurpose Containers

Multipurpose containers are designed to transport all types of mail between designated facilities. Handbook PO-502 contains detailed descriptions, authorized applications, and procedures for using multipurpose containers. There are three types of multipurpose containers:

a. General purpose mail containers (GPMCs). GPMCs are nestable (i.e., they can be stored in an L-shaped configuration), four-sided, transport and distribution containers.

b. Eastern region mail containers (ERMCs). The ERMC is an adaptation of the GPMC. With the addition of a plastic liner, a full-height web door, tow bar, and coupler pin, it becomes a versatile container for smaller, bulk-loaded items. The ERMC can be equipped with a removable tow pin for use with BMC tow conveyors.
c. *Post-Con Containers*. The Post-Con was replaced by the GPMC and ERMC and is no longer procured. Although there are still some Post-Cons in use, the container is now considered obsolete.

574.2 **Tray Containers**

574.21 **Description**

There are three distinct types of tray containers. Each has wheels. The tray cart (two sizes) consists of an angle iron framework with fixed shelves. The A-frame container has fixed inward-sloping shelves. The letter tray transport (two sizes) makes use of runners rather than shelves to secure letter trays in place.

574.22 **General Uses**

Tray containers have the following general uses:

a. Tray carts are designed to be used in conjunction with four-sided plastic letter trays, managed mail trays (MM trays), and flats trays. They are suited for use as a staging unit for trayed mail or as a mail transport unit.

b. Letter tray transporters have two main functions: storing and transporting four-sided plastic letter trays.

c. A-frame containers were originally designed for use with three-sided plastic letter trays, but the height between the shelves makes them equally well suited for use with four-sided plastic letter trays and MM trays.

*Note:* See Handbook PO-502 for detailed descriptions, authorized applications, and procedures for using tray containers.

574.3 **Bulk Mail Containers**

574.31 **Description**

In-house containers are four-wheeled, flatbed platforms with end frames. They are equipped with a tow pin assembly, a code card holder, and a chalkboard for routing information. Over-the-road containers (OTRs) are large heavy-duty aluminum containers designed to move bulk business mail and parcel post. This container has two doors. One is full-length and is designed for use with automatic container unloaders or for safe manual unloading of bulk items. The other is half-length and opens from the top of the container. OTRs are equipped with a handbrake, a front maneuvering bar, chalkboard, and a tow pin. OTR Amtrak containers are similar to OTR containers but are equipped with a longer tow pin for securing the containers to the floors of Amtrak railroad baggage cars. The tops of Amtrak containers are painted red, and they bear the warning “FOR AMTRAK USE ONLY.” Amtrak containers are also equipped with two safety latches to prevent accidental opening of the full-length door during transit.
574.32 **General Uses**

In-house containers are used only in bulk mail centers (BMCs). They are useful for staging and transporting sacks, nonmachinable outsides (NMOs), and other equipment. Use OTRs to transport bulk mail between a bulk mail center and the processing and distribution centers, stations, and branches within the BMC service area. Amtrak containers are to be used only to carry First-Class Mail and Periodicals shipped via Amtrak and between Amtrak stations and the primary shipping/receiving postal facilities. They will not be used as substitutes for OTR or multipurpose containers. Empty excess Amtrak containers should be transported via Amtrak to Springfield, Massachusetts, for staging.

*Note*: Detailed descriptions, applications, and procedures for using bulk mail containers may be found in Handbook PO-502.

574.4 **Platform Trucks/Trailers**

574.41 **Description**

There are several sizes of platform trucks and trailers. All are low, wooden platforms mounted on wheels and casters with a detachable pipe frame at each end to restrain loads.

574.42 **General Uses**

All platform trucks and trailers are designed for the in-plant movement of bulk mail.

574.5 **Hampers**

574.51 **Description**

Hampers consist of a high-strength steel wire frame mounted on a wooden base and with a canvas liner installed on the frame. Large hampers move on six casters. The two center casters are stationary. Directional control is achieved by using the corner casters, which rotate 360 degrees. The smaller hampers have four casters. Hampers are available in two sizes and are stackable and nestable.

574.52 **Authorized Uses**

The following are the only authorized uses for hampers:

a. Both the 1046 and 1033 hampers may be used to distribute parcel post, irregular parcel post, and bundles.

b. The 1046 hamper may be used to distribute letter and flat bundles if the receiving operation is equipped with a mechanized hamper dumper.

c. The 1046 hamper may be used to dispatch letter and flat bundles between offices if more efficient containers are not available.

d. Both sizes of hampers may be loaned to mailers for use in preparing mail, provided that the mailers adhere to the restrictions of this section. Hampers may not be used for any other purpose than transporting mail between a mailer's plant and the dispatching postal facility. Hampers
and all other MTE lent to mailers may not be used to store or transport nonmail (unfranked/unaddressed) materials within or between a mailer’s work areas. Local postal management must ensure strict compliance with this requirement.

e. Hampers may be used in collection vehicles if they can be safely loaded and unloaded (e.g., by use of a hydraulic tailgate, dock leveler, or a scissors lift).

f. When more suitable equipment is not available, hampers may be used to distribute, store, and work empty MTE such as sacks, pouches, and MM trays.

g. Hampers may be used by carriers in the delivery units to transport mail to their vehicles so long as care is taken to place the emptied hampers in secure storage, protected from exposure to the elements and excessive dirt. Trays and flats must be loaded on top of parcels.

Note: Handbook PO-502 contains detailed descriptions, applications, and procedures for platform trucks, trailers and hampers.

### 574.6 Special Purpose Containers

Collection box inserts, CON-CON containers, wiretainers, and utility carts are special purpose containers. The following is a description of each:

a. **Collection box inserts** are tapered, lightweight, corrugated fiberboard or corrugated plastic tote boxes with handholds on either side and sturdy wire rims installed at the top. They are used to catch mail deposited in collection boxes and to make preliminary sortings of collection mail into other containers.

b. **CON-CON containers** are lockable registered mail containers that are rectangular and are made of heavy-duty plastic. The CON-CON base is blue, and the top is red. Each container is serially numbered and equipped with a label holder on the top. They are made in three sizes. CON-CON containers are used only for the dispatch of registered mail.

c. **Wiretainers** are made of rigid steel wire mesh material. Three types were purchased for USPS use: collapsible, noncollapsible, and noncollapsible with casters. All are stackable and equipped with a side door for manual loading or unloading. These containers make efficient use of vehicle capacity when stacked. They are used in SCF (incoming mails), in opening units (Operation 115) as a distribution unit, and as a mail transport container for the dispatch of Operation 115 outgoing mail, parcel post, and nonmachinable outsides (NMOs).

d. **Utility carts** are wheeled, chrome- or zinc-plated, grocery-style carts with a canvas liner installed on the frame. The basket of the container is hinged and can be tilted to various angles. The cart is nestable when the basket is in the vertical position. They are especially useful on the sweep side of letter sorting machines (LSMs), in the separation of bundled mail, irregular parcels and pieces (IPPs), or in culling operations. Because of their size, their use is limited in distribution operations. They are not suited for dispatching.
574.7 In-Plant and Surface Trays

574.71 Description

In-plant and surface trays include four-sided plastic letter trays (two types), four-sided plastic flat trays, three-sided flat trays, small parcel and bundle trays, and multipurpose, four-sided corrugated plastic trays. All except the three-sided flat tray (which is solid fiberboard) are constructed of durable, crack- and shatter-resistant corrugated or hard plastic. All have convenient handholds at either end to facilitate safe manual handling.

574.72 General Uses

The following are general uses for the trays listed above:

a. Four-sided plastic or corrugated plastic MM trays are suited for preparing, transporting, and staging mail. This tray remains very stable when stacked. There are three types in service: the corrugated plastic MM tray, the solid plastic trays with memory tabs, and solid plastic trays without memory tabs. Trays with metal memory tabs are for use in facilities with exclusively automated sorting. Trays with memory tabs must remain in those facilities.

b. Four-sided plastic flats trays are suitable for use as an in-plant mail transport unit and as mail staging units. They have limited applications in mail preparation operations.

c. Three-sided flats trays are designed for use as flats distribution receptacles in conjunction with multipurpose containers equipped with optional shelves.

d. Small parcel and bundle trays are designed to be used with the small parcel and bundle sorter (SPBS), and to transport small parcels and bundles between in-plant locations. The SPB tray is made of corrugated plastic, has a maximum capacity of 70 pounds, and measures $17\frac{3}{4}$ inches by 20 inches at the top, and $14\frac{3}{4}$ inches by $16\frac{5}{8}$ inches on the bottom.

e. Multipurpose, four-sided corrugated plastic trays are designed for use with automated flat sorting machines.

Note: Handbook PO-502 contains detailed descriptions, authorized use, and procedures for in-plant and surface trays.

574.8 Pallets

574.81 Description

Pallets are rigid plastic, wooden, or presswood platforms on which mail is stacked for movement as a single unit. Three types of pallets are used. The standard USPS pallet is made of molded wood fiber (presswood) and permits four-way forklift entry. The hardwood pallet also permits four-way entry, but it is stackable rather than nestable. The plastic pallet is nestable, offers a longer lifespan, and also permits four-way entry. All pallets are 48 by 40 inches in size and are listed in the Equipment Inventory Reporting System (EIRS) inventory.
574.82 **General Uses**

Pallets generally contain plant-loaded mail that has been verified and accepted at the mailer’s plant. Pallets are also used for drop shipments of Periodicals and Standard Mail.

*Note:* Handbook PO-502 contains detailed descriptions, authorized uses, and procedures for pallets.

574.9 **Sacks and Pouches**

574.91 **Sacks**

*Sacks* are containers made of sewn fabric, usually nylon, polyester, canvas, or plastic, with an opening at one end. A cord or drawstring is threaded through the metal grommets or openings in the fabric. A metal or plastic cord fastener provides a positive closure for the sack and doubles as a label holder. The metal grommets are also used to hang the sack on the hooks of a sack rack. See Handbook PO-502 for detailed descriptions.

*Note:* Handbook PO-502 contains detailed descriptions, authorized uses, and procedures for sacks.

574.92 **Pouches**

*Pouches* are also made of sewn nylon, cotton, or polyester fabric with an opening at one end. Unlike sacks, however, pouches have a leather neck strap with a closing latch and eye attached near the opening. Metal grommets are provided for hanging the pouch on the hooks of a pouch rack. A label holder is riveted to the inside of the opening above the neck strap.

575 **Locks and Closures**

575.1 **Locks**

575.11 **General Uses**

Locks are used for sealing registered mail and other valuable mail shipments. They are also used for locking surface pouches of First-Class Mail.

575.12 **Description**

The Postal Service uses LA and rotary locks. The LA lock is U-shaped, and made of brass or steel. The words “U.S. Mail” are engraved on the front of the lock. The rotary lock is oval and made of brass. The words “Registered U.S. Mail” are engraved on the front of the lock. The back of the lock is engraved with the accountable serial number.

575.13 **Specific Uses**

575.2 Closures

575.21 Purpose
A twist closure device is used to ensure that a pouch does not open inadvertently after it has been closed. The device is placed through the staple of the pouch and keeps the hasp from springing open. Pouches currently being manufactured have a twist staple and do not require the closure device.

575.22 Description
Twist closure devices are made of plastic and are configured in a horseshoe-shaped design. Unlike seals, they are not accountable and are not assigned a special serial number.

58 Mail Transport Equipment Handling Policy

581 Loan of Mail Transport Equipment

581.1 Policy
Mail transport equipment (MTE) owned by the Postal Service may not be furnished to, or retained by, a mailer for the mailer’s internal operating use or personal convenience. The use of MTE is a courtesy extended by the Postal Service to convey mail to and from postal installations.

581.2 Uses and Abuses
MTE may be used only to transport mail. Any other use of MTE (e.g., storing or transporting records, equipment, waste, or other MTE) is specifically prohibited. Foreign-owned MTE may not be used to transport U.S. mail or for storage of U.S. mail transport equipment. Accordingly, MTE may not be used to transport foreign mail that is not intended for dispatch through the U.S. Postal Service. Specific applications are outlined in Handbook PO-502.

581.3 Private Mailer Usage
Postmasters or BMC managers may authorize the loan of MTE to private mailers for the following purposes, when it is advantageous to the Postal Service:

a. Delivering mail to local post offices, branches, or stations.
b. Shipping mail to designated mail deposit points for entry into the postal system.
581.4 Responsibilities

581.41 Authorized Lenders

Postmasters, BMC managers, and other officials authorized to lend mail transport equipment must do the following:

a. Advise borrowers of their responsibilities and liabilities.
b. Periodically review the use and care of lent MTE.
c. Ensure that lent MTE is not abused and is returned to the Postal Service within a reasonable time.

581.42 Authorized Borrowers

Borrowers are responsible for the following:

a. Proper use, care, and return of MTE.
b. Financial liability for the loss or destruction of MTE. Private mailers are financially liable to the Postal Service for the current replacement cost of mailbags and other equipment that is lent to them and is lost, damaged, or destroyed while in their custody.

582 Mail Found in Supposedly Empty Equipment

582.1 Finder’s Responsibility

Any postal facility finding mail in supposedly empty mail transport equipment should first forward the mail to its destination (see 582.2) and also notify the originating office (if it can be identified) on Form 5049, Mail Found in Supposedly Empty Equipment. Those facilities receiving complaints about their operations on Form 5049 must review their operations and initiate appropriate steps to avoid a recurrence.

582.2 Written Reports

Whenever a delay exceeds 90 days, a letter of explanation to the addressee must accompany all First-Class Mail, Express Mail, or other classes of mail that is time dated or of obvious value. Whenever Express Mail, registered, insured, or COD shipments are found, a detailed written report must be sent to the originating office so that a check can be made against the index record of claims.

583 Defective or Damaged Mail Transport Equipment

583.1 Damaged Wheeled Containers

583.11 Policy

Damaged containers are hazardous. They must not be used until they have been repaired and are judged to be in safe operating condition. All unsafe or unserviceable equipment should be red tagged by tying a Form 4707, Out of Order (tag), on the equipment. Red tagged equipment must be removed from service and dispatched without delay to the appropriate repair center.
583.12 **Common Defects**

Any one of the following common container defects render a container unsafe and immediately unserviceable:

a. Broken or torn metal.
b. Broken or improperly operating latches.
c. Missing critical parts (e.g., latches, casters, fasteners).
d. Broken welds.
e. Misaligned shelves or tray supports.
f. Missing safety decals.
g. Missing or improperly operating hinge restrainers.
h. Missing or broken tow pin chains.
i. Damaged tow pin housing or bushing.
j. Defective brakes.
k. Any other defect that may cause the container to be unsafe in any of its applications.

583.13 **Condemning and Scrapping Wheeled Containers**

Only authorized maintenance personnel at a Postal Service repair center may scrap or condemn containers. The decision to repair, condemn, or scrap a container is based on the following formula:

\[
\text{Repair Cost (labor, parts, etc.)} / \text{Replacement Cost}
\]

**Example:** Repair Cost ($350) divided by Replacement Cost ($410) = 85%

If the figure obtained is greater than 80 percent, the container should be condemned and scrapped rather than repaired. The local purchasing and materials service center can provide the current replacement cost. Specific disposal instructions are contained in Handbook AS-701, Material Management, chapter 3.

583.2 **Defective Sacks**

583.21 **Policy**

Defective canvas and nylon sacks, other than those that are clearly beyond repair or salvage, must be packed and labeled as described in 584 and dispatched to the nearest mail transport equipment or concentration center. Defective plastic sacks must be disposed of locally.

583.22 **Defective Criteria**

583.221 **Canvas Sacks**

Any one of the following defects renders canvas sacks unserviceable:

a. Holes larger than 2½ inches in diameter.
b. Tears longer than 3 inches.
c. Cords or fasteners that cannot be closed.
d. Grommets that are torn so the sack cannot be hung on a rack.
e. Seam rips of 2 inches or more.
f. Sacks that are unfit for service due to paint, grease, oil, or mildew damage.
g. Large abrasions or a number of holes in a small area.

583.222 **Nylon Sacks**
Any of the following defects renders nylon sacks unserviceable:

a. Holes larger than a dime.
b. Tears longer than ½ inch.
c. Seam rips.
d. One or more grommets missing.
e. Missing or excessively worn neck straps.
f. Missing or damaged label holders, hasps, or staples.
g. Missing rivets or hardware.

583.223 **Plastic Sacks**
The following defects render plastic sacks unserviceable:

a. Holes, rips, or tears longer than 2 inches.
b. Missing or broken drawstrings or closure devices.

583.23 **Condemning Sacks**
Postal installations are authorized to destroy defective sacks that cannot be repaired or salvaged. All defective plastic sacks must be destroyed. Customers may not condemn sacks. Mail transport equipment center managers and all postal installations participating in the Equipment Inventory Reporting System will report all condemned sacks on a weekly basis. If sizable quantities are involved, send a report to the serving area mail transport equipment specialist (AMTES) and to the manager, Mail Transport Equipment, Headquarters.

583.3 **Defective Fiberboard or Plastic Trays, Lids, and Sleeves**

583.31 **Common Defects**
Minor tears in fiberboard trays or sleeves may be repaired with filament or other suitable tape. Do not perform major repairs such as regluing. Trays, lids, or sleeves damaged to the point where they cannot be used to properly transport mail in a secure, damage-free condition should be condemned.

583.32 **Condemning Fiberboard or Plastic Trays and Lids**
All postal installations must destroy defective trays and lids and should not ship defective trays and lids to other facilities.

*Note:* Mailers are not authorized to destroy any Postal Service equipment.
Sack/Pouch Processing

Procedure

Primary Procedure

Processing empty equipment must be accomplished at the point where it is generated. To ensure that this can be done, the Postal Service has adopted the “crumpling and stuffing” method for empty sack/pouch processing. Empty the sack, examine it, and immediately place it inside other like equipment at the dumping site. Designate a sack rack with sufficient capacity to provide for separation of each type of sack normally generated, including defective sack, at the dumping area. Each separation should have the appropriate headers and empty equipment labels in place. When the sack/pouch is full, label, close, and dispatch it in accordance with the local processing and distribution center or BMC supply plan. Provisions must also be made in the supply plan for collecting and dispatching those sacks/pouches not normally received by a particular dumping area. Serviceable sacks should not accumulate for more than 1 day. See Exhibit 584.11 for a breakdown of facility responsibilities for processing sacks.

Alternate Procedure

If space or other considerations do not permit the use of this procedure, devise an alternative procedure. This alternative must be reflected in the supply plan for each affected operation. A processing procedure must be established that becomes a routine part of the unit’s daily scheduled activities. The processing of mail is not complete until all empty sacks/pouches have been processed and dispatched for reuse.

Examination

Supervisors must ensure that as each sack/pouch is dumped it is properly and thoroughly examined to ensure that mail is not left inside and to ensure that the destinating label is removed. Display Poster 113-B, Examine Empty Sacks and Pouches, at each opening unit. Training package 52326100 is to be included in clerk/mailhandler craft orientation. Handbook PO-502, Container Methods, contains approved examination methods.

Bundling

All sacks/pouches must be bundled only in the same type of equipment (e.g., No. 1 canvas sacks in a No. 1 canvas sack, No. 2 canvas sacks in a No. 2 canvas sack). No postal units may dispatch mixed bundles of serviceable equipment. Only full and short (less than full) bundles are authorized. Improperly packed sacks/pouches waste money in processing and rehandling costs, create false inventories, and reduce customer confidence. All managers must aggressively monitor this procedure to maintain the integrity of the finished product. Standard packing instructions are listed in Handbook PO-502.
### Exhibit 584.11

#### Mailbag Responsibilities of Installations

<table>
<thead>
<tr>
<th>Associate/Station Office</th>
<th>Processing and Distribution Centers*</th>
<th>BMCs</th>
<th>Mail Transport Equipment Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Examination.</strong></td>
<td>■ Examine empty mailbags for serviceability and loose mail content.</td>
<td>■ Examine empty mailbags for serviceability and loose mail content.</td>
<td>■ Examine empty mailbag shipments.</td>
</tr>
<tr>
<td></td>
<td>■ Examine empty equipment for serviceability and loose mail content.</td>
<td>■ If improperly packed or labeled, complete Form 5049.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Examine empty mailbag shipments. If improperly packed or labeled, send Form 5049 to offending office.</td>
<td>■ For repeat offenses, return shipments to offender.</td>
<td></td>
</tr>
<tr>
<td><strong>Requisitions.</strong></td>
<td>■ Order from processing and distribution centers.</td>
<td>■ Order mailbags from DN.</td>
<td>■ Order needed mail-bags from DN.</td>
</tr>
<tr>
<td></td>
<td>■ Order mailbags from DN.</td>
<td>■ Fill mailbag and mailbag label requested from associate/branch offices.</td>
<td>■ Fill orders from all facilities and mailers in the area.</td>
</tr>
<tr>
<td><strong>Inventory.</strong></td>
<td>■ Keep accurate records.</td>
<td>■ Keep accurate records.</td>
<td>■ Keep accurate records.</td>
</tr>
<tr>
<td></td>
<td>■ Do not maintain more than a 5-day supply.</td>
<td>■ Do not maintain more than a 5-day supply.</td>
<td>■ Store surplus mailbags.</td>
</tr>
<tr>
<td><strong>Packing/Labeling.</strong></td>
<td>■ Surplus U.S. If full bundles of single type cannot be made up in 5 working days, label bundles SHORT.</td>
<td>■ Surplus U.S.</td>
<td>■ Label empty U.S. mailbags to post offices where required.</td>
</tr>
<tr>
<td></td>
<td>■ Defective U.S.</td>
<td>■ Foreign-owned — see section 584.7.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Foreign-owned — see section 584.7.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dispatching.</strong></td>
<td>■ Make sure empty mailbag bundles are properly labeled.</td>
<td>■ Make sure empty mailbag bundles are properly labeled.</td>
<td>■ Divert inbound shipments of surplus mailbags to fill requisitions.</td>
</tr>
<tr>
<td></td>
<td>■ Dispatch empty mailbags to servicing P&amp;D C regularly, unless otherwise instructed.</td>
<td>■ If sufficient volumes are generated, separate each type in trailers for dispatch to mailers or facilities, as directed by DN.</td>
<td>■ Expedite outgoing shipments as directed by DN.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>■ Forward bundles of empty mailbags to post offices as labeled.</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>■ Forward bundles coded 001, 002, or 003 to the designated MTEC, unless otherwise instructed by DN.</td>
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<tr>
<td></td>
<td></td>
<td>■ Whenever possible, make up full vans of 002 bundles (#2 sacks).</td>
<td></td>
</tr>
</tbody>
</table>

* **Concentration Centers.** Headquarters designates certain mail processing facilities as concentration centers. These centers have the same responsibilities as processing and distribution centers. In addition, they consolidate trailer load lots of empty mailbags for shipment to mailbag depositories, or specific mailbag types to large mailers.
584.4 **Labeling Empty Bundles of Serviceable Sacks/Pouches**

Each bundle of empty sacks or pouches must be individually labeled. The label must clearly indicate the following:

a. The point of origin.
b. The contents, by specific size and type.
c. Whether the quantity is a full or a short bundle.

584.5 **Packing Empty Bundles of Defective Sacks/Pouches**

All defective sacks/pouches must be stuffed in a defective No. 1 canvas sack. Bundles of defective sacks/pouches must not exceed 70 pounds. See 583.2 for the criteria used to determine the serviceability of sacks/pouches.

584.6 **Labeling Empty Bundles of Defective Sacks/Pouches**

Each bundle must be individually labeled and clearly indicate the point of origin. The second line of the label must read “MIXED DEFECTIVES” and be overprinted with a red “D” or a red line.

584.7 **Empty Foreign-Owned Equipment**

584.71 **General**

Foreign postal administrations generally send mail, air and surface, to the United States in their own equipment, which consists primarily of sacks. Once the United States Postal Service processes this mail, we are obligated to promptly return all empty equipment (known as sac vides) to the origin postal administration. Failure to do so can result in significant reimbursement expenses to the foreign postal administration for the Postal Service.

The following instructions are to be followed regarding the handling and return of all foreign-owned mail sacks. International exchange offices (for air and surface mail) are responsible for processing and returning empty foreign-owned sacks.

584.72 **Receiving Offices**

Postal facilities, other than air or surface exchange offices, may receive a very small amount of foreign-owned mail sacks which need to be returned to the origin postal administration.

584.73 **Delivery Offices**

All offices receiving mail from other countries must ensure that they retrieve from the addressee all sacks used to send this mail (if received as an M-bag, i.e., if all of the contents are for one addressee). If foreign mail is received as a direct sack, the sack must be returned to the post office. Under no circumstances are the foreign sacks to be retained by an addressee or the delivery office. All foreign equipment is to be sent immediately to the serving processing and distribution center.
584.74 Processing and Distribution Centers

All processing and distribution centers, other than those that have a direct mail exchange with Mexico or Canada, must forward all foreign-owned equipment, both air and surface, to the serving international air exchange office by the normal transportation used for international airmail.

584.75 Bulk Mail Centers

Bulk mail centers, other than those that have a direct mail exchange with Mexico or Canada, should not receive foreign-owned equipment. If they do, the facility that forwarded the equipment should be notified of the error immediately. The equipment, both air and surface, must be forwarded to the serving international air exchange office by the normal transportation used for international airmail.

584.76 Airport Mail Centers (AMCs) and Airport Mail Facilities (AMFs)

AMCs or AMFs, other than those that are designated international airmail exchange offices, should not receive foreign-owned equipment, but if they do, the facility that forwarded the equipment should be notified of the error immediately. The equipment, both air and surface, must be forwarded to the serving international air exchange office by the normal transportation used for international airmail.

584.8 Returned Empty U.S. International Mail Sacks

584.81 Receipt at Non-Exchange Offices

Postal facilities (other than offices that exchange international air or surface mail directly with Canada and Mexico) that are not exchange offices should not receive returned empty U.S. equipment from abroad, but if they do, the equipment should be worked as indicated in 584.82. International and Military Mail Operations, International Business Unit, at headquarters must be notified as well so that they can take the necessary steps to prevent future occurrences.

584.82 Processing of Empty Equipment

All returned USPS equipment must be verified to ensure proper make-up. Any improperly prepared (i.e., mixed) bundles must be reworked and processed by the receiving facility before distribution can be made. When sorting empty sacks, examine them to ensure that they do not contain mail. If items are found in the sacks, postmark them on the back and endorse them: "FOUND IN SUPPOSED EMPTY MAIL SACK RETURNED FROM ABROAD" on the address side. Deliver these mail pieces to the appropriate outbound distribution unit. The sacks must then be processed promptly and sorted according to type.

584.83 Disposition of Empty Equipment

Contact the local Mail Transport Equipment Coordinator or Area Mail Transport Equipment Specialist (AMTES) for a destination for excess sacks and trays.
584.84 **Returned Plastic Sacks**

Returned U.S. foreign blue plastic and international gray (ISAL) plastic sacks must be sorted by type and condition into three separate categories: sacks with the drawstrings still attached, sacks with the drawstrings removed, and sacks that are not reusable. Coordinate the disposition of blue and gray plastic sacks as indicated in 584.83. Those sacks that are not in a reusable condition must be recycled or disposed of in conjunction with the local environmental coordinator.

585 **Inventory Control**

585.1 **Processing and Distribution Center and BMC Supply Plans**

585.11 **Purpose**

The plant supply plan concept has been developed to improve the management of MTE at the plant level. These plans increase the control and availability of MTE through the application of sound planning principles and specific management responsibilities. Definitive instructions for all levels of processing and distribution center and BMC management are provided in these plans. The instructions detail the proper processing and handling of MTE generated at opening units, other district and BMC operations, stations, and branches.

585.12 **Implementation**


585.13 **Review**

Once established, facility supply plans must be reviewed and updated as necessary, but not less frequently than annually.

585.14 **Definitions**

The following inventory terms play a vital role in developing a processing and distribution center and BMC supply plan and are used extensively in the Equipment Inventory Reporting System (EIRS):

a. Daily Usage — the amount of a particular equipment type that a facility requires in order to operate for 1 day.

b. Net Difference — the difference between the amount of a particular equipment type that a facility actually uses and the amount it receives.

c. Balance on Hand — the available amount of a particular equipment type when the inventory is taken.

585.2 **Inventory Levels**

The processing and distribution center and BMC supply plan concept, with EIRS reporting guidelines, establish the following inventory parameters:

a. *Associate Offices, Stations, Branches*. Maximum of a 1-day supply (daily usage) of any equipment type.
b. *Private Mailer.* Maximum of a 7-day requirement.

c. *Processing and Distribution Facility:*

(1) Deficit Item — maximum of a 1-day supply plus six times the net difference of any type. In an equation format:

\[ 1 \times (\text{Daily Usage} + 6 \times [\text{Net Difference}]) = \text{maximum inventory level}. \]

(2) Surplus Item — maximum of a 1-day supply of any equipment type.

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**Functional Responsibilities and Relationships**

The manager, Logistics, establishes policy for managing all aspects of mail transport equipment.

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**U.S. Postal Service Headquarters**

**587.1 Responsibilities**

The manager, Logistics, provides management support and instructions on the operation, transportation, distribution, delivery, inventory, storage, and reporting of MTE. The position of area mail transport equipment specialist (AMTES) has been established to ensure compliance with all aspects of this policy at the field level. Those who fill AMTES positions will have offices at the 10 distribution networks offices. These positions (one in each area) will provide guidance to the DNs and other field units in all aspects of the MTE Program.

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**587.2 Distribution**

**587.21 EIRS**

Nationwide distribution of empty MTE depends on information contained in the Equipment Inventory Reporting System (EIRS), various customer-oriented programs, and P&D/BMC supply plans. To provide for effective MTE distribution, Mail Transportation Equipment must maintain a liaison with Headquarters Purchasing, all DNs, mail transport equipment centers (MTECs), mailbag and container and equipment repair centers, and MTE concentration centers.

**587.22 Empty MTE Dispatch**

Headquarters Mail Transport Equipment coordinates the dispatch of empty MTE between areas with the AMTESs. The AMTES, in turn, coordinates the dispatch of MTE with the transportation and equipment specialists within his or her area of responsibility.

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**587.3 Inventory**

**587.31 Adequate Supply**

Headquarters Logistics must ensure that an adequate national inventory of MTE exists and is properly managed. EIRS is designed to assist in this
Based on DN recommendations, Headquarters establishes which postal organizations and mailers will submit reports to the EIRS.

**587.32 Review of Storage and Repair**

Headquarters Mail Transport Equipment reviews the inventory of MTE stored in the MTECs (postal or contract installations). Headquarters Mail Transport Equipment also directs the various repair centers to expedite the repair and return to service of specific MTE.

**587.4 Storage**

Mail Transport Equipment must evaluate the locations of major storage facilities based on area requirements and transportation patterns. Any recommendation to adjust the locations will be made through the manager, Mail Transport Equipment. Headquarters Mail Transport Equipment determines which equipment is appropriate for storage in the MTECs.

**587.5 Reporting**

The manager, Mail Transport Equipment, establishes the procedures for the reporting of empty MTE inventories. Headquarters specialists monitor the reports of the EIRS. When necessary, those specialists instruct field personnel on the use of the system.

**587.6 Audits**

Headquarters personnel may make unannounced visits to audit MTE operations, inventory levels, and processing operations at mailer and USPS facilities. Headquarters Logistics will establish guidelines for all MTE audits.

**587.7 Supply and Operating Plans**

The AMTES will combine the plans from the P&DCs and BMCs in their areas into an area Operating and Supply Plan for their respective geographical areas. A copy of this plan and each annual update is to be forwarded to Headquarters Mail Transport Equipment.

**588 Distribution Networks Offices**

**588.1 Responsibilities**

The DN manager, through the AMTES and designated MTE personnel, manages the daily MTE levels within the area. The Networks Management Specialists assist in planning the transportation and distribution of empty MTE in the area. Additionally, the Networks Planning Staff lends assistance in planning, implementing, and maintaining P&DC/BMC supply plans.

**588.2 Transportation**

DN coordinates the transportation of empty MTE and monitors the actual dispatch/arrival of all large quantities of empty MTE within its area.
588.3 **Distribution**

Based on P&DC and BMC supply plan data, DN maintains the flow of MTE between offices within the DN area. DN redistributes MTE within its area in response to P&DC/BMC supply plans, inventory reports, equipment requirements, and internal emergency equipment requests. Headquarters Mail Transport Equipment manages the distribution of excess MTE beyond area boundaries.

588.4 **Inventory**

DN enters inventory standards for each EIRS facility within its area for all appropriate equipment types into the EIRS. The standards are based on P&DC/BMC supply plans. In addition, DN enters equipment movements, receipts, audit reports, and, when necessary, facility MTE status into the EIRS. DN monitors all transactions and equipment inventory reports.

588.5 **Reporting**

The DN manager must monitor the data input concerning MTE in his or her area. Designated MTE personnel must ensure that the designated reporting facilities enter their equipment transactions into the EIRS accurately and promptly. Include unassembled MTE in EIRS reports.

588.6 **Audit**

DN managers must ensure that comprehensive MTE inventory audits are conducted at all offices, BMCs, warehouses, and large mailers (i.e., those mailers that report directly into EIRS and those that appear in the P&DC/BMC supply plan) within their area under the guidelines provided in Handbook PO-502.

588.7 **Operating and Supply Plans**

588.71 **DN Responsibilities**

DN generates its own area operating and supply plan based on those of the field offices within its area.

588.72 **Shortages or Surplus**

Each plan must indicate shortages or surpluses of equipment by both equipment type and quantity. Sources of supply and redistribution of any excess MTE must be documented to the extent possible. The plan must provide for each facility’s or customer’s needs and for the redistribution of inventory to effectively meet those needs without causing a shortage or a surplus of MTE.

588.73 **Plan Review**

All plans need review and updating at least semiannually. If major changes occur in customer operations, mailing patterns, or other procedures, the plans must be changed immediately.
588.8 **Plant Management Responsibilities**

588.81 **MTE Coordinator**

Plant managers will appoint an MTE coordinator to manage the plant MTE needs on a daily basis, coordinate MTE activities within the plant, prepare the plant operating and supply plan, and forward completed plans to the serving DN for review.

588.82 **Correcting Deficiencies**

Plant managers must act to correct deficiencies in the program as indicated by data supplied by DN or Headquarters.

588.83 **Management Oversight**

Plant managers and staff must oversee management of the MTE program. Particular emphasis should be directed toward eliminating "rainbow" equipment and processing "unworked equipment" as soon as possible.

588.84 **Transportation**

The plant MTE coordinator manages the transportation of empty MTE and monitors the actual dispatch/arrival of empty MTE within the plant area.

588.85 **Distribution**

588.851 **Use of EIRS**

Plant MTE coordinators must first attempt to satisfy the MTE needs of their plant by using EIRS to review the plant's MTE balances by location and arranging the redistribution of MTE inventory within the plant area as necessary. If coordinators cannot meet the needs of the plant internally, they will contact the serving DN to request additional MTE from other sources. The coordinators will also contact the serving DN for destinations for surplus MTE.

588.852 **Within the DN Area**

DN will attempt first to supply needs from within its area and will advise the plant MTE coordinator of the action taken.

588.853 **AMTES**

If DN cannot locate enough MTE to meet the needs of its service area, it will contact Headquarters Mail Transport Equipment, through the AMTES, for assistance. The AMTES will also seek destinations for surplus MTE from Headquarters Mail Transport Equipment.

588.854 **Disputes**

Disputes will invariably arise concerning MTE needs. The AMTES, through the DN manager, is authorized to function as the final arbitrator in disputes arising between plant management and designated MTE personnel within the area of the AMTES.

588.86 **Reporting**

The plant manager is responsible for all MTE reporting in the operating area. The MTE coordinator must ensure that the designated reporting facilities
enter their equipment transactions into the EIRS accurately and promptly. Unassembled or staged equipment and equipment stored in warehouses must be included in the EIRS report of the facility responsible for the equipment/warehouse.

588.87 **Audits**

In addition to the audits specified in 588.6, each manager must regularly audit the EIRS to determine if each facility is entering the information on a timely basis.

588.88 **Operating and Supply Plans**

588.881 **Purpose**

Postal facility and mailer operating and supply plans are essential to the success of the decentralized management of MTE resources. See Handbook PO-502, *Container Methods*, for instructions on how to prepare them.

588.882 **Central Plan**

The plant manager must combine individual facility/mailer operating and supply plans into a master plan for the plant area. The central plan will help control requirements and surpluses. It will also help maximize inventory turnaround, minimize stock outages, and promote cost-effective usage of MTE within the plant's area.

588.883 **Training**

DNs and the AMTESs will coordinate or provide necessary MTE awareness and EIRS training for the personnel in their area.

588.884 **Hoarding**

MTE is a valuable and essential postal resource. It is managed by different organizations within the Postal Service, but this resource is owned by the entire organization. It is therefore imperative that facility managers plan carefully and use only that portion of the total available MTE that their facilities and customers need so that all facilities have enough on hand to meet their needs. Managers must not overstock this equipment.

588.885 **Customer Services Equipment Coordinator**

The district manager of Customer Service and Sales must appoint a representative from his or her staff to act as the customer services equipment coordinator (CSEC). This representative will work with the MTE coordinator and act as a permanent representative of his or her office for MTE.

588.886 **Reporting**

The plant manager must ensure that MTE levels are accurately reported into the EIRS.

588.887 **Audits**

The plant manager provides data required for each audit, as specified in Handbook PO-502. If necessary, the manager will provide the appropriate personnel to participate in the audit.
588.888 Other

The plant manager must inform the DN manager whenever a mailer who customarily uses large quantities of empty MTE relocates to the area, moves from the area, or significantly changes his or her distribution pattern.

589 Operational Managers

All operational managers must ensure that containers are used properly, efficiently, and safely.

59 Equipment Inventory Reporting System

591 Purpose

The Equipment Inventory Reporting System (EIRS) tracks available quantities of MTE. It enables the Postal Service to control and manage mail transport equipment by redistributing MTE from areas with a surplus to areas with a deficit. EIRS also provides audit capabilities for USPS Headquarters and the Inspection Service. Detailed instructions on the operation of the EIRS are contained in Handbook PO-510, Equipment Inventory Reporting System (EIRS).

592 Description

EIRS is a computerized information system designed to help manage and identify available quantities of MTE. Reporting facilities enter data through use of a CRT (cathode ray tube) terminal. This information is immediately available to AMTESs, DNs, and Headquarters. In addition to its interactive capability, the system also generates hard-copy reports for AMTESs, DNs, and Headquarters.

593 Report Descriptions

593.1 Move Orders Report

The Move Orders Report supplies AMTESs and DNs with a list of MTE being shipped to and from their service areas. The Move Orders Report lists MTE in-transit to an EIRS origin and lists MTE shipped from an EIRS origin.

593.2 Inventory Alert Report

The Inventory Alert Report depicts either a shortage or surplus of MTE. This report is generated only under either of the following conditions:

a. The inventory level (balance on hand) for an equipment type exceeds the maximum inventory standard for that equipment type.

b. The balance on hand for an equipment type is less than the daily usage.
593.3 **Failed/Late Report**

The Failed/Late Report is generated only when an EIRS facility does not report all inventory items as scheduled.

593.4 **Audit Change Report**

The Audit Change Report is generated when a field audit has been performed. This report outlines discrepancies between the inventory reported by the audited facility and the inventory reported by the audit team.

593.5 **“As Needed” Reports**

593.51 **Inventory Standards Report**

The Inventory Standards Report shows the reporting standards for each equipment type (i.e., maximum, daily usage, net requirement, and reorder point) for each EIRS facility within a DN area.

593.52 **Current Status Report**

The Current Status Report prints the latest inventory data input by an EIRS facility within a DN area. The report provides the following instructions for each reported equipment type:

a. Inventory date.
b. Quantities received.
c. Quantities shipped.
d. Quantities defective and condemned.
e. Serviceable balances on hand.
f. Quantities filled but not released.
g. Net requirements.
h. Quantities in transit.
i. Forecast for the next week.
j. Daily usage.
k. Maximum inventory level.

593.53 **Totals by Equipment Type Report**

This report lists available MTE balances by DN area for each equipment type. When requested by Headquarters, this report also prints national totals for each equipment type.

593.54 **Transaction History Report**

This report permits the requestor to obtain specific historical data.

593.55 **Forecast Summary Report**

This report displays a 52-week forecast for a single origin, or it will summarize all forecast information within a DN area by equipment type.
593.56 **Equipment Value Report**

This report displays the current inventory value at specific locations.

594 **Responsibility**

594.1 **Headquarters**

Headquarters Mail Transport Equipment is responsible for all policies governing the implementation, use, and modification of EIRS.

594.2 **Area Mail Transport Equipment Specialists**

The area mail transport equipment specialists are responsible for the validity of information contained within EIRS and for ensuring compliance with all policies governing EIRS use established by Headquarters. The AMTES also has the following responsibilities:

   a. Review standards and forecast data for accuracy.

   b. Review move orders and move order receipts.

   c. Conduct MTE audits.

   d. Recommend to Headquarters the addition or deletion of facilities within EIRS.

594.3 **Distribution Networks (Area Offices)**

Distribution Networks must guarantee the validity of information contained within EIRS and ensure compliance with policies governing EIRS use established by Headquarters. DNs must also do the following:

   a. Establish, maintain, and update standards for all EIRS reporting facilities in their area of responsibility.

   b. Enter forecast information.

   c. Ensure proper, complete, and timely reporting by all EIRS facilities in their area of responsibility.

   d. Enter move orders and move order receipts on a daily basis.

   e. Recommend to Headquarters the addition or deletion of EIRS reporting facilities.
6 Delivery Services

61 Conditions of Delivery

611 Delivery, Refusal, and Return

611.1 Conditions

The following conditions govern delivery, refusal, and return:

a. Delivery to Addressee. The addressee may control delivery of his or her mail. In the absence of a contrary order, the mail is delivered as addressed. Mail addressed to several persons may be delivered to any one of them.

b. Mail Refused When Offered for Delivery. The addressee may refuse to accept a piece of mail at the time it is offered for delivery. The addressee should endorse the piece “Refused.”

c. Mail Refused After Delivery. After delivery, an addressee may mark a piece of mail “Refused” and return it within a reasonable time if the mail or any attachment is not opened, except for mail listed in 611.1c(1) and 611.1c(2). Mail that may not be refused and returned unopened under this provision may be returned to the sender only if enclosed in a new envelope or wrapper with a correct address and new postage. The following may not be returned postage-free:

   (1) Pieces sent as registered, insured, certified, COD, or return receipt for merchandise mail may not be refused and returned postage-free after delivery.

   (2) Mail sent to an addressee in response to the addressee’s sales promotion, solicitation, announcement, or other advertisement, and that is not refused when offered to the addressee, may not be refused and returned postage-free after delivery.

d. Mail Withheld From Delivery. An addressee may request his or her postmaster, in writing, to withhold from delivery for a period not exceeding 2 years any foreign letter or printed matter bearing a specified name or address appearing on the outside. Such mail is marked “Refused” by the post office and treated as undeliverable.
e. **Mail of Unknown Addressee.** When a person claiming to be the addressee of certain mail is unknown to the delivery employee, the mail may be withheld, pending identification of the claimant.

f. **Refused Mail as Undeliverable.** Matter refused by the addressee under 611.1b and 611.1c is treated as undeliverable (see 681.5).

g. **Remailing of Matter Returned to Sender.** The mailer must not remail undelivered or refused mail returned to him or her unless it is enclosed in a new envelope or wrapper with a correct address and new postage. Returned shortpaid mail does not have to be placed in a new envelope. The necessary additional postage may be affixed to the original mailpiece.

h. **Mail Bearing Exceptional Address Format.** Mail with an exceptional form of address is always delivered as addressed and may not be forwarded. Only if the address is incorrect or incomplete, or if the mail cannot be delivered for another reason, is it treated as undeliverable (see 68). First-Class Mail that is undeliverable as addressed is returned to the sender.

**611.2 Delivery to Persons With Similar Names**

Unless persons with similar names adopt some means to distinguish their mail, a postmaster must use judgment in making delivery.

**611.3 Mail Delivered to Wrong Person**

A person receiving mail not intended for him or her must promptly return it to the post office, endorsed “Opened by Mistake” with his or her signature if the letter is opened; otherwise, it should be endorsed “Not for..., Not at this address,” or words to the same effect.

**611.4 Checks Issued by Federal Government**

**611.41 Recipient**

Federal government checks are delivered to the addressees, to persons who customarily receive their mail, or to other persons authorized in writing to receive their mail. Delivery must not be made to an attorney, claim agent, or broker even though the addressee requests such delivery unless the check is addressed in care of the attorney, claim agent, or broker.

**611.42 Delivery Alert**

If convenient, the addressee can be alerted by ringing the bell or knocking on the door. The carrier is not required to await a response.

**611.43 Immediate Return of Check**

Delivery is withheld and the check returned to the sender immediately if it is known that the addressee:

a. Is deceased or both parties of a jointly addressed check are deceased.

b. Has moved without filing a change of address, even though the new address may be known.
c. Has enlisted in the military service.
d. Is under guardianship.
e. Is a widow who has remarried and the check is not addressed to her in her new name.

611.44 Treasury Checks Without Delivery Dates
Treasury checks enclosed in envelopes that do not show a date of delivery are delivered on the first scheduled delivery after receipt.

611.45 Treasury Checks With Delivery Dates
Treasury checks enclosed in envelopes that show a date of delivery are delivered on that date or the first scheduled delivery after that date. In emergency or other infrequent situations, customers receiving delivery service may request predelivery of their mail at the office of delivery if withdrawal of the mail does not interfere with carriers’ delivery schedules or the efficiency of other postal operations.

611.5 Checks Issued by State and Local Governments
State and local government checks are handled in accordance with instructions printed on the envelopes. Certain checks have instructions not to transfer or forward. If undeliverable as addressed, such checks must be returned to the sender immediately.

611.6 Mail Marked “In Care Of” Another
Mail marked “In Care Of” another is delivered to the first of the two persons named who may call for it, or to the address of the person in whose care it is directed in the absence of instructions from the addressee.

611.7 Restricted Delivery
Registered, certified, numbered insured, and COD mail that the sender has restricted delivery to the addressee only may not be delivered to any other person, except under DMM S916.

611.8 Mail Marked “Personal”
Mail bearing the word “Personal” is delivered in the same way as other mail for the addressee.

611.9 Holding Mail at Addressee’s Request

611.91 Ordinary Mail
Ordinary mail, except First-Class Mail bearing return address of sender specifying a holding period, is held at the office of address at the request of the addressee for up to 30 days. Under unusual conditions, mail may be held longer if the postmaster considers it practical and customers arrange for periodic pickup of the accumulated mail. Customers may authorize the holding of their mail by signing Form 8076, Authorization to Hold Mail.
Express Mail

Express Mail shipments are held at the office of address at the addressee’s written request for a specified day or days, for example, Saturdays, Sundays, or holidays (see DMM F030.4.4).

Delivery of Addressee’s Mail to Another

Delivery to Addressee’s Agent

Designation of Agent

Unless otherwise directed, an addressee’s mail may be delivered to his or her employee, a competent member of the addressee’s family, or any person authorized to represent the addressee or who customarily receives the addressee’s mail. A person or a number of persons may designate another to receive their mail. Designation of another person to receive mail should be in writing, but no special form is furnished or required.

Commercial Mail Receiving Agency

An addressee may request delivery to a commercial mail receiving agency (CMRA), which holds the mail or forwards it to the addressee. Each such CMRA must be registered with the post office responsible for delivery to the CMRA. Any person who establishes or takes over the operation or management of a CMRA must provide written notice to the postmaster responsible for the delivery address.

Procedures for Delivery to CMRA

When mail is to be delivered to a CMRA, Form 1583, Application for Delivery of Mail Through Agent, must be signed by both the commercial agent and the addressee. The commercial agent or a notary public must witness the signature of the addressee. The addressee must furnish two items of identification, the particulars of which must be included on Form 1583. The original of the completed Form 1583 must be filed with the postmaster, and a duplicate copy of the completed Form 1583 must be kept on file by the CMRA in such a manner that it is at all times available for examination by USPS representatives. The original copy must be filed alphabetically by name of applicant for each CMRA at the station, branch, or post office. The original Form 1583 is filed without verifying the address shown thereon and without obtaining statements from references given, unless the postmaster is requested to do so by the inspector in charge or when there is reason to believe the mail will be or is being used for unlawful purposes. In consideration of delivery of the mail to the CMRA, the addressee and the agent are considered to agree to the following:

a. No change-of-address order is filed with the post office when the agency relationship is terminated. The duplicate copy of Form 1583 must be returned by the CMRA to the post office endorsed with the termination date so that post office records are kept current.

b. The forwarding of mail intended for the addressee is the responsibility of the CMRA.
c. When remailed by the CMRA, the mail is subject to payment of new postage since delivery is deemed made when the mail was delivered to the CMRA.

d. The CMRA must provide by June 1 an annual updated list of its clients shown in alphabetical order with cross-references to CMRA addressee delivery designations.

**612.14 Compliance With Proper Procedures**

To ensure that proper procedures are being followed by a CMRA, the postmaster:

a. May periodically monitor mail going to the CMRA to ensure delivery is authorized by Form 1583.

b. May, with the next higher level approval and notification to the inspector in charge, suspend delivery to a CMRA which, after proper notification, fails to comply with 612.12 and 612.13.

c. May provide for a review at the CMRA to ensure compliance.

d. May provide for periodic visits to the CMRA by postal representatives.

e. Obtains annually from the CMRA a list of all clients used to update the files kept at the post office.

f. Keeps expired Forms 1583 for 2 years from the date of expiration.

g. Provides annually by June 1 a current list of CMRAs to the inspector-in-charge.

**612.15 Availability of Form 1583**

Each post office must keep Form 1583 on hand to be provided to CMRAs on request.

**612.2 Mail Addressed to Minors**

A minor’s guardian may control delivery of mail addressed to the minor. If there is no guardian, and the minor is unmarried, then either parent may receive delivery of the minor’s mail.

**612.3 Mail Addressed to Incompetents**

If a person is legally declared incompetent, that person’s mail may be delivered under the order of his or her guardian or conservator. Where there is no legal representative, the mail is delivered as addressed.

**612.4 Mail Addressed to Deceased Persons**

**612.41 Delivery**

Mail addressed to a deceased person should be delivered as addressed. The mail may be received at the address of the deceased by anyone who would normally receive the addressee’s mail at that address. If, after 10 days, there is evidence that the mail is not being picked up, it should be treated as undeliverable.
612.42 Mail That Can Be Forwarded
Mail described in 612.41 may be forwarded to a different address, including that of an appointed executor or administrator, if an order of request is filed at the post office.

612.43 Mail That Must Be Returned
Federal government checks addressed to a deceased person should be returned to the mailing federal agency without attempting delivery. Other mail endorsed “Return to Sender if Addressee Is Deceased” should be returned also without attempting delivery.

613 Jointly Addressed Mail

613.1 Delivery of Jointly Addressed Mail
Where mail is jointly addressed (for example, “Mr. and Mrs. John Doe” or “John and Jane Doe”), neither party is entitled to control delivery of such mail over the objection of the other. Jointly addressed mail is delivered as addressed by the sender, as long as one of the addressees can receive it there.

613.2 Delivery of Mail Addressed to Husbands or Wives
Neither party may control delivery of mail addressed to the other. In the absence of delivery instructions, the mail must be delivered as addressed by the sender. Refer to 616 for conflicting orders for delivery.

614 Delivery to Individuals at Organizations

614.1 At Organization Address
All mail addressed to a governmental or nongovernmental organization (including but not limited to corporations, firms, sole proprietorships, partnerships, joint ventures, and associations) or to an individual by name or title (an official, employee, contractor, client, agent, etc.) at the address of the organization is delivered to the organization. This regulation also applies to mail addressed in this manner to former officials, employees, contractors, agents, clients, or others associated with the organization. If disagreement arises about where any such mail should be delivered, it must be delivered according to the order of the organization’s president or equivalent official.

614.2 Not at Organization Address
Mail addressed to a governmental or nongovernmental official by title or by organization name, but not to the address of the organization, must be delivered to the organization if the organization so directs.
Delivery to Persons at Hotels, Institutions, and Schools

615.1 Mail Addressed to Patients or Inmates
Mail addressed to patients or inmates at institutions is delivered to the institution authorities who, in turn, deliver the mail to the addressee under the institution's rules and regulations. If the addressee is no longer at that address, the mail must be redirected to his or her current address by the institution. If the forwarding address is unknown, the mail is returned to the post office.

615.2 Mail Addressed to Persons at Hotels, Schools, and Similar Places
Mail addressed to persons at hotels, schools, and similar places is delivered to the hotel or school. If the addressee is no longer at that address, the mail is redirected to his or her current address by the hotel or school. If the forwarding address is unknown, the mail is returned to the post office. For mail addressed to prisoners, see ASM 274.96.

615.3 Registered Mail Addressed to Persons at Hotels and Apartment Houses
Registered mail addressed to persons at hotels and apartment houses is delivered to the persons designated by the management of the hotel or apartment house in a written agreement with the USPS. Form 3801-A, Agreement by a Hotel, Apartment House, or the Like, must be executed for this purpose. If delivery of the registered mail is restricted by the sender, it may not be delivered to the representative of the hotel or apartment house unless the addressee has authorized that person in writing to receive his or her restricted-delivery mail. Authorization may be made on Form 3849, Delivery Notice/Reminder/Receipt; Form 3801, Standing Delivery Order; or by a letter to the postmaster.

Conflicting Orders by Two or More Parties for Delivery of Same Mail

616.1 Delivery to Receiver
Where persons make conflicting orders for delivery of the same mail, and they are unable to agree among themselves which party should receive the mail, the mail may be delivered to a named receiver or third party unanimously agreed to by the disputing parties.
616.2 Receiver in Dispute

616.21 Steps for Resolution

The following Postal Service authorities have responsibilities in attempting to resolve disputes:

a. **Postmaster.** If the disputing parties are unable to select a receiver, they must furnish the postmaster all evidence on which they rely to exercise control over the disputed mail.

b. **Chief Field Counsel.** If after 5 workdays from receipt of such evidence the postmaster is still in doubt about who should receive the mail, the postmaster must submit the case to the chief field counsel for informal resolution.

c. **Judicial Officer Department.** If after 5 workdays from receipt of the case, or such additional time as may be agreed to by all parties, no informal resolution is achieved and no order is made by the chief field counsel to return the mail to the sender, the chief field counsel must forward the case file to the Judicial Officer Department for decision under the rules of procedure of that department.

616.22 Holding of Disputed Mail

If a dispute is referred to the Judicial Officer Department, the postmaster must hold the disputed mail as follows:

a. **Ordinary Mail.** Hold the mail until such time as notice of final disposition is received from the judicial officer.

b. **Accountable Mail.** Hold registered, certified, insured, COD, and return receipt for merchandise mail for the amount of time permitted by DMM F030, or until resolution of the dispute, whichever comes first.

c. **Express Mail.** Hold Express Mail as specified by DMM F030, or until resolution of the dispute, whichever comes first.

616.23 Returned Mail

Endorse returned items “In Dispute.”

616.3 Delivery of Mail According to Court Order

When the same mail is claimed by different persons, and a court decides to whom delivery should be made, the mail is delivered according to the court order.

617 Other Delivery Procedures

617.1 Delivery in Multiple-Floor Buildings

Parcel post, registered, insured, certified, and special delivery articles are delivered in person to the addressee or authorized agent, without regard to the floor on which his or her office or apartment is located. Cooperation of customers is requested, however, in making arrangements for mail to be delivered on the first floor.
617.2 Delivery of Parcels

617.21 Heavy or Bulky Items
A heavy or bulky item of any class is delivered as addressed, if facilities are available.

617.22 Delivery to Other Than the Addressee or Mail Receptacle
Unless the addressee has filed a written order asking that mail not be left outside the authorized delivery receptacle, parcels that do not require a signature may be left in a reasonably safe place, such as a porch or stairway that is protected from the weather, if:

a. The addressee has filed a written order to leave parcels.

b. The mailer has endorsed the item “Carrier — Leave if No Response.” The endorsement must appear in the upper left corner of the address side of the piece or the upper left corner of the addressing area of the piece, directly below the return address. The endorsement and return address must be printed in the same reading direction as the delivery address, with a clear space of at least ¼ inch above and below the endorsement. The lettering of the endorsement must be in bold print and as large as, or larger than, the lettering of the addressee’s name and address but never smaller than 8-point type. The lettering of the endorsement must also stand out clearly against its background.

617.3 Additional Attempts to Deliver

617.31 Someone Normally Available to Receive Parcel
If an ordinary parcel or unnumbered insured parcel cannot be delivered on the carrier’s first attempt, attempt a second delivery the next working day. If the parcel is not delivered after the second attempt, leave Form 3849 at the address showing that the parcel is being held awaiting call.

617.32 No One Usually Available to Receive Parcels
If no one is available to receive the parcel and the carrier knows that someone at the address is not usually available to receive parcels, Form 3849 is completed and left after the first attempt. When it is not known if someone is usually available to receive parcels, Form 3849 is left after the first attempt. Additional attempts are made only at the customer’s request.

617.33 Parcel Not Called For
A second notice is sent if the parcel is not called for after 5 days. If there is no response within 5 days after the second notice and no retention period is specified by the sender, the parcel is treated as undeliverable. When a retention period is specified, it is observed up to 30 days after the first notice. An additional attempt to deliver is made only if requested by the addressee.

617.34 Perishable Parcel
If a parcel is endorsed “Postmaster: Perishable. If not delivered within 5 days, call 1-800-XXX-XXXX,” a second notice must be sent as required by
617.33. In addition, a USPS employee must call the telephone number printed by the mailer in the endorsement. The USPS employee gives the mailer the customer’s name, address, and, if necessary, keyline information. A second attempt to deliver is made only if requested by the addressee. If the parcel remains unclaimed 10 days after the first delivery attempt or the retention period specified by the mailer, the parcel is handled according to 68. Mailers of perishable items who want to use this endorsement must place the endorsement along the left or bottom edge of the address label. The lettering of the endorsement must be in boldface type and as large as, or larger than, the lettering of the addressee’s name and address but never smaller than 8-point type.

618 Delivery to Military Organizations and Naval Vessels

618.1 Units Not Operating Military Post Offices

Mail addressed to the Commanding General, Commander, Commanding Officer, staff sections and other officials by title, and personnel of military organizations is delivered to unit mail clerks or mail orderlies when such individuals are designated on DD Form 285, Appointment of Unit Mail Clerk or Mail Orderly, to receive all mail addressed to the unit for which designated. If the unit mail clerk or mail orderly is designated on DD Form 285 to receive ordinary mail only, then registered, numbered insured, certified, and restricted-delivery mail addressed to individuals by name may be delivered to the unit mail clerk or mail orderly only if authorized by the addressee in a letter to the post office, Form 3849, or Form 3801.

618.2 Units Operating Military Post Offices

All mail addressed to military organizations that operate military post offices is delivered to the military postal clerk, assistant postal clerk, or postal finance clerk for the organization. Additionally, mail for other military organizations may be delivered to military postal clerks or postal finance clerks for further delivery when requested.

618.3 Identification

Unit mail clerks, mail orderlies, postal clerks, and assistant postal clerks must provide proper identification to obtain mail. Required identifications are DD Form 285, showing classes of mail that the bearer is authorized to receive, and a military identification card (for a civilian employee, a government-issued identification card with the employee’s picture).

618.4 Return Receipts

Return receipts for registered, numbered insured, and certified mail must not be completed by anyone except the addressee.
Mail Claim Check System

General

Purpose

The Mail Claim Check System is a system for notifying customers of the arrival of mail and for obtaining receipts for delivered mail. The system is designed primarily for handling mail intended for carrier delivery, but it is also used for mail addressed to post office boxes or general delivery.

Scope

Notice of Arrival and Claim

The system uses a form that serves both as a notice of arrival and a claim check for accountable mail, special delivery mail, and for articles that cannot be immediately delivered. It also serves as a delivery receipt for registered, numbered insured, or certified mail.

Definition of Carrier

For these instructions, the term carrier includes special delivery messengers, postal vehicle service (PVS) drivers, and carriers serving city, rural, and all other types of carrier delivery routes. Also, the term post office box includes caller service and detached post office box service.

Use

The system is used when mail intended for delivery by carrier is held for redelivery or customer pickup. It also applies to post office box and general delivery mail.

Post Office Box or General Delivery

The system is not used for mail intended for post office box or general delivery if a separate storage area is provided for this type of mail. It is not used at installations that provide only post office box and/or general delivery service.

Forms

Form 3849, Delivery Notice/Reminder/Receipt

The required form for the mail claim check system is Form 3849, which has the following five uses:

a. Delivery receipt for registered, numbered insured, or certified articles.
b. Notification form for mail that cannot be delivered immediately.
c. Second notice or reminder for an unclaimed article.
d. Claim check for retrieving mail at post offices.
e. Record for accountable mail articles (registered, numbered insured, certified, COD, and Express Mail) returned to sender.
Privately Printed Forms
Mailers may not print Form 3849 unless authorized by the Business Mail Acceptance manager, Headquarters.

Delivery

Receipt for Registered, Numbered Insured, and Certified Mail
Form 3849 must be used as a receipt for registered, numbered insured, and certified mail when delivery is made. The carrier completes the form, has the recipient sign it under established procedures, and returns the form to the delivery unit.

Notification of Mail That Cannot Be Delivered
Delivery employees must use Form 3849 to notify customers of the arrival of mail that cannot be delivered. Carriers must check the name and address on the article for accuracy and legibility, since it is stored according to this information. The carrier must then return the item to the delivery unit for processing and storage.

Reminder or Notice of Second Attempted Delivery
Form 3849 is delivered to the addressee as a second notice or reminder when required either for unclaimed articles or when second delivery attempts are unsuccessful. The recipient uses the form to retrieve the article.

Notice of Arrival of COD
Form 3849 may be used as a notice of arrival, but it must not be used as a receipt for ordinary COD mail; the mailing label for COD mail is used for this purpose.

Claiming Mail

Customer Action
Customers claim their mail by presenting Form 3849 to the window clerk at the location shown on the form. To claim registered, numbered insured, and certified mail, a customer who is not known to the window clerk must provide identification and must sign and date the form.

Without Claim Check
A customer may obtain an article without a claim check; however, if the article is registered, numbered insured, or certified, the customer must identify himself or herself and sign and date a Form 3849.

USPS Action
After verifying that the delivery receipt is properly completed and all other delivery procedures followed, the clerk delivers the article and signs and dates the delivery receipt in the “Delivered by” and “Date” blocks.

Disposition of Forms
Delivery receipts must be kept separate from notices of arrival of ordinary COD and nonaccountable mail. Delivery receipts for registered COD mail must be kept for disposition under established procedures. Keep claim
checks overnight, including those for ordinary COD mail that are not required as delivery receipts, then discard them as waste.

619.25 Storage of Mail Awaiting Customer Pickup

619.251 Procedure

At the delivery unit, stamp the mail with supply Item No. R291 (see Exhibit 619.251), endorse, and place in storage bins or on shelves, according to 619.251a through 619.251c. If more than one item has the same number used in a numerical storage system, alphabetize the items within the separation. Use one of the following filing systems:

a. Last two numbers of the delivery address.

b. Last number of the delivery address.

c. Alphabetical.

Exhibit 619.251

Item R291

Name ________
1st Notice ______
2nd Notice ______
Return ________

619.252 Parcels and Accountable Mail

Intermingle all types of parcels. Keep certified letters or postage-due mail in a general delivery type case with numbered separations or in a flats case with the addresses facing up. File registered mail in a tray in numerical sequence and keep it under the control of the responsible employee at all times.

619.3 Filing Delivery Records

File delivery receipts according to established procedures.

619.4 Overprinting

Information such as post office, station, or branch; address; business hours; and telephone number on Form 3849 can be overprinted more economically at the same time the basic form is printed. This must be limited, however, to large quantities (20,000 or more) and in increments of 20,000 thereafter (for example, 80,000, 100,000, and so forth). The area office coordinates the overprinting.
62 Delivery Schedules and Trip Frequencies

621 Schedules

621.1 Express Mail, First-Class Mail, and Priority Mail
Deliver on the first trip all Express Mail, First-Class Mail, and Priority Mail received at the central distribution facility prior to the established cut-off time.

621.2 Periodicals
Deliver Periodicals on the first scheduled delivery trip following receipt at the delivery unit, provided that such delivery does not delay First-Class Mail.

621.3 Standard Mail (A)
Deliver Standard Mail (A) not later than second delivery day after day of receipt. (Day of receipt begins at midnight unless the area manager approves a different time.) Deliver mail received on Saturday no later than Tuesday. Deliver circulars received on a day preceding a holiday no later than the second delivery day following the holiday.

621.4 Standard Mail Parcels
Where possible, schedule delivery of Standard Mail parcels so as to maintain published service standards for these classes of mail.

622 Trip Frequencies
Frequency changes must be approved by the area manager.

623 Withdrawal of Delivery Service

623.1 Suitable Receptacles
Consider withdrawing service if a customer does not provide a suitable mail receptacle after being so notified by Form 1507, Request to Provide Proper Mail Receptacle (city delivery routes); by Form 4056, Your Mailbox Needs Attention (rural and highway contract routes); by letter or verbally.

623.2 Blocked Mail Receptacles

623.21 General
The customer is responsible for keeping the approach to the mailbox clear to facilitate delivery (see 632.13). If the carrier continually experiences a problem in serving curbline boxes and where the customer is able to control access or on-street parking in front of his or her mailbox but does not take prompt corrective action after being properly notified, the postmaster may, with the approval of the district manager, withdraw delivery service.
Delivery Services

623.22 **Delivery to Mailbox Inside of a Screen or Storm Door**

These mailboxes must meet the following requirements:

a. When the box is inside a screen or storm door, the door must be left unlocked; otherwise, the box should be located outside the door or a slot should be provided in the outer door.

b. When porches are screened in or enclosed by other material, and are used as living or sleeping quarters, the screen or storm door is considered the entrance door to the house. In these cases, request that customers place their mail receptacle outside the door or provide a slot in the door.

623.3 **Safety or Security**

Delivery service may be suspended when there is an immediate threat (including, but not limited to, threats due to loose animals) to the delivery employee, mail security, or postal property. Suspension of service should be limited to an area necessary to avoid the immediate threat. Postmasters should request corrective action from responsible parties and restore normal service as soon as appropriate.

623.4 **Travel Obstructions**

Persons responsible for road maintenance must be notified of road conditions obstructing the delivery of mail. If repairs are not made promptly, service may be withdrawn with the approval of the district manager. Resume service as soon as the road conditions are improved.

63 **Modes of Delivery, Mail Receptacles, and Keys**

631 **Modes of Delivery**

631.1 **General**

For all establishments and extensions, the options for delivery service are to the door, curbside boxes, or central delivery points or receptacles, supplemented as given below.

631.2 **Business Areas**

The type and design of buildings govern the mode of delivery to be implemented. The options are as follows:

a. **Central Delivery.** Central delivery service is for business office buildings, which may include call windows, horizontal locked mail receptacles, cluster box units (CBUs), neighborhood delivery and collection box units (NDCBUs), or mechanical conveyors (only for high-rise, multiple-tenant buildings, and only if certain conditions are met; consult postmaster for details).
b. **Single Point Delivery**: Single point delivery is for single points, receptacles, or door slots provided by business management. If there is an elevator and if the offices are open to receive mail, or if door slots are provided, delivery is authorized to all floors of office buildings. If there is no elevator, delivery is provided to the first floor, and to the second floor if it is occupied primarily by business offices and if the service is requested.

631.3 **Residential Housing (Except Apartment Houses and Transient Mobile or Trailer Homes)**

631.31 **General**

For all residential areas, except apartment houses, transient mobile or trailer homes, colleges and universities, and other sites covered under 615, the delivery options, under the regulations given below, are curbside, sidewalk, or central delivery.

631.32 **Curbside Delivery**

Delivery may be provided to boxes at the curb so they can be safely and conveniently served by the carrier from the carrier’s vehicle, and so that customers have reasonable and safe access. Mail receptacles may be grouped, two to a property line where possible.

631.33 **Sidewalk Delivery**

Options and requirements for sidewalk delivery are as follows:

a. If the sidewalk abuts the curb or if other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curbline, those customers may be permitted to install all their boxes at the edge of the sidewalk nearest the residence, where they can all be served by the carrier from the sidewalk.

b. If the average lot frontage is 75 feet or less, the boxes are not required to be grouped together; if the average lot frontage exceeds 75 feet, the boxes must be installed in groups of at least two.

c. If the average lot frontage is 50 feet or less, customers may locate their mailboxes at the edge of the sidewalk nearest the residence rather than at the curb, regardless of whether the sidewalk abuts the curb or other unusual conditions exist. All the boxes must be located so that the carrier can serve them from the sidewalk.

631.4 **Exceptions**

631.41 **Extension of Service Within an Existing Block**

New homes or businesses built within a block of existing homes or businesses receive the same type of service as the older homes or businesses. When new development replaces more than one block, delivery methods must comply with mode of delivery options for establishment and extension of delivery service.
631.42 **Hardship Cases**

Procedures and guidelines for changes in delivery in hardship cases are as follows:

a. Changes in the mode of delivery authorized for a delivery point are considered where service by existing methods would impose an extreme physical hardship on an individual customer. Any request for a change in delivery mode must be submitted in writing.

b. Approval of these requests should be based on humanitarian and not economic criteria; however, rural delivery customers requesting a hardship extension must also meet current criteria for extension of rural delivery service (see 653). Each request for a change in delivery service should be evaluated based on the customer’s needs; a request should not be denied solely because of increased operational costs or because a family member or other party may be available to receive mail for the customer.

c. If the local postmaster denies a request, the request must be sent to the district for review. The final decision is made by the district manager.

d. If a customer no longer requires a variation in the type of delivery service, mail service must be restored to the mode of delivery in effect in the area.

631.43 **Local Ordinances**

If a customer chooses not to erect a curbside box because of a local, city, county, or state ordinance prohibiting the installation of mailboxes at the curb, the delivery options in establishments and extensions are as follows:

a. **Central Delivery Service.** See 631.44.

b. **Post Office Box or General Delivery Service.** Post office box or general delivery service may be provided at the nearest postal facility where carrier delivery emanates.

631.44 **Central Delivery**

631.441 **Delivery Requirements**

NDCBUs or CBUs may be approved for use at one or more central delivery points in a residential housing community. The local postal manager must approve the mailbox sites and type of equipment. Boxes must be safely located so that customers are not required to travel an unreasonable distance to obtain their mail. Normally, within one block of the residence is appropriate.

631.442 **Central Delivery Addresses**

Central delivery mail receptacles (including NDCBUs and CBUs, delivery centers, and postal centers) must be identified by the same addresses as the dwellings for which they serve as mail receptacles. These identical individual addresses should be placed inside the boxes to be visible only to the carrier as he or she serves the receptacle or the customer. For security or privacy, mailer associations or customer groups may use another alphanumeric
identification system on the outside of the receptacle that is not part of, or used in, the mailing address.

631.45 **Apartment Houses**

631.451 **General**

Delivery of mail to individual boxes in a residential building containing apartments or units occupied by different addressees (regardless of whether the building is an apartment house, a family hotel, residential units, or business units in a residential area and regardless of whether the apartments or units are owned or rented) is contingent on the following:

a. The building contains three or more units (above, below, or behind; not side by side) with:
   (1) A common building entrance such as a door, a passageway, or stairs;
   (2) A common street address (some part of the address is shared) approved by local or municipal authorities.

b. The installation and maintenance of mail receptacles is approved by the USPS.

c. Each apartment is provided one box, including that of any resident manager or janitor, unless the management has arranged for mail to be delivered at the office or desk for distribution by its employees.

d. The grouping of the boxes for the building is at a single point readily accessible to the carrier.

   **Note:** The tenant’s correct mailing address is the address of the entrance at which the mail receptacles are located, and should include the apartment number or designated mailbox number.

631.452 **Exceptions**

Exceptions to the above requirements are as follows:

a. If more than one such building in an apartment house complex has the same approved common street number, delivery of mail to individual boxes is contingent on the grouping of all the boxes for the common street number at a single point readily accessible to the carrier, even though the boxes serve residents in more than one building.

b. If such a building has more than one entrance, delivery of mail to receptacles grouped at more than one entrance is contingent on each entrance to which delivery is made serving three or more apartments or flats and the assignment, by local or municipal authorities, of a different street number to each such entrance.

c. When new apartments are being erected or existing ones remodeled, postmasters will inform builders and owners of the requirements of these regulations and will provide a suitable inspection to ensure that safe and durable receptacles are installed in conformance with these regulations. Postal Service-approved parcel lockers may be used with approved mail receptacles.
631.46 Mobile or Trailer Homes

631.461 Options
The delivery options for mobile or trailer home developments depend on whether the development is permanent or transient.

631.462 Permanent Developments
Permanent developments consist of managed mobile home parks or residential mobile home subdivisions where the lots are permanently assigned, the streets are maintained for public use, and the conditions are similar to those of a residential subdivision. For permanent developments, the delivery options are either curbside, sidewalk, or central delivery, under the regulations below.

a. Curbside Delivery. Delivery service may be provided to boxes at the curb so that they can be safely and conveniently served by the carrier from the vehicle.

b. Sidewalk Delivery
   (1) If the sidewalk abuts the curb or other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curbline, those customers may install all their boxes at the edge of the sidewalk nearest the residence where they can all be served by the carrier from the sidewalk.
   (2) In such conditions, if the average lot frontage is 75 feet or less, the sidewalk boxes are not required to be grouped together; if the average lot frontage exceeds 75 feet, the sidewalk boxes must be installed in groups of at least two.
   (3) If the average lot frontage is 50 feet or less, customers may be permitted to locate all their mailboxes at the edge of the sidewalk nearest the residence rather than at the curb, regardless of whether the sidewalk abuts the curb or other unusual conditions exist. All the boxes must be located so the carrier can serve them from the sidewalk.

c. Central Delivery
   (1) Delivery service may be provided to a single point or receptacle designated by the management of the development for the receipt of mail for distribution by its employees.
   (2) Delivery service may be provided to one or more central points for the direct receipt of mail by postal customers within the area. The requirements for such central delivery are as follows:
      (a) The local USPS managers must approve the mailbox sites and equipment.
      (b) Customers must not be required to travel an unreasonable distance to obtain their mail.

631.463 Transient Developments
Transient developments are mobile home, trailer, and recreational vehicle parks where the lots are temporarily occupied or rented and considered
transient or seasonal, even though some families may live in them for an extended period. For these developments, the only option is delivery to a single point or receptacle designated by park management and approved by local USPS managers for the receipt of mail for distribution and mail forwarding by employees of the park. This method is one of the service options for permanent developments.

631.5 **Colleges and Universities**

631.51 **Administration Buildings**

Mail is delivered to principal administration buildings. Mail undeliverable as addressed or not addressed to a specific building is delivered to the main administration building office for further handling. At larger universities, deliver to the different departments, colleges, faculty buildings, and principal campus structures, such as the Chemistry Building, Engineering Building, and so forth, provided that mail is thus addressed and the volume warrants. Delivery is not to be made to individual administration offices.

631.52 **Dormitories or Residence Halls**

Mail is delivered to dormitory buildings and residence halls when addressed to a specific building. Deliver mail in bulk to a designated representative of the school, who then is responsible for further distribution to students. A dormitory building or residence hall ordinarily consists of single-room units (or double rooms with connecting bath) and separate centrally located facilities for dining and receiving visitors. Whether located on or off campus and regardless of private ownership, such buildings are nevertheless dormitories and either the school or building owner is responsible for final delivery of student mail. Post office personnel are not to distribute mail into apartment-type mailboxes.

631.53 **Married Student Housing**

Apartments and housing units for married students ordinarily are complete quarters consisting of a living room, kitchen-dinette, bedroom, and bath. Whether located on or off campus and regardless of ownership, the apartment mail receptacle requirements in 631.45 apply.

631.54 **Fraternity and Sorority Buildings**

Deliver mail in bulk to a common mailbox or to a representative of the organization if addressed to a specific building.

631.55 **Parcel Post**

Deliver parcel post in the same manner as other ordinary mail matter.

631.56 **Special Delivery**

Provide special delivery service to buildings in the same general manner and to a like degree as other delivery service. Include buildings that are authorized to receive regular bulk mailings on special delivery runs. Once the messenger arrives at the delivery address, however, handle the article in the same fashion as other mail.
Forwarding of Mail

Forwarding mail for former students and for current students during the summer and vacation periods is the responsibility of the institution or building owner, except where delivery to individual apartment receptacles for married student housing is being provided. Encourage school officials to include mail forwarding, proper mail addressing, and other related postal features in general instructions to students.

Noncity Delivery Offices

Where city delivery service is not established, students may rent post office boxes or use general delivery, or the institution may arrange to pick up the mail in bulk and make its own distribution and delivery.

Conversion of Mode of Delivery

In this section, conversion refers to changing existing mail delivery to a more economical and efficient mode. The key to converting existing deliveries is identifying those deliveries that are most costly to the Postal Service. Delivery managers can go into any delivery territory where delivery has been established for over 1 year and solicit to convert the mode of delivery if it would be cost beneficial to the Postal Service.

Postmasters should not establish a mixed delivery area where the carrier must zigzag from the door to the curb when previously the carrier took obvious shortcuts to effect delivery. Postmasters must weigh the advantages and disadvantages of converting less than 100 percent of the deliveries.

Customer signatures must be obtained prior to any conversion. In single-family housing areas (including manufactured housing and mobile homes) where the residences and lots are owned, each owner must agree to the conversion in writing. Owners who do not agree must be allowed to retain their current mode of delivery.

When a residence is sold, the mode of delivery cannot be arbitrarily changed prior to the new resident moving in. The existing mode of delivery must be retained. If an owners’ association represents the community, it can direct the mode of delivery for the community. In rental areas, such as apartment complexes and mobile home parks, the owner or manager can approve the conversion.

Correction of Improper Mode of Delivery

In the event an improper mode of delivery is extended by a postal carrier or manager, the service will be withdrawn provided that the error is detected within 90 days. If the error is not detected within 90 days, the service will remain in place.

Military Installations

Family Housing

Delivery to family housing on military installations is effected in accordance with 611, 64, 65, or 66, whichever is appropriate.
Other Services — Agreement With the Military

Other services are provided to military installations in accordance with Publication 38, *Postal Agreement with the Department of Defense*, signed on February 22, 1980, reprinted in pertinent part:

III. POLICY

A. The Military Postal Service is operated as an extension of the United States Postal Service as authorized by 39 U.S.C. 406.

B. The Department of Defense and the Postal Service agree to attempt to furnish mail service to the military equal to that provided the civilian population in the United States.

C. The Department of Defense and the Postal Service affirm the importance of the national goal of energy conservation, and both parties resolve to minimize energy expenditure while conducting military postal operations.

IV. RESPONSIBILITIES

A. The Department of Defense agrees to:

1. Maintain and operate military post offices in support of Armed Forces operations and personnel at locations outside the United States, or inside the United States where the military situation requires;

2. Ensure that each military post office that provides postal financial or accountable mail services or exchanges incoming and outgoing mail directly with carriers is supervised by at least one qualified, on-site military member of the Armed Forces;

3. Administer the military postal service in accordance with the law, with policies and regulations of the Postal Service, and with consistent implementing directives of the Department of Defense;

4. Arrange with foreign governments to permit military post offices to be established and military postal operations to be conducted in foreign countries;

5. Furnish information required by the Postal Service to provide efficient postal services to authorized personnel and units;

6. Establish and operate mail control activities at principal locations used by the Postal Service to receive and dispatch military mail and to provide information to distribute and dispatch military mail and to provide information for overseas and maneuver forces, ships, and other mobile units;

7. In time of war or national emergency, assist or supplement Postal Service operation of bulk mail centers, postal concentration centers, and airport mail facilities;

8. Establish and operate mail control activities at military aerial ports to receive outgoing military mail from the Postal Service for
dispatch via military air transport and to receive incoming military mail via military air transport for entry into civilian postal channels;

9. Conduct postal finance services at military post offices, to include selling stamps and stamped paper; issuing domestic money orders; cashing money orders, when feasible; and providing certified, insured, and registered mail services. Remittances to the Postal Service shall be in dollars in the amounts required by the schedule of rates, fees, and charges provided by postal regulations;

10. Make periodic audits and inspections of military post offices.

B. The United States Postal Service agrees to:

1. Provide postal services for the Armed Forces at locations inside the United States, including the establishment of civilian post offices on military installations and the usual postal finance, mail handling, carrier delivery and collection, and special delivery services consistent with United States postal laws and regulations, normal standards of the Postal Service, and changing military requirements;

2. Establish and operate postal concentration centers, as needed, for the concentration, sorting, and delivery or dispatch of military mail in accordance with requirements of the Department of Defense;

3. Process military mail in an expeditious manner while efficiently separating mail for the Armed Forces prior to delivery or dispatch;

4. Furnish information to the Department of Defense to permit proper routing of military mail prior to its entry into civilian postal channels;

5. Authorize the establishment of military post offices as branches of designated civilian post offices;

6. Extend stamp credits from designated civilian post offices to postal finance offices and other custodians of postal effects;

7. Assist the Department of Defense by informing postmasters and the public of proper addressing practices, applicable restrictions, and other military mail matters of interest.

V. ADMINISTRATION

A. The Assistant Secretary of Defense (Manpower, Reserve Affairs and Logistics) shall serve as the point of contact with the United States Postal Service and shall implement and administer this agreement for the Department of Defense. The Assistant Secretary of Defense (Manpower, Reserve Affairs and Logistics) may enter into
supplemental agreements with the United States Postal Service as may be necessary to carry out the purposes of this agreement.

B. The Senior Assistant Postmaster General, Operations Group, shall serve as point of contact with the Department of Defense and shall implement and administer this agreement for the United States Postal Service. The Senior Assistant Postmaster General, Operations Group, may enter into supplemental agreements with the Department of Defense as may be necessary to carry out the purposes of this agreement.

VI. REVIEW AND AMENDMENT

This agreement may be amended at any time by mutual agreement. It shall be renewed every five years by the Department of Defense and the Postal Service.

SUPPLEMENTAL POSTAL AGREEMENT: ADMINISTRATIVE DETAILS

I. TRANSPORTATION

A. The Department of Defense agrees to arrange for military mail transportation from overseas postal facilities to commercial or military terminals in the United States and between military postal activities within overseas areas.

B. The Postal Service agrees to:

1. Arrange for military mail transportation to overseas postal facilities from commercial terminals in the United States and make transportation arrangements when the postal services of another country are required. However, this does not preclude military departments from making direct arrangements for the transportation of military mail to or between designated overseas points on a short-term basis when operational requirements dictate.

2. Provide inbound and outbound mail transportation between the postal concentration centers and military or commercial air or surface carriers.

3. Transport mail between civilian post offices on military installations and the receiving or dispatching Postal Service facility.

II. PERSONNEL

The Department of Defense agrees to:

A. Appoint mail clerks and issue them uniform identification cards.

B. Assign only qualified personnel to duties in military post offices, mailrooms, mail control activities, and other postal facilities. No persons convicted of a crime involving theft or moral turpitude or disciplined for any action reflecting unfavorably upon their integrity shall be assigned to postal duties. Those having a history of psychiatric disorder, alcoholism, or drug abuse may be so assigned.
if medical evidence of current good health, sufficient to meet published Postal Service standards, is available. This does not preclude the Department of Defense from establishing requirements that are more stringent than the published Postal Service standards.

III. EQUIPMENT

A. The Postal Service agrees to:

1. Provide equipment and furniture necessary for the operation of civilian post offices located on military installations.

2. Furnish equipment and supplies for use in military post offices. Equipment shall be new or serviceable and shall be issued in accordance with mutually determined issuance standards. Supplies and accountable equipment shall be furnished without charge. Nonaccountable equipment shall be furnished on a reimbursable basis beginning in FY 82.

3. Repair equipment for which it has a unique capability.

B. The Department of Defense agrees to transport such equipment between the continental United States and the overseas destination.

IV. DELIVERY

A. The Department of Defense agrees to:

1. Decline to accept collect on delivery mail for delivery at military post offices.

2. Not provide special delivery service.

3. Deliver mail to personnel in a temporary duty status, in training, and where delivery requirements exceed Postal Service standards.

4. Deliver accountable mail, delivery of which is restricted by the sender, through mail clerks, only upon the written authorization of the addressee when it is impracticable for the addressee to accept delivery in person at the civilian post office.

B. The Postal Service agrees to:

1. Neither accept nor forward to military post offices any collect on delivery mail.

2. Provide delivery service on military installation in the United States commensurate with the delivery service that would be provided for civilian communities of comparable characteristics. Postal Service criteria shall be used in considering extensions of mail service. Mail to principal administrative buildings or commands shall be delivered in bulk. The Postal Service agrees to also provide the mail in bulk to personnel and basic units in a transient or temporary duty status of 180 days or less. Where criteria will not allow free delivery service to be established or extended, the Postal Service agrees to provide the mail for individuals in bulk to basic units. However, in locations with
adjacent civilian communities having delivery service, the Postal Service agrees to submit proposals to the Department of Defense to furnish service to groups of receptacles consistent with mutually agreed criteria and funding.

3. Deliver accountable mail addressed to military personnel, at military installations served by civilian post offices, to the addressees or mail clerks upon proper receipt.

V. CLAIMS

A. The Department of Defense agrees to:
   1. Assume financial liability, under military claims procedures, for loss, damage, theft, wrong delivery, or rifling of accountable mail after receipt from or prior to delivery to a civilian or military post office by a mail clerk employed by the Department of Defense.
   2. Reimburse the Postal Service for claims submitted by the Postal Service for the value of postal effects embezzled or lost through negligence, errors, or defalcations while in the possession of military post office personnel. Reimburse the Postal Service for claims paid by the Postal Service for losses of accountable mail through negligence, errors, or defalcations while in the possession of military post office personnel.
      a. To be reimbursable, claims must be submitted within one year from discovery of the loss by the Postal Service.
      b. In all just and expedient cases, the military departments may request the Postal Service to take action under 39 U.S.C. 2601(a)(3) to adjust, pay or credit the account of a Military Post Office, Postal Finance Officer, Military Postal Clerk, Financial Postal Clerk, Custodian of Postal Effects, or persons acting in those capacities for any loss of Postal Service funds, papers, postage, or other stamped stock or accountable paper, under the same standards as such credit is granted to Postal Service employees.

B. The Postal Service agrees to relieve custodians of postal effects of responsibility for the amount of the invoice of any shipment of stamps or stamped paper lost in transit as a result of casualty.

VI. LOGISTICAL AND ADMINISTRATIVE SUPPORT

A. The Department of Defense agrees to:
   1. Furnish adequate facilities for civilian post offices located at military installations solely in support of the installation’s mission. Utilities and local telephone service shall be furnished on a reimbursable basis beginning FY 82.
   2. Offer billeting and meals to civilian post office employees who work at military installations on the same basis as those offered to Department of Defense civilian employees.
3. Issue invitational travel orders for Postal Service representatives who, at the request of the Department of Defense, are assigned to perform inspections, investigations, or audits of overseas military postal operations.

B. The Postal Service agrees to:

1. Reserve the right to discontinue civilian post offices on military installations where existing conditions endanger the health, safety, or welfare of its employees.

2. Furnish office space for related military mail terminals, fleet post offices, or liaison units at postal concentration centers.

VII. AUDITS AND INSPECTIONS

A. The Department of Defense agrees to:

1. Assist Postal Service representatives in surveying, inspecting, and auditing military postal operations.

2. Conduct surveys, inspections, investigations, and audits of Department of Defense postal facilities and operation as needed to verify that accountable postal effects are on hand and properly protected, that all revenue due the Postal Service is being collected and properly accounted for, and that the service rendered is efficient and in accordance with Postal Service and Department of Defense regulations.

B. The Postal Service agrees to assign Postal Inspectors or other representatives of the Postal Service, as practicable, to conduct surveys, inspections, investigations, and audits of military postal operations to assure that efficient postal service is maintained.

VIII. MAIL SORTATION

A. Except in time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:

1. Sort mail for overseas forces in fixed base units to the five-digit Army Post Office/Fleet Post Office ZIP Code separation. Mail for ships and other mobile units shall be sorted to the mobile unit by ZIP Code or name when warranted. Mail for maneuver forces, air groups, submarine groups, units in transit or temporary duty status for 180 days or less, and other similar units shall be separated in accordance with the needs of the Department of Defense. The Department of Defense agrees to develop mail routings for all of the above mail and provide the routing instructions to the postal concentration centers of the Postal Service.

2. Sort mail for the forces at installations in the United States where delivery receptacles are not provided to basic military units or numbered boxes in groups of approximately 200, so far as
practicable and mutually agreeable to the Postmaster and military authorities concerned.

B. In time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:
   
   1. Allow the Department of Defense to control ZIP Code assignment to all military units.
   
   2. Specify jointly with the Department of Defense the sorting of mail for overseas forces and forces at installations in the United States.

C. Postal Service criteria shall be used to assign ZIP Codes to military installations in the United States.

D. The Department of Defense and the Postal Service agree to cooperate in the assignment and use of overseas ZIP Codes.
   
   1. Normally each military installation shall have one five-digit ZIP Code, although special circumstances may be considered in assigning additional ZIP Codes. Additional ZIP Codes shall only be assigned if all resulting separations receive at least 1,000 pieces of mail per day. The implementing procedures for nine-digit ZIP Codes shall be jointly developed.
   
   2. The Department of Defense agrees to make every reasonable effort to see that its components have the correct ZIP Code in their address and return address. The Postal Service agrees to make every reasonable effort to see that the correct ZIP Code is in the address and return address of mail for military units and personnel originated by other government agencies and the civilian sector. Since the ZIP Code furnishes the Postal Service with its sole method of forwarding Army Post Office and Fleet Post Office mail, the Postal Service agrees to return to sender at the post office of origin all mail for Army Post Office or Fleet Post Office addresses that does not have an authorized Army Post Office/Fleet Post Office ZIP Code.

IX. MAIL FORWARDING

A. Where the Department of Defense delivers the mail it agrees to provide directory service for undeliverable-as-addressed military mail and endorse each piece to show a forwarding address or reason for nondelivery.

B. Where the Postal Service delivers the mail it agrees to maintain change of address forms and endorse forwardable mail that is undeliverable as addressed.

X. SAM/PAL LAW

A. This paragraph provides for the joint development of regulations as required by 39 U.S.C. 3401 (f)(1976) by the Postal Service and the Department of Defense concerning administration of the “SAM/PAL Law.” Each party agrees to designate one or more organizational
counterparts to serve on a committee to discuss conditions and regulations under which the SAM/PAL law will be jointly administered.

1. For the Postal Service, the designees are: The Assistant Postmasters General, Mail Processing Department, and Rates and Classification Department, or their designees; and the Chief Postal Inspector or his designee.

2. For the Department of Defense, the designee is: The Deputy Assistant Secretary of Defense (Supply, Maintenance and Transportation) or his designee.

B. Neither party shall take any unilateral action with respect to implementing policies, conditions, or regulations promulgated exclusively under the SAM/PAL law without prior consultation with the other party. Committee meetings may be held upon written request of either party. Following such consultation, a joint committee report may be prepared for transmission to the respective managements.

C. Nothing herein is intended to provide for the joint administration of any activity whose administration is not provided for by 39 U.S.C. 3401 (f)(1976).

D. This section supersedes the supplementary agreement dated September 30, 1976, concerning “Joint Administration of Title 39, United States Code, Section 3401 (the SAM/PAL Law) by the United States Postal Service and the Department of Defense.”

631.83 Reference
See Publication 38-A, Guidelines for Providing Postal Services on a Military Installation, for details on providing delivery, collection, and retail services.

632 Mail Receptacles

632.1 Customer Obligation
632.11 Responsibilities
Appropriate mail receptacles must be provided for the receipt of mail. The type of mail receptacle depends on the mode of delivery in place. Purchase, installation, and maintenance of mail receptacles is the responsibility of the customer. Appropriate locations for installation should be verified with local government officials. Customer obligations are as follows:

a. If door delivery is authorized, customers must provide either house-mounted boxes that provide adequate protection and security for the mail and that are approved by the local postmaster, or they must provide door slots (see 632.3).

b. If curbline delivery is authorized, customers must erect curb-mounted receptacles that comply with USPS STD-7 (see 632.5).
c. If centralized delivery is authorized, customers must install mail receptacles that comply with USPS STD-4B (RDD), *Apartment House Mail Receptacles*, or USPS STD-1118, *Cluster Box Units or Neighborhood Delivery and Collection Box Units* (see 632.6).

**632.12 Exception**
The Postal Service may elect, under certain conditions, to purchase, install, or maintain curb or cluster box units.

**632.13 Receptacles Not Required**
Business houses are not required to provide mail receptacles or door slots if they are open and someone is on hand to receive the mail when the carrier arrives. If the offices are not open when the carrier arrives, mail receptacles or door slots must be provided.

**632.14 Approach to Mailbox**
The customer is responsible for keeping the approach to his or her mailbox clear to facilitate delivery. Where the approach to the mail receptacle located at the curb is temporarily blocked by a parked vehicle during normal delivery hours for the area, or snow or ice hampers the approach to the mailbox, the carrier normally dismounts to make delivery. If the carrier continually experiences a problem in serving curbline boxes and where the customer is able to control on-street parking in front of his or her mailbox but does not take prompt corrective action after being properly notified, the postmaster may, with the approval of the district manager, withdraw delivery service.

**632.2 Keys to Customer’s Private Mail Receptacle**
Carriers are prohibited from accepting keys for locks on private mail receptacles, buildings, or offices, except where an electromechanical door lock system or a key returning box located within convenient reach of the door is used. Both devices must incorporate an Arrow lock to access the key or device needed to gain entry to the building. If customers place locks on their receptacles, the receptacles must have slots large enough to accommodate their normal daily mail volume so that delivery may be made by the carrier without using a key.

**632.3 Door Slot Specifications**
The clear rectangular opening in the outside slot plate must be at least 1 1/2 inches wide and 7 inches long. The slot must have a flap, hinged at the top if placed horizontally or hinged on the side away from the hinge side of the door if placed vertically. When an inside hood is used to provide greater privacy, the hooded part must not be below the bottom line of the slot in the outside plate if placed horizontally or beyond the side line of the slot in the outside plate nearest the hinge edge of the door if placed vertically. The hood at its greatest projection must not be less than 2 1/16 inches beyond the inside face of the door. Door slots must be placed no less than 30 inches above the finished floor line.
632.4 **Receptacles Purchased by USPS**

Neighborhood delivery and collection box units and parcel lockers may be purchased by the USPS from approved manufacturers. Specifications for construction and approval procedures for manufacturers are covered in USPS-1118D, *USPS Specification, Cluster Box Units*. Individuals or firms interested in the manufacture of cluster units should write to:

OFFICE OF TECHNICAL SUPPORT
US POSTAL SERVICE
475 L’ENFANT PLAZA SW
WASHINGTON DC  20260-6203

632.5 **Curbside Mailboxes**

632.51 **Specifications for Manufacturers**

632.511 **Policy**

Manufacturers of all mailboxes designed and manufactured to be erected at the edge of a roadway or curbside of a street and to be served by a carrier from a vehicle on any city, rural, or highway contract route must obtain approval of their products according to USPS STD-7, *Mailboxes, City and Rural Curbside*. Construction standards and drawings (USPS STD-7) for guidance in the manufacture of curbside mailboxes may be obtained by writing to:

DELIVERY & CUSTOMER SVCS EQUIPMENT
US POSTAL SERVICE
8403 LEE HWY
MERRIFIELD VA  22082-8101

632.512 **Dimensions and Styles**

The permitted sizes and styles for mailboxes are as follows:

a. **Sizes and Styles.** Three standard sizes and two styles of mailboxes are approved for use on city, rural, and highway contract routes:

<table>
<thead>
<tr>
<th>Style/Size</th>
<th>Length(^1)</th>
<th>Width(^1)</th>
<th>Height(^1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1 and C1(^2)</td>
<td>18½</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>T2 and C2</td>
<td>19½</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>T3 and C3</td>
<td>22½</td>
<td>8</td>
<td>11½</td>
</tr>
</tbody>
</table>

\(^1\) Dimensions in approximate inches.
\(^2\) T=traditional style; C=contemporary style.

b. **Variances.** Curbside mailboxes may be constructed in any size between the maximum and minimum outside dimensions specified on approved drawings if the general shape and the proportions of height, width, and length are maintained.

632.513 **Application for Approval**

Manufacturers must notify USPS Delivery and Customer Services Equipment by letter that mailboxes are being submitted for approval. To secure approval
of a curbside mailbox, manufacturers must submit the following to Delivery 
and Customer Services Equipment at this address:
DELIVERY & CUSTOMER SVCS EQUIPMENT
US POSTAL SERVICE
8403 LEE HWY
MERRIFIELD VA  22082-8101

a. Sample Mailboxes. No fewer than two complete mailboxes with 
markings required in paragraph 3.7 of USPS STD-7 of each style made 
of exact materials, construction, coating, paint, and so forth, including 
the panels required by paragraph 3.14.8 of USPS STD-7, and 
otherwise identical in every way with the boxes intended to be 
marketed.
b. Instructions. A copy of the instructions required by paragraph 3.11 of 
USPS STD-7.
c. Color Samples. Color samples showing all color schemes to be used.
d. Proposed Packaging. Boxes or packaging of the type proposed for 
shipping production units.
e. Documentation. Two complete sets of manufacturing drawings and 
installation instructions showing that the units submitted meet the 
requirements of USPS STD-7. The drawings must be dated, signed, 
and certified to represent the production units exactly as submitted. The 
drawings must include enough details to allow the USPS to document 
and inspect all materials, construction methods, processes, coatings, 
treatments, finishes, control specifications, parts, and assemblies used 
in the construction of the units. The USPS may request individual piece 
parts to verify drawings.

632.514 Modifications During Application Process
The manufacturer may not make changes to its products or drawings without 
written notification of and approval from the USPS. Any changes must be 
submitted with reasons in writing and documented in the revision block of the 
affected drawings. Two units of each type with the changes incorporated 
must be submitted for testing and approval. All changes are subject to written 
approval by the USPS.

632.515 Application Approval
The following pertain to the approval process:
a. Authorizing Organization. The decision to approve or disapprove 
mailboxes is issued by Engineering. All correspondence and inquiries 
must be directed to that office.
b. Retention of Drawings and Sample Mailboxes. The USPS returns one 
set of manufacturing drawings to the manufacturer, with written 
notification of approval or disapproval and, if applicable, reasons for 
disapproval. The drawings are stamped and identified as representing 
the production unit type if the mailbox is approved. After testing, the 
USPS keeps approved boxes and disposes of disapproved boxes 
unless the manufacturer requests their return and pays the shipping 
costs.
Production Units
The following guidelines apply to production units:

a. *Construction.* Manufacturers must construct production units in accordance with identified (stamped) drawings and USPS STD-7. These units must be of the exact materials, construction, coating, workmanship, finish, etc., as the approved units. The USPS reserved the right at any time to examine and retest production units obtained either in the general marketplace or from the manufacturer, and may require the manufacturer to provide units for examination and testing. Failure of these production units to be manufactured in strict accordance with the approved units, the identified drawings, and the provisions of USPS STD-7 may result in the rejection of units and the suspension or revocation of the manufacturer’s authorization as an approved manufacturer through a decision issued by Engineering.

b. *Packaging.* Mailboxes and accessories must be packaged in a manner to ensure arrival at destination in satisfactory condition. Boxes must be shipped fully assembled except that protruding parts, such as door latching hardware, mounting adapters, and mounting posts or stands, may be removed if necessary to protect them from damage. Containers and packaging must comply with the National Motor Freight Classification Rule 222, sections 2 and 3. Boxes must be suitably wrapped or protected and packaged in separate containers to prevent damage to painted surfaces by rubbing against other parts or the internal surfaces of the container.

c. *Changes.* Manufacturers must receive written approval from the USPS before making any change to the production unit or the identified design drawings. Approval for changes requires resubmission of units for testing and updated drawings for review.

Marking
All curbside mailboxes must have the following legible inscriptions on the carrier service door: “U.S. MAIL” and “APPROVED BY THE POSTMASTER GENERAL.” Manufacturers must mark these inscriptions by embossing on sheet metal, or they must use raised lettering on plastic or engraving on wood or other materials that would not be suitable for embossing. The name and address of the manufacturer and the month and year of manufacture must also be marked on the box. Manufacturers must either emboss this marking on the rear wall or affix a permanent decal on the inside near the front opening of the box.

List of Approved Manufacturers
Following is a list of manufacturers of traditional and contemporary-style curbside receptacles whose mailboxes are approved by the USPS.
Approved Curbside Mailbox Manufacturers and Models

Sizes for contemporary-style mailboxes are approximate.

AMERICAN MAILBOX CORPORATION
35 CENTURY TRL
HARRISON NY 10528-1717
Model: Large Domed Roof [C2]

ARMOR PLATE MAILBOX INC
PO BOX 1060
STERLING HEIGHTS MI 48311-1060
Model: MB-001-COLOR [C2]

BACOVA GUILD LTD
1 MAIN ST GENERAL DELIVERY
BACOVA VA 24122-9999
Model: #122 [T1]
#128 [T2]
#121 [T3]

BERARDI AND COMPANY
15745 CRABBS BRANCH WAY
ROCKVILLE MD 20855-2634
Model: Designer 474 [C1]

BERKELY PRODUCTS INC
14680 ALONDRA BLVD
LA MIRADA CA 90638-5603
Model: M1000 (aluminum) [n/a]

BRANDON INDUSTRIES INC
1601 W WILMETH RD
MCKINNEY TX 75069-8250
Model: M1 [C2]
M1 [C2]

CLAPPER SUPPLY
8 TERRACE AVE
BINGHAMTON NY 13901-5736
Model: Secured Mailbox [n/a]

CUTLER MANUFACTURING CORPORATION
PO BOX M
EATON PARK FL 33840-1903
Model: Mailmaster [n/a]

FLAMBEAU AIRMOLD CORPORATION
PO BOX 610
ROANOKE RAPIDS NC 27870-0610
Model: Post Max [C1]

FLAMBEAU PRODUCTS CORPORATION
15981 VALPLAST RD
MIDDLEFIELD OH 44062-0097
Model: 6529 [C1]
6530 [C1]
6531 [C1]
FULTON CORPORATION
303 EIGHTH AVE
FULTON IL  61252-1632
Model:   T1 [T1]
         T2 [T2]

GDM COMPANY
1316-1/2 CLEVELAND RD
SANDUSKY OH  44870-4213
Model:   HB1 [C1]
         HB2 [C2]
         HT2 [C2]
         HB3 [C3]

GER-IVA BERRY COMPANY
1400 INDUSTRIAL AVE
HIAWATHA IA  52233-1159
Model:   Secure Mailbox [n/a]

HECHT HOME PRODUCTS
7804 HAYMARKET LN
RALEIGH NC  27615-5441
Model:   Double Door Rural Delivery [C1]

HOME IMPRESSIONS
1923 TATE BLVD SW
HICKORY NC  28602-1430
Model:   PostMaster [C1]

IMPERIAL MAIL BOX SYSTEMS INC
3901 NORRIS DR
MILLBROOK AL  36054-2433
Model:   Style 001 [C2]

JANZER CORPORATION
6 LINCOLN CTR
HULMEVILLE PA  19047-5876
Model:   Stony Brae [C2]

J & J MAILBOX
20594 OTTAWA RD
APPLE VALLEY CA  92308-6253
Model:   Letter Locker [n/a]

JAMESTOWN ADVANCED PRODUCTS INC
2855 GIRTS RD
JAMESTOWN NY  14701-9666
Model:   23 [C1]
         27 [C1]
         29 [C2]
         44 [C1]
         49 [C1]
         54 [C2]
         56 [C2]
         86 [C2]
LEIGH A HARROW COMPANY
411 64TH AVE
COOPERSVILLE MI 49404-1234
Model: Parkway 4064 & 4066 [C1]
       Hilltop 4053, 4054, & 4055 [C1]
       Lamplighter 4150 & 4156 [C1]

MB CLASSICS
909 CENTENNIAL RD
NARBETH PA 19072-1407
Model: Contemporary Style [C1]

MR TWO-DOOR MAILBOX INC
9750 PAGE RD
STREETSBORO OH 44241-5014
Model: Two Door [C2]
       Boxglow [C2]

NORTHWEST METAL PRODUCTS
PO BOX 10
KENT WA 98035-0010
Model: Traditional #1 [T1]

RUBBERMAID
1147 AKRON RD
WOOSTER OH 44691-6000
Model: 7271 Econo Mailbox [C1]
       7272 Small [C1]
       7273 Large [C2]

SHELLTER INC
PO BOX 30011
INDIANAPOLIS IN 46230-0011
Model: Rural Mailbox Size 1 [C1]

THE SOLAR GROUP
PO BOX 525
TAYLORSVILLE MS 39168-0525
Model: CC-1R (uses ST-10) [C1]
       CC-2R (uses ST-10) [C1]
       LP-12 [C1]
       PL-10 [C1]
       RB-15 [C2]
       ST-10 Aluminum [T1]
       ST-10 [T1]
       ST-15 [T2]
       ST-20 [T3]
       BB2D [C2]
STEEL CITY CORPORATION
190 N MERIDIAN RD
YOUNGSTOWN OH  44501-1227
Model: CA-1B Carlyle [C1]
       LE-1B Brute [C1]
       PX-1 Polybox [C1]
       1-1 [T1]
       1-1 1/2 [T2]
       2-2 [T3]
       315B Streamliner [C1]
       2D-1 Two-Door Brute [C1]

STEP 2 CORPORATION
10010 AURORA-HUDSON RD
STREETSBORO OH  44241-1621
Model: 5401 [C1]
       5402 [C1]
       5403 [C2]

THREE 60 CORPORATION
10823 PLAZA DR
WHITMORE LAKE MI  48189-9737
Model: Classic Combo

TRAIL SIDE MAILBOX INC
2100 E 32ND PKY
AURORA CO  80011-8148
Model: 1012M [n/a]
       1013M [n/a]

VEEDERS MAILBOX INCORPORATED
PO BOX 42048
CINCINNATI OH  45242-0048
Model: SmVMB-W & SmVMB-B [C1]
       LgVMB-W & LgVMB-B [C2]
       SmVMB-G & SmVMB-T [C1]
       LgVMB-G & LgVMB-T [C2]
       SmVMB-SS [C1]
       LgVMB-SS [C2]

ZUBIEL RF SYSTEMS INCORPORATED
PO BOX 1184
MONUMENT CO  80132-1184
Model: 201, MailCall [C1]

1 — Curbside Box Size No. 1
2 — Curbside Box Size No. 2
3 — Curbside Box Size No. 3
T — Traditional Curbside Box Style
C — Contemporary Curbside Box Style
632.52 **Installation and Use**

632.521 **Custom-Built Curbside Mailboxes**

Postmasters are authorized to approve curbside mailboxes constructed by individuals who, for aesthetic or other reasons, do not want to use an approved manufactured box. The custom-built box must conform generally to the same requirements as approved manufactured boxes relative to the flag, size, strength, and quality of construction.

632.522 **Painting and Identification**

The USPS prefers that curbside mailboxes and posts or supports be painted white, although other colors may be used. Where box numbers are used, the numbers must be inscribed in contrasting color in neat letters and numerals not less than 1 inch high on the side of the box visible to the carrier’s regular approach, or on the door if boxes are grouped. Where street names and house numbers are assigned by local authorities and the postmaster has authorized use of a street name and house number as a postal address, the house number must be shown on the box. If the box is on a different street from the customer’s residence, the street name and house number must be inscribed on the box. Placement of the owner’s name on the box is optional. Advertising on boxes or supports is prohibited.

632.523 **Posts and Supports**

Posts or other supports for curbside mailboxes must be neat and of adequate strength and size. They may not be designed to represent effigies or caricatures that tend to disparage or ridicule any person. The box may be attached to a fixed or movable arm.

632.524 **Location**

Curbside mailboxes must be placed so that they may be safely and conveniently served by carriers without leaving their conveyances. They must be reasonably and safely accessed by customers. Boxes must also be on the right-hand side of the road and in the carrier’s direction of travel in all cases where driving on the left-hand side of the road to reach the boxes would pose a traffic hazard or violate traffic laws and regulations. On new rural or highway contract routes, all boxes must be on the right side of the road in the carrier’s direction of travel. Boxes must be placed to conform to state laws and highway regulations. Carriers are subject to the same traffic laws and regulations as are other motorists. Customers must remove obstructions, including vehicles, trash cans, and snow, that make delivery difficult. Generally, customers should install boxes with the bottom of the box at a vertical height of between 3½ and 4 feet from the road surface. Because of varying road and curb conditions and other factors, the USPS recommends that customers contact the postmaster or carrier before erecting or replacing their mailboxes and supports.

632.525 **Grouping**

Boxes should be grouped wherever possible, especially at or near crossroads, service turnouts, or other places where a considerable number of boxes are presently located.
632.526 More Than One Family
More than one family, but not more than five families, on rural or highway contract routes may use the same box if a written notice of agreement, signed by the heads of the families or by the individuals who want to join in the use of such box, is filed with the postmaster at the distributing office.

632.527 Locks
The use of locks on mailboxes on rural and highway contract routes is not required. If, however, a box is equipped with a lock, the box must have a slot large enough to accommodate the customer’s normal daily mail volume. The USPS does not open locked boxes and does not accept keys for this purpose.

632.528 Unstamped Newspapers
Curbside mailboxes are to be used for mail only, except for newspapers regularly mailed at Periodicals rates. Publishers of these newspapers may, on Sundays and national holidays only, place copies of the Sunday or holiday issues in the rural and highway contract route boxes of subscribers, with the understanding that these copies must be removed from the boxes before the next day on which mail deliveries are scheduled.

632.529 Newspaper Receptacles
A receptacle for the delivery of newspapers may be attached to the post of a curbside mailbox used by the USPS under the following conditions: no part of the receptacle touches or is attached to or is supported by any part of the mailbox, interferes with the delivery of mail, obstructs the view of the flag, or presents a hazard to the carrier or the carrier’s vehicle. The receptacle must not extend beyond the front of the box when the box door is closed. No advertising may be displayed on the outside of the receptacle, except the name of the publication.

632.53 Nonconforming Mailboxes
Carriers must report to the postmaster any mailboxes not conforming to postal regulations. The postmaster sends Form 4056, Your Mailbox Needs Attention, to the owners of these boxes, requesting that they remedy the irregularities or defects.

632.6 Apartment House Receptacles

632.61 General
Specifications for construction and approval procedures for manufacturers are covered in USPS STD-4 (RDD), USPS Standard Receptacles, Apartment House Mail. Individuals or firms interested in the manufacture of apartment house mailboxes should write to:
PROCUREMENT QUALITY ASSURANCE
US POSTAL SERVICE
475 L’ENFANT PLAZA SW
WASHINGTON DC  20260-6203
632.62 Installation

632.621 General
Owners and managers of apartment houses, family hotels, flats, or complexes with obsolete apartment house mail receptacles should install up-to-date receptacles approved by the USPS to ensure more adequate protection. When such buildings are substantially renovated or remodeled to provide additional apartments, or when location of the boxes changes, obsolete receptacles should be replaced with currently approved receptacles.

632.622 Location and Arrangement
Regulations for the location and arrangement of receptacles are as follows:

a. Receptacles and parcel lockers in apartment houses should be located reasonably close to the entrance in vestibules, halls, or lobbies. The carriers must be able to serve the boxes without interference from swinging or open doors. The area must be adequately lighted to afford the best protection to the mail and to let carriers read addresses on mail and names on boxes without undue eye strain.

b. Installation of standard, approved apartment receptacles in exterior walls of buildings may be authorized, provided that they are not installed directly on the street or a public sidewalk. Wherever possible, keep at least 15 feet between the boxes and the street or sidewalk; the location should be clearly visible from one or more apartment windows. A canopy must be provided, and it must be designed and located to afford maximum protection from the weather, including driving rains. In addition, adequate night lighting must be installed.

c. Vertical-type installations must meet the following requirements:
   (1) Receptacles must be installed so that the center of the barrel of the master lock of the upper tier is no more than 58 inches from the floor. The center of the barrel of the master lock of the lower tier of letter boxes must be at least 30 inches from the floor.
   (2) Do not install more than two tiers; boxes must be arranged in groups. No more than seven boxes in each group may be installed under one Arrow lock. When there are fewer than seven apartments or if telephone units are installed with the boxes, fewer than seven may be grouped but never fewer than three.

d. In horizontal-type installations, the distance from the finished floor to the tenant locks on the top tier of letterboxes should be no more than 67 inches; the distance to the bottom of the lowest tier of letter boxes should be no less than 28 inches.

632.623 Access to Rear-Loading of Horizontal-Type Receptacles
Provide access to rear-loading installations by a door fitted with an inside Arrow lock that opens into a room with at least 3 feet of unobstructed work space from the rear of the units to the wall. The room must be adequately ventilated and lighted. The rear of the unit must have a door or cover of suitable material to prevent the removal of mail from adjacent boxes and to prevent mail from coming out through the back. The cover or door must be either easily opened and closed or removed and replaced by the letter carrier.
Installation With Telephone Units

The guidelines for installing receptacles with telephone units are as follows:

a. When it is necessary or desirable to install mail receptacles with a standard-size telephone unit, vertical-type receptacles may be placed in two tiers. They may also be installed in groups of fewer than seven if necessary to properly arrange the groups in two tiers. This does not apply if the telephone unit is installed independently of the mail receptacles. Although there is no objection to combining these two services, the mail receptacles must be separated from the telephone or electrical unit. Electric pushbuttons, connected to wires outside the mail receptacles, may be placed in the frame of the installation if the pushbuttons can be removed from the outside and if the wire connections can be repaired without removing the receptacles.

b. Telephone units combined with mail receptacle units must allow access to the telephone unit without having to enter the mail receptacle; the mail receptacle must not be accessible when the telephone unit is opened.

Key and Record Controls

The following key and record controls apply for apartment houses:

a. Apartment house managers must maintain a record of the number of keys supplied by manufacturers so that new keys may be ordered when necessary. The record should match the key number to the receptacle number. Do not place key numbers on the outside barrels of the locks because this would allow unauthorized persons access to keys and boxes. Clearly number each individual receptacle lock on the back; replace lost keys according to lock numbers. Master-keying is not permitted.

b. Apartment house managers must also maintain a record of key numbers and combinations of keyless locks so that new tenants may be given the combination. These records must be kept in the custody of the manager or a trusted employee. The record of key numbers must be kept until the lock is changed, when it may then be destroyed.

c. Combination locks are not approved under current Postal Service receptacles standards.

Directories

The guidelines for apartment house directories for USPS use are as follows:

a. For all apartment houses with 15 or more receptacles, maintain a complete directory of all persons receiving mail. If an apartment house is divided into units, each with separate entrances and 15 or more receptacles, each unit should have a separate directory. In addition, if mail is not generally addressed to specific units, a directory must be kept at the main unit of the building listing all persons receiving mail in the various units.

b. Directories must be alphabetical by surname and must be maintained and kept up-to-date. The receptacle number and apartment number should always be the same and the apartment number should appear
to the right of the name in the directory. If the apartment number is different from the receptacle number, the receptacle number should appear to the left of the name in the directory. Follow the same arrangement for apartments that are either lettered or lettered and numbered.

c. The directory must be legible, enclosed in a suitable protective frame, and attached to the wall immediately above or to the side of the mail receptacles where it can be easily read. If mailrooms are used, the directory should be placed for the carrier’s convenience. If an attendant, such as a telephone operator, doorman, or elevator conductor, is on duty between the hours of 7:00 a.m. and 11:00 p.m., and the mail is delivered either to apartment house receptacles or in bulk for distribution by employees of the building, the employee on duty in the building may keep the directory to make it available to the carrier or special delivery messenger on request.

632.627 Maintenance and Repair

The guidelines for receptacle maintenance and repair are as follows:

a. Owners or managers of buildings must keep receptacles in good repair. When an inside-letterbox Arrow lock is no longer needed, the building management must immediately notify the postmaster, who will then send a postal employee to supervise removal of the lock from the master door and return it to the post office.

b. Carriers will report on Form 3521, House Numbers and Mail Receptacles Report, all apartment houses that are being remodeled and all unlocked or out-of-repair mailboxes. Delivering employees and postmasters must ensure that all inside-letterbox Arrow locks are recovered when buildings are torn down or remodeled.

c. Upon receipt of a report of lack of repair or irregularity in the operation of apartment house mail receptacles, postmasters will promptly initiate an investigation and direct what repairs must be made by, and at the expense of, the owners or managers. To avoid any questions about disposition or treatment of mail, repairs must be made only when a postal representative is present. It is unlawful for anyone other than postal employees to open receptacles and expose mail.

d. Failure to keep boxes locked or in proper repair as directed by postmasters is sufficient justification for withholding mail delivery and requiring occupants to call for their mail at the post office or carrier delivery unit serving the area. A reasonable notice of approximately 30 days will be given in writing to the customers and the owner or manager of the apartment building.

e. If mail deposited by a carrier in an apartment house mail receptacle is reported lost or stolen, or if there is an indication that the mail has been willfully or maliciously damaged, defaced, or destroyed, the postmaster must immediately report the circumstances to the Postal Inspection Service.
f. The U.S. Code prescribes criminal penalties for the wrongful possession of mail locks and the willful or malicious injury or destruction of letterboxes and the theft of mail therefrom.

632.628 Manufacturers

The following is a list of approved manufacturers of apartment house mail receptacles:

<table>
<thead>
<tr>
<th>Approved Manufacturers of Apartment House Mail Receptacles</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMERICAN DEVICE MFG</td>
</tr>
<tr>
<td>PO BOX 8</td>
</tr>
<tr>
<td>STEELEVILLE IL  62288-0008</td>
</tr>
<tr>
<td>(800) 637-3763</td>
</tr>
<tr>
<td>Models: H, V</td>
</tr>
<tr>
<td>AMERICAN LOCKER GROUP</td>
</tr>
<tr>
<td>PO BOX 1000</td>
</tr>
<tr>
<td>JAMESTOWN NY  14702-1000</td>
</tr>
<tr>
<td>(716) 664 9600</td>
</tr>
<tr>
<td>(800) 828-9118 Outside New York</td>
</tr>
<tr>
<td>Models: C, P</td>
</tr>
<tr>
<td>BOMMER INDUSTRIES</td>
</tr>
<tr>
<td>PO BOX 187</td>
</tr>
<tr>
<td>LANDRUM SC  29356-0187</td>
</tr>
<tr>
<td>(800) 334-1654</td>
</tr>
<tr>
<td>Models: N, H, V</td>
</tr>
<tr>
<td>CUTLER MFG CORP</td>
</tr>
<tr>
<td>PO BOX M</td>
</tr>
<tr>
<td>EATON PARK FL  33840-1903</td>
</tr>
<tr>
<td>(800) 237-2312</td>
</tr>
<tr>
<td>Models: C, N, H, V, P, U</td>
</tr>
<tr>
<td>FLORENCE CORP</td>
</tr>
<tr>
<td>2101 N ELSTON AVE</td>
</tr>
<tr>
<td>CHICAGO IL  60614-3993</td>
</tr>
<tr>
<td>(800) 275-1747</td>
</tr>
<tr>
<td>Models: N, H, V</td>
</tr>
<tr>
<td>JENSEN INDUSTRIES</td>
</tr>
<tr>
<td>1946 E 46TH ST</td>
</tr>
<tr>
<td>LOS ANGELES CA  90058-2097</td>
</tr>
<tr>
<td>(800) 826-7001 (California ONLY)</td>
</tr>
<tr>
<td>Models: H, V</td>
</tr>
<tr>
<td>LESLIE-LOCKE INC</td>
</tr>
<tr>
<td>4501 CIRCLE 75 PKY STE F-6300</td>
</tr>
<tr>
<td>ATLANTA GA  30339-3025</td>
</tr>
<tr>
<td>(800) 775-9392</td>
</tr>
<tr>
<td>Model: N</td>
</tr>
<tr>
<td>PAGE SPECIALTY CO</td>
</tr>
<tr>
<td>5877 SO FULTON WAY</td>
</tr>
<tr>
<td>ENGLEWOOD CO  80111-3719</td>
</tr>
<tr>
<td>(800) 770-2842 (Colorado only)</td>
</tr>
<tr>
<td>Models: U</td>
</tr>
<tr>
<td>SECURITY MFG CO</td>
</tr>
<tr>
<td>815 S MAIN ST</td>
</tr>
<tr>
<td>GRAPEVINE TX  76051-5535</td>
</tr>
<tr>
<td>(800) 762-6937</td>
</tr>
<tr>
<td>Models: H, V, U</td>
</tr>
</tbody>
</table>

632.63 New or Remodeled Apartment Buildings

When new apartments are being erected or existing ones remodeled, postmasters will inform builders and owners of the requirements of these regulations and will provide a suitable inspection to ensure that safe and durable receptacles are installed in conformance to these regulations. Postal Service-approved parcel lockers may be used voluntarily with approved mail receptacles.

633 Mail Keys

633.1 Types

The following types of mail keys are available:

a. LA keys.

b. Rotary lock keys.
c. Arrow lock keys used on street letter or collection boxes and apartment houses mail panels, and new neighborhood delivery and collection box units (NDCBUs).

d. Serial padlock keys.
e. Motor vehicle keys and motor vehicle padlock keys.

633.2 Personnel to Whom Keys Are Issued

633.21 LA Keys
LA keys are issued to all post offices, stations, branches, airport mail facilities, authorized postal employees, and military post offices.

633.22 Rotary Lock Keys
Rotary lock keys are issued to the following:

a. CAG A–J post offices, airport mail facilities, and military post offices.

b. Other post offices and installations as authorized by their district manager.

633.23 Other Keys
Other types of keys are issued to authorized postal employees.

633.3 Obtaining Keys

633.31 General
Postal locks and keys are available from:

MAIL EQUIPMENT SHOPS
US POSTAL SERVICE
2135 5TH ST NE
WASHINGTON DC  20260-6224

Mail Equipment Shops (MES) manufactures most of the locks and keys used by the Postal Service. Form 4983, Postal Key and Lock Requisition, will be used to order post office box locks and keys.

633.32 LA and Rotary Lock Keys
Keys for newly established post offices will be furnished by the Mail Equipment Shops upon receipt of Form 4983, except that rotary lock keys for CAG K and L post offices must be requested by the district managers or their designees. Request additional and replacement keys on Form 4983 from:

MAIL EQUIPMENT SHOPS
US POSTAL SERVICE
2135 5TH ST NE
WASHINGTON DC  20260-6224
633.4 Safekeeping Keys

633.41 In Installations

633.411 LA Keys
Attach LA keys in use to fixtures by a chain.

633.412 Rotary Lock Keys
Attach rotary lock keys in use to a safe by a chain, except when it is more practicable to attach to other fixtures for ready access.

633.42 Arrow Lock Keys
Employees must turn in Arrow lock keys daily on completion of duty. Carriers must keep Arrow lock keys attached to their clothing by a chain at all times while on duty. If a clearance employee is not available, Arrow lock keys (and any other postal keys in temporary use, such as for vehicles) should be deposited in a secure location, for instance, a designated storage box.

633.5 Record of Keys

633.51 Where to Record
Keep a record of the date of receipt, number of the key, and the combination, if any, at CAG A–G post offices on Form 1628, Individual Key Record. Other post offices must maintain a record of mail keys in the space provided on the inside back covers of their cash books.

633.52 Keys Assigned to Carriers
Have each carrier receipt mail keys issued to them. To eliminate the need for the carrier to repeatedly sign the key record book or Form 1628, use one of the following plans:

a. Make up sets of keys for each route and enter the number of each key in the key record book. Opposite the key number, place the number of the route to which the key is assigned. Issue metal or fiber key checks, each bearing a different number, to both regular and substitute carriers and obtain a receipt from the carriers. When a carrier calls for a set of keys assigned to the route the carrier is serving, have him or her surrender his or her key check. Place the check on separation in the key case. Return the check to the carrier when he or she returns the key.

b. Make up sets of keys for each route and attach a tag bearing a serial number to each set. Enter this number, in addition to the route number, in the key record. This number will identify the set of keys and may be entered on the receipt to be signed by a substitute carrier for any set the carrier draws. The sets of keys may be issued to regular carriers upon surrender of key checks issued to them.

633.53 Keys Assigned to Other Employees
Keys assigned to other employees for collection purposes must be accounted for as prescribed above.
633.6 **Keys Lost, Stolen, Missing, or Found**

Report the recovery or finding of keys in the same manner as described in ASM 273, except that a duplicate copy of the memorandum shall be sent direct to the Mail Equipment Shops with the key. Retain serviceable LA keys for local use if needed.

633.7 **Keys From Discontinued Offices**

Handle keys from discontinued offices under instructions received from the district manager.

633.8 **Unserviceable Keys**

Forward unserviceable mail keys by registered mail to:

MAIL EQUIPMENT SHOPS
US POSTAL SERVICE
2135 5TH ST NE
WASHINGTON DC 20260-6224

A letter of transmittal or a list of the keys by number is not necessary, but the package of keys must be properly identified. Do not send any other item or requisition in the same package with unserviceable keys.

633.9 **Receipt and Control**

Receipt and control all mail keys and locks according to the instructions in subchapter 250 of Handbook AS-701, *Material Management*.

64 **City Delivery Service**

641 **Establishment of City Delivery Service**

See 63 for authorized modes of delivery.

641.1 **Definition**

In this section, establishment refers to the initiation of city delivery service in a community through a post office that does not currently provide it.

641.2 **Requirements**

In establishing city delivery service, a combination of delivery methods is considered to provide adequate service to all residential and business sections of a community. All establishments of delivery service must have final approval of the district manager, Customer Service and Sales, or designee. Establishment of city delivery service is considered when the following essential requirements are met:

a. Within the area to be served there is a population of 2,500 or more or 750 possible deliveries. (The postal customer population may vary greatly from the general census population because of different boundary interpretations and designations.)
b. At least 50 percent of the building lots in the area to be served are improved with houses or business places. Where a house or building and its yard or ground cover more than one lot, all lots so covered are considered improved.

c. The streets are paved or otherwise improved to permit the travel of Postal Service vehicles at all times, without damage or delay.

d. Streets are named and house numbers are assigned by the municipal authorities in accordance with Management Instruction DM-940-89-3, *Addressing Conventions*.

e. The street signs are in place and the house numbers are displayed.

f. The rights-of-way, turnouts, and areas next to the roads and streets are sufficiently improved so that the installation and servicing of boxes is not hazardous to the public or USPS employees.

g. Satisfactory walks exist for the carrier where required.

h. Approved mail receptacles or door slots are installed at designated locations.

642 Extensions

642.1 Definition

In this section, *extension* refers to the expansion of city delivery service to any areas not currently receiving delivery service but that are within the delivery limits of a post office from which city delivery service is already provided.

642.2 Requirements

The delivery service requirements for extensions are the same as those listed in 641.2 for establishments, with the following exceptions:

a. Section 641.2a does not apply to extensions.

b. The applicability of b may be waived if:

   (1) There is a reasonable expectation that the requirements of 641.2b can be met within 12 months, and

   (2) CBUs or NDCBUs are to be used for delivery.

642.3 Out-of-Bounds Customers

Customers outside the limits of city delivery service may be given delivery service if they erect boxes on the delivery carrier’s line of travel. Special delivery, parcel post, insured, certified, COD, and registered mail are delivered to the residences or businesses of out-of-bounds customers if the residences or businesses are not more than three blocks from the carrier’s line of travel and passable walks are constructed or the street is not impassable. Otherwise, a notice is left in the box requesting that the customer call for the mail. If an ordinary parcel is involved and it can be placed in the box, delivery is made in that manner.
Requests for Delivery Service

General
Requests or petitions to establish, change, or extend city delivery service must be made to the local postmaster. No formal petition is required. Postmasters forward requests or petitions to establish service to the district designee with a statement reporting whether the requirements in 641.2 have been met.

Labor Strikes
The procedures for delivery to an address experiencing a labor strike are as follows:

a. Where a labor strike is in progress, the same service as was in effect prior to the strike should continue. No requests for changes in mail service will be complied with while the strike is in progress. If a request is received to have mail delivered to a plant that is normally received through post office box service or at a firm call window, advise that the request will not be granted until after the strike is over.

b. Where it is the practice of a firm to transport mail to and from a detached mail unit (DMU) and a request is received for the post office to perform this service during a strike, disapprove the request because this involves a change in mail service.

Conversions

Definition
In this section, conversion refers to replacement of city delivery service with rural delivery service. Any conversion of city delivery territory must be approved by the district manager.

Conversion of City Delivery Service to Rural Delivery Service
As a general rule, conversions from city delivery to rural delivery service shall be considered only for the following reasons:

a. To establish clear-cut boundaries between city, rural, and highway contract delivery territory and eliminate overlapping and commingling of service.

b. To restore reasonable operating efficiency where pockets of delivery area become separated due to some physical change that is expected to be permanent (e.g., construction of a dam or limited access highway, elimination of a bridge, etc.).

c. To accommodate municipal or community identity preferences where the post office gaining the delivery territory does not have city delivery service and the carrier casing and delivery workload to be transferred is less than the minimum scheduling requirement for an auxiliary city route.
Carrier Duties, Responsibilities, and Conduct
Refer to Handbook M-41, *City Delivery Carriers Duties and Responsibilities.*

Management

Reporting Local Ordinances and State Laws
Managers are expected to report in a timely manner to district offices any contemplated action by local or state authorities to enact or consider enactment of local ordinances or state laws that would adversely affect operating costs or performance of postal services.

Rural Delivery Service

Types of Service

Regular and Auxiliary Routes
A regular or auxiliary route operates Monday through Saturday, excluding holidays. Regular routes are classified as H, J, or K, in accordance with the table of route classifications provided in the USPS-NRLCA National Agreement. Regular carriers assigned to H routes work 6 days per week, while J routes receive 1 scheduled relief day per pay period, and K routes have 2 scheduled relief days per pay period.

Mileage routes, also referred to as M or RCS routes, are regular routes on which the carrier is compensated on the basis of the route's mileage and the RCS (mileage) schedule. Mileage routes are no longer established. As existing mileage routes are vacated or standard hours increase so that the evaluated salary of the carrier would exceed the RCS salary, they are converted to the evaluated compensation system, at the appropriate classification.

*Note:* Authorized relief days are granted on Saturdays unless another day is desired by the regular carrier and is mutually agreeable to the postmaster and carrier. For J routes, the postmaster may schedule the relief day on either the first or second Saturday of the pay period.

Intermediate Offices
An *intermediate office* is any post office located on the line of travel of the rural route, included in the official route description, and at which the carrier stops (daily) to perform service. Irregularities, complaints, and administrative problems involving a route serving intermediate offices are reported to the postmaster of the office from which the route emanates.
651.3 Seasonal Routes
A seasonal route is one where certain areas are provided delivery only for a specified period of less than 1 year. Normally, these routes are located in resort or vacation areas. The seasonal period is defined as that period in which the carrier is required to attempt delivery. The seasonal period ends when delivery is no longer required of the carrier.

651.4 Triweekly Routes
A triweekly route is one on which the mail volume and requirement for service warrants delivery only 3 days a week.

651.5 Nonpersonnel Rural Units
651.51 Description
Nonpersonnel rural units are self-service units that provide essential mail services, such as the collection and delivery of ordinary mail and sale of stamps. Services such as the sale of money orders and the acceptance and delivery of certified, insured, registered, and COD mail are provided by rural carriers at the time they service these units. Carriers must remain at the unit at least 15 minutes each day that their routes are scheduled to operate in order to provide customers with the services not otherwise available from the unit.

651.52 Delivery
Mail addressed to a nonpersonnel rural unit is placed in the addressee’s post office box or delivery receptacle at the unit.

652 Establishment of Rural Delivery Service
652.1 Definition
In this section, establishment refers to the initiation of rural delivery service to a community through a post office that does not presently provide it. Rural delivery service may be established at any post office. See 631 for authorized modes of delivery.

652.2 Requests
Customers must submit requests for establishment of rural delivery service to the postmaster of the post office from which delivery is desired, or to the district manager. Form 4027, Petition for Change in Rural Delivery, is available from the postmaster and used for this purpose.

652.3 Requirements
652.31 Customer Density
A newly established route should serve an average of at least one residential or business delivery per mile. On routes of less than 10 miles, an average of at least six deliveries per mile should be eligible for service before a route is
established. Unusual conditions such as the volume and type of mail should be considered.

652.32 **Minimum Workloads**

In post offices with no existing rural delivery service, the proposed route evaluation should reflect sufficient workload to meet minimum rural carrier scheduling requirements efficiently, unless the intermediate office concept can be used in conjunction with an existing rural route (see Handbook M-38, *Management of Rural Delivery Services*, 225).

652.33 **Roads**

652.33.1 **General**

Roads should generally be public and must be well maintained and passable for delivery vehicles year round.

652.33.2 **Road Maintenance**

Rural delivery service is not established over roads that are not kept in good condition, that are obstructed by gates, or that cross unbridged streams that are not fordable throughout the year. If travel over private roads is proposed, the person responsible for road maintenance must provide a written agreement to keep the road passable at all times. The agreement must include the statement: “It is understood that if the road is not properly maintained, rural delivery service will be withdrawn.”

652.4 **Submission and Approval**

652.41 **Postmasters**

Forward requests for establishment of delivery to the district, along with the proposed route statistics, a completed Form 4003, *Official Rural Route Description*, a map clearly identifying the potential line of travel, road maintenance agreements, and any other relevant documentation. Include a recommendation.

652.42 **District Responsibilities**

652.42.1 **Review and Approval**

The district manager or designee must review and approve any requests for establishment of rural delivery.

652.42.2 **Delivery Boundaries**

Districts should avoid duplication of existing delivery and the commingling of delivery boundaries with another post office. Postmasters’ recommendations, customer preferences, and community or municipal identity should be considered in establishing delivery boundaries.

652.42.3 **Support**

If the request is approved, ensure that necessary equipment, staffing, rural delivery management procedures, and so forth, are in place prior to initiating service.
652.424 **Customer Notification**
Ensure that customers are notified of changes in service promptly.

653 **Extensions**

653.1 **Definition**
In this section, *extension* refers to the expansion of rural delivery service into any areas not presently receiving delivery service, but within the delivery limits of a post office for which rural delivery has already been established. See 631 for authorized modes of delivery.

*Note:* Provide carrier service to persons who erect approved boxes on the line of travel of the rural carrier, and to persons for whom approved neighborhood delivery and collection boxes and parcel lockers are erected and maintained by the USPS on the carrier’s line of travel, but no rural carrier service may be extended to persons residing within the boundary formed by existing city delivery service.

653.2 **Eligibility**
At noncity delivery post offices of the first-, second-, and third-class, rural delivery may be extended to families who reside outside a 1/4-mile radius (1/2-mile radius for fourth-class post offices) of the post office if such service is requested and the other requirements in this section are met. Customers residing within the 1/4-mile radius may erect a box along the carrier’s established line of travel.

653.3 **Requests**
Customers may request extension of rural delivery service using Form 4027.

653.4 **Customer Density**
Extensions must serve a minimum of one customer per mile of additional travel, including retrace.

653.5 **Roads**
The requirements of 652.33 must be met.

653.6 **Multiple Routes**
Where routes from two or more post offices travel one road, the district will determine which office will provide delivery and contact the appropriate postmaster for the resulting route assignment.

653.7 **Submission and Approval**
District managers or their designees approve extensions of rural delivery. Postmasters who have demonstrated expertise in rural delivery may be authorized to approve extensions. Refer to sections 443 and 450 of Handbook M-38, *Management of Rural Delivery Services*, for instructions.
Conversions

Definition
In this section, conversion refers to the replacement of rural delivery service with another form of delivery service. Any conversion of rural delivery territory must be approved by the district manager, except as noted in 654.21d.

Conversions From Rural Delivery to Other Delivery Services

Full Development Not Adequate Justification for Conversion
The fact that a given area is fully developed and/or adjacent to city delivery service does not, of itself, constitute sufficient justification for conversion.

As a general rule, conversions from rural to city delivery shall be considered only for the following reasons:

a. To provide relief for overburdened rural routes when all other alternatives are impractical.
b. To establish clear-cut boundaries between rural and city delivery territory and eliminate overlapping and commingling of service.
c. To provide adequate service to highly industrial areas or apartment house complexes on rural routes.
d. To provide service to areas where city delivery service will be more cost effective.

Note: An area review is required when cost is the basis for conversion.

Requirements
Areas considered for conversion from rural delivery service to city delivery service must:

a. Meet all the requirements for extension of city delivery service (see 642).
b. Be contiguous to existing city delivery service.

Other Considerations
When considering conversion of rural delivery to another form of carrier delivery service, observe the following guidelines:

a. Keep in mind that the special services performed by rural carriers will no longer be available to that portion of the public transferred.
b. Consider that additional costs may be incurred through establishment of finance units, workload factors, and other added expenses.
c. Determine whether equal or better service can be provided at lower cost by establishment, extension, or rearrangement of rural delivery service.
d. Continue motorized delivery to curbline boxes or clusterbox units.
Duties, Responsibilities, and Conduct

Rural Carriers
Rural carriers must not carry mailable articles on their routes unless they are placed in the mail and the proper postage is paid.

Rural carriers should refer to Handbook PO-603, Rural Carrier Duties and Responsibilities.

Management

General
Refer to Handbook M-38, Management of Rural Delivery Services.

Suspension of Service
Do not permit suspension of service on rural routes because of the absence of regular carriers or their replacements. When conditions beyond the carrier’s control prevent service on a triweekly route’s scheduled service day, provide service on the next workday.

Reporting Local Ordinances and State Laws
Managers are expected to report in a timely manner to district offices any contemplated action by local or state authorities to enact or consider enactment of local ordinances or state laws that would adversely affect operating costs or performance of postal services.

Rural Addresses

Street Names and House Numbers
Postmasters should authorize the use of street names and house numbers assigned by local officials if street signs are erected and house numbers displayed.

Box Numbers
Existing Delivery Area
Where street names and house numbers have not been assigned and/or are not displayed as required in 656.1, assign numbers to all boxes on a route in numerical sequence in the order served. Allow sufficient increments between box numbers to accommodate foreseeable growth. Designate new boxes erected between existing boxes as A, B, C, and so forth (for example, 1-A, 1-B).

Newly Established Delivery Area
Box numbers shall not be assigned until 2 months after service begins on newly established routes for customers who are receiving service for the first time. If by that time 75 percent of the customers have not erected boxes, advise the district manager so that appropriate action can be taken.
Correction of Address Errors Due to Postal Service Adjustments

When rural carriers report receipt of rural route boxholders and duplicate pieces addressed to “Occupant” where street names and house numbers are used, advise the sender of the duplication on Form 3577, Correction of Error in Address Because of Postal Service Adjustments.

Highway Contract Service

Description

Highway contract route service provides for the transportation of mail between post offices or other designated points where mail is received or dispatched. Box delivery, collection service, and other mail services are also provided on many routes. Every highway contract route carrier must accept any mail matter presented if properly prepaid by stamps, and deliver it for mailing at the next post office at which he or she arrives.

Establishment

New Service

Contracts for regular service are awarded after the contracts have been solicited by public advertisement. Temporary service may be established on short notice without advertising. Requests or petitions for new routes should be addressed to the distribution networks (DNs) manager with supervision over the transportation of mail in the area involved.

Changes

Changes in line of travel, extensions of service, and schedules may be ordered by the DN manager at any time. Requests for changes and extensions should be addressed to that manager.

Box Delivery and Collection

Service Required

Highway contract route advertisements and contracts state whether box delivery, collection service, or other mail services are required and specify the area to be served. In addition to usual box delivery and collection service on some routes, the carriers are required to do the following:

a. Sell stamp supplies.

b. Deliver registered, insured, certified, COD, and Express Mail.

c. Accept matter presented by customers to be registered, insured, certified, or mailed COD.

d. Accept money with applications for money orders and give receipts.
663.2 **Availability**

Contract route box delivery and collection service is provided without charge to customers who:

a. Are not eligible for city carrier service.

b. Reside on or near a route on which box delivery and collection service is required.

c. Either erect a curbside mailbox approved under 632.5 on the highway contract route carrier’s existing line of travel or are authorized to receive delivery through neighborhood delivery and collection box units and parcel lockers owned and maintained by the USPS.

d. Request, from the post office to which mail is addressed, delivery and collection service on Form 5431, *Contract Route Box Customer Notice*. Highway contract route customers residing between two post offices may receive mail service from the post office that is the next one preceding the customer’s residence, or from either post office if there is a return trip. In addition, the customer may receive delivery from the post office from which the highway contract route originates.

**Note:** Contract route delivery and collection service is also provided to persons at hotels, motels, other institutions, and mobile home, trailer, or recreational vehicle parks under 631.

663.3 **Mail Delivery**

Mail matter addressed to a qualified customer of a highway contract route is taken by the carrier from the post office and deposited into the proper mail receptacle. If required by the contract, the carrier delivers registered, certified, insured, COD, Express Mail, and ordinary parcels too large for the receptacle. Delivery of this mail is made to the customer’s residence if it is not more than 1/2 mile from the route and the road leading to it is passable. The carrier dismounts when necessary to transact business involving the above classes of mail. Parcel post packages too large for receptacles may also be delivered to outside boxes if the addressee files a written request for delivery in that manner. If delivery cannot be made by the carrier, the mail is held at the post office.

663.4 **Mail Collection**

Mail matter properly stamped and placed in a mail receptacle for dispatch is collected by the carrier and deposited in the next post office at which the carrier arrives, unless otherwise directed by the USPS. Mail collected on the route and addressed for delivery on that part of the route still to be covered before reaching the next post office is delivered on the day of collection. The carrier cancels the stamps before delivery by writing across them the name of the post office last served, state, date, and number of the route. Bulky mailable matter, properly prepared and stamped, is collected by the carrier if it has been placed on or near the receptacle. Money left in mail receptacles for the purchase of stamps is left at the customer’s risk.
Mailbox Location

Approved curbside mail receptacles (see 632.5) must be placed where they protect the mail, can be safely and conveniently served by carriers without leaving their vehicles, and can be reasonably and safely accessed by customers. These receptacles must be on the right-hand side of the road in the direction of travel when required by traffic conditions or when driving to the left-hand side of the road to reach the mail receptacle would violate traffic laws.

Postmaster Duties

Postmasters are required to do the following:

a. Withhold distribution of registered, insured, certified, and COD mail to the carrier, unless the contract requires that the carrier deliver such mail.

b. Not provide mail to the carrier outside of the regular lock pouch before it has reached the post office to which it is addressed.

Carrier Duties

Contract Requirements

If the contract requires that the carrier case his or her mail, the carrier must do the following:

a. Accept from the postmaster mail addressed to customers on the route and arrange it in order of delivery.

b. Prepare and keep a list of the names of the customers served and arrange it in alphabetical order with the box number opposite each name.

c. Mark up and forward mail for customers on his or her route who have filed change-of-address orders and make the proper entries in the roster book.

Sale of Stamps and Stamp Supplies

If the contract requires the carrier to sell stamps and stamp supplies, a fixed credit is provided by the postmaster at the head of the route. Where the carrier serves customers who receive mail through other offices on the route, the carrier replenishes his or her fixed credit at those offices in amounts representing sales made by him or her to customers served through these offices.
671 Management Guidelines
Special delivery units are no longer established. For efficient management of an existing special delivery unit, the manager should do the following:

a. Divide the special delivery area into numbered districts.

b. Restrict each district to territory that a messenger can normally serve within the time limit allowed for the trip.

c. Establish numbered runs (trips) to cover each district on a schedule that conforms to special delivery standards.

d. Ensure that, under normal conditions, a messenger makes consecutive runs in his or her district until his or her tour expires.

e. Combine districts when special delivery mail is light; split districts when the mail is extremely heavy.

672 Special Delivery Messengers

672.1 Departure
Special delivery messengers should leave the delivery unit ahead of regular letter carriers serving the same territory if feasible. Every effort should be made to deliver specials ahead of ordinary mail.

672.2 Special Delivery in Business Sections
Deliver specials in business sections by regular letter carrier when delivery is before 10:00 a.m. and ahead of service available through special delivery messengers.

672.3 At Noncity Delivery Offices

672.31 Normal Hours
Normal hours of special delivery are 7:00 a.m. until closing. Unless there is a demand for earlier delivery, postmasters may authorize messengers to depart as late as 8:00 a.m. on the first trip. Specials arriving after the office is closed but not later than 9:00 p.m. will be delivered provided that the postmaster or an employee is on duty.

672.32 Sundays and Holidays
Sunday and holiday deliveries should be scheduled as needed but not to exceed a maximum of three delivery trips — one each in the morning, afternoon, and evening.

672.33 Outside Regular Delivery Hours
If specials arrive outside regular delivery hours, notify customers by telephone, if practicable; also notify customers if it is requested. Attempt to
telephone rural customers if specials arrive after the rural carrier has departed on his or her route.

672.4 **Unusual Conditions**

Postmasters and postal employees are expected to display interest and ingenuity to effect the prompt delivery of specials.

672.5 **Frequency of Delivery**

A maximum of four daily city-wide trips will be made. If unusual conditions exist and postmasters feel additional trips are needed, specific authority must come from the district manager. Fixed schedules will be established to connect major mail receipts to ensure that the maximum available specials are delivered on each trip. Establish an additional midmorning trip in the central business sections if needed. Schedule one of the city-wide trips in the mid- or late afternoon to provide delivery of all available specials to firms prior to the normal closing hour. The last city-wide trip should connect with the last major mail receipt; however, messengers should not leave after 9:00 p.m.

673 **Delivery Management**

673.1 **Mail Count Records for CAG A–G Offices**

At CAG A–G offices, Form 1597, *Work Assignment and Mail Count (Messenger Operations)*, is maintained on a daily basis.

673.2 **Quarterly Review for CAG A–G Offices**

673.21 **Operating Review**

Assign delivery managers to make quarterly operating reviews, which consist of checking incoming special delivery mail distribution, backstamping, dispatch to delivery units, and assignment to messengers.

673.22 **Form 1597 Review**

Review Form 1597 for a 1-week period for proper recording procedures, accuracy of recorded volumes, office time between runs and end of last run, street time, daily production (pieces delivered per work hour), and delivery time limitations.

673.23 **Corrective Action**

Initiate corrective action when warranted.

674 **Express Mail**

674.1 **General Standards**

DMM D500 provides standards for delivery service objectives, postage guarantees, and refund conditions. The delivery standards vary by service offering and its availability to a particular destination. Express Mail is available in five basic service offerings (Same Day Airport Service, Custom
674.2 Express Mail Same Day Airport Service

[Same Day Airport Service was suspended in 1995 and is not available until further notice.]

A Same Day Airport Service item must be dispatched on the next available transportation to the destination AMF. Upon arrival at the destination AMF, the item must be made available for claim by the addressee by the time determined for the item when accepted at the origin AMF.

674.3 Express Mail Custom Designed Service

Any Express Mail Custom Designed Service item is delivered only on a scheduled basis between designated postal facilities or other designated locations for mailable matter presented under a service agreement between the USPS and the mailer as described in DMM E500.

674.4 Express Mail Next Day Service

674.41 Post Office to Post Office Service

Any Next Day Post Office to Post Office Service item presented under 137.541 must be available for claim by the addressee at the destination facility by 10 a.m. of the next day that the destination office is open for retail business.

674.42 Post Office to Addressee Service

Any Next Day Post Office to Addressee Service item presented under 137.541 must be delivered to the addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the next day. If an item cannot be delivered on the first attempt, these procedures (unless forwarding or return service is provided) must be followed:

a. The time and date when delivery was attempted and the signature of the employee who attempted delivery must be entered in the “Delivery Attempt” block of Label 11-B (or Label 11-F), Express Mail Post Office to Addressee.

b. Form 3849, Delivery Notice/Reminder/Receipt, is left at the delivery address to show that the item is being held for pickup. The name and telephone number of the delivery facility where the item is held must be entered on the form. If the item is transferred to another facility, the first delivery facility must be able to give the customer the appropriate information, such as the name and telephone number of the facility to which the item was transferred. If Form 3849 cannot be left for any reason (e.g., no mail receptacle), the addressee should be telephoned and informed (1) that a delivery was attempted, (2) where the item may be picked up, and (3) when the next regular delivery trip is to be made. The date of the telephone attempt or contact must be recorded on Label 11-B (or Label 11-F).
c. If the item is not picked up or the addressee does not request that the item be held for pickup, a second attempt to deliver must be made on the next regular delivery day.

d. If the addressee has requested in writing that Next Day Service items be held for a specified day or number of days under DMM F010.5.0, the time and date when the item was available for delivery and the initials of the employee must be entered in the “Delivery Attempt” block of Label 11-B (or Label 11-F). The item must be delivered on the next regular delivery day after the specified day or number of days that the item is held.

e. If delivery cannot be made after the second attempt to deliver, the item must be held for 5 workdays under DMM F010.5.0 for the addressee to pick up, unless the addressee requests a further attempt to deliver.

674.5 Express Mail Second Day Service

674.51 Post Office to Post Office Service
Any Second Day Post Office to Post Office Service item presented under 137.551 must be available for claim by the addressee at the destination facility by 10 a.m. of the second day that the destination office is open for retail business.

674.52 Post Office to Addressee Service
Any Second Day Post Office to Addressee Service item presented under 137.551 must be delivered to the addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the second day. Instructions for second-attempt delivery are the same as those described in 674.42.

674.6 Express Mail Military Service

674.61 To APO/FPO
Under Post Office to Addressee Service to APO/FPO destinations, an Express Mail Military Service (EMMS) item presented under 137.561 for an APO/FPO address is available for delivery at the destination APO/FPO facility by 3 p.m. of the second day after mailing unless the APO/FPO facility is closed that day; in such a case, the item is available for delivery on the following business day. An EMMS item presented for 3-day service is available for delivery at the destination APO/FPO facility by 3 p.m. of the third day after mailing unless the APO/FPO facility is closed that day; in such a case, the item is available for delivery on the following business day.

674.62 From APO/FPO
Under Post Office to Addressee Service from an APO/FPO to a U.S. destination, an Express Mail Military Service (EMMS) item presented under 137.561 is delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the second day after mailing. An EMMS item presented for 3-day service is delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the third day after mailing.
68 Undeliverable Mail

681 Mail Undeliverable as Addressed

681.1 General Provisions

Nondelivery of mail occurs from any one of the following general reasons:

a. Mail without postage.
b. Incomplete, illegible, or incorrect address.
c. Addressee not at address (moved or died).
d. Mail unclaimed.
e. Mail refused by the addressee at time of delivery.
f. Mail refused by the addressee after delivery when refusal authorized under 611.1.
g. Mail not meeting minimum mailability criteria in 138.

681.2 Specific Provisions

The provisions governing undeliverable mail of each class are in the sections of this manual dealing with each class of mail.

681.3 Undeliverable Due to USPS Adjustments

681.31 Types of Changes

Mail can be undeliverable because of USPS adjustments such as:

a. Renumbering houses.
b. Renaming streets.
c. Converting from rural route and box number-style addresses or highway contract route and box number-style addresses to city-style addresses.
d. Adjusting rural or highway contract routes.
e. Converting from rural or highway contract service to city delivery service.
f. Consolidating routes.
g. Consolidating post offices.
h. Readjusting delivery districts.

681.32 Change Notice

Customers should notify their correspondents of their correct address, including ZIP Code. Form 3576, Change of Address Request for Correspondents, Publishers, and Businesses, is available for this purpose. Where practical, postmasters must attempt to notify publishers and other mailers who regularly send bulk mailings into the area. No charge is made to these mailers for the notices or for corrections to galley lists of address changes due to USPS adjustments.
681.33 **Mail Disposition**

Mail that is undeliverable because of the USPS adjustments listed in 681.31a through 681.31c is redirected and delivered to the destination without an additional postage charge for 1 year from the date that the new address information appears in the Address Information System (AIS) quarterly (bimonthly effective October 15, 1996) customer products released in January, April, July, and October. Mail that is undeliverable because of other USPS adjustments (see 681.31d through 681.31h) is redirected and delivered to the destination without an additional postage charge for 1 year from the end of the month in which the postal change occurs. In all cases, simplified address mail addressed to “Rural Route Box Customer,” “Highway Contract Route Box Customer,” or “Post Office Box Customer” is redirected and delivered without an additional postage charge until either the next June 30 after the change in service or 90 days after the change in service, whichever is later.

681.34 **Time Limit for Retention of Records**

Records of address changes from USPS adjustments are kept by the local post office for 3 years.

681.4 **Endorsements**

The USPS endorses undeliverable-as-addressed mail with the reason for nondelivery.

681.5 **Treatment of Undeliverable-as-Addressed Mail**

681.51 **General**

Except under 681.53, mail that is undeliverable as addressed may be forwarded, returned to the sender, or treated as dead mail, depending on the treatment authorized for that class of mail and the mailer’s endorsement.

681.52 **Official Mail**

Treat official mail like mail of the general public, except do not rate it or collect postage due upon delivery of mail or collect postage due for address-correction notices.

681.53 **Nonmailable and Nonstandard Pieces**

All nonmailable and nonstandard pieces are returned to the sender.

681.6 **Processing**

USPS policy is to process all undeliverable-as-addressed mail within 24 hours of receipt at the markup unit. Form 3579 is mailed weekly to publishers. Form 3579, _Undeliverable Standard Mail (A) & (B) and Special Standard Mail (B)_ , is not to be kept in a forwarding unit for more than 7 days from receipt of the mail in the Computerized Forwarding System (CFS) site.
681.7 **Removal From USPS Facilities**
Employees are not permitted to remove undeliverable mail and/or waste or waste receptacles from postal facilities for personal use or for any use not authorized by the USPS.

682 **Forwarding**

682.1 **Change-of-Address Order**

682.11 **Forwarding Instructions**
Procedures for providing forwarding instructions are as follows:

a. Customers should advise their local post office when moving by filing Form 3575, *Change of Address Order*, available at any post office or from any carrier. Also acceptable is a written and signed order or a telegram sent by the customer, the customer's agent, or person in whose care mail is addressed. Old and new addresses should be furnished.

b. A change of address may not be filed with the USPS for an individual's mail addressed to an organization, or to the individual at his or her place of employment, business, or other affiliation, either during or after the termination of the employment, business, or other relationship. Such mail is delivered under 614.

c. A person or organization formerly receiving mail at the address of a governmental or nongovernmental organization may leave a forwarding address with that organization for having mail redirected under 682.24.

682.12 **Guarantee to Pay Forwarding Postage**
Unless endorsed “Do Not Forward, Do Not Return,” the USPS forwards Standard Mail (B) locally for 1 year free of charge. The addressee is charged forwarding postage for pieces forwarded nonlocally. The addressee may refuse any piece of Standard Mail (B) (see 611.1c, 681.1e, and 681.1f). Such refusal does not revoke the right to have other Standard Mail (B) forwarded. If the addressee does not want to pay forwarding postage for all Standard Mail (B), the addressee must request the postmaster of the new address to use Form 3546, *Forwarding Order Change Notice*, to notify the postmaster of the old address to discontinue forwarding Standard Mail (B).

682.13 **Time Limit of Change-of-Address Order**
The time limits on change-of-address orders are as follows:

a. *Temporary.* Customers moving temporarily may have mail forwarded for a specified period, but not longer than 12 months. These customers must provide beginning and ending dates on the change-of-address order. Customers should cancel the change-of-address order when returning to their old address or when moving to another permanent address within the specified period.

b. *Normal.* Post offices keep records of permanent change-of-address orders (other than those subject to 682.13d) for forwarding and for
address correction for 18 months, starting from the end of the month in which the change takes effect.

c. Extension. When a boxholder notifies the post office of a permanent change in mailing address or the USPS administratively changes a customer’s mailing address, the postmaster may extend the forwarding period for 1 additional year if mail is regularly received addressed to the old address. To qualify, the addressee must show that a financial hardship will ensue if the forwarding period is not extended and that reasonable effort is being made to notify correspondents of the new address.

d. Retention and Use of Orders. Post offices must keep change-of-address orders for 18 months from the end of the month in which the change takes effect. During this period, the orders are used for administrative purposes, for providing mailing list service (see DMM A910), and for releasing address-change information to the public under the Freedom of Information Act (see ASM 352).

e. Change From General Delivery at City Delivery Office. Post offices keep a record of change-of-address orders to a permanent local address without time limit for 6 months. A record of change-of-address orders to other than a permanent local address is kept 30 days.

682.2 Forwardable Mail

682.21 Classes

If eligible for forwarding, the USPS reforwards mail as many times as necessary to reach the addressee if the address (but not the name) is changed. The USPS forwards the following classes of mail:

a. First-Class Mail (including Priority Mail), postcards, and postal cards.
b. Express Mail.
c. Official mail sent as First-Class Mail.
d. Periodicals.
e. Standard Mail (A) when forwarding postage is guaranteed by sender.
f. Standard Mail (B) locally or when forwarding postage is guaranteed by sender.
g. Mail of foreign origin (see IMM 774).

682.22 Change in Post Office Services

Guidelines for forwarding mail when there is a change in post office services are as follows:

a. Discontinued Post Office. All Express Mail, First-Class Mail, Periodicals, and Standard Mail (B) and all single-piece-rate Standard Mail (A) addressed to a discontinued post office may be forwarded without added charge to another post office that the addressee designates, when the addressee finds inconvenient the office to which the USPS ordered the mail sent.
b. **Rural Delivery.** When rural delivery service is established or changed, customers of any office who receive their mail from the rural carrier of another office may have their Express Mail, First-Class Mail, Periodicals, and Standard Mail (B), and single-piece-rate Standard Mail (A) forwarded to the latter office for delivery by the rural carrier without added charge if they file a written request with the postmaster at the former office.

c. **City Delivery.** Mail addressed to post office, rural route, or highway contract route boxholder is delivered to customers residing in the affected area until June 30 following establishment or conversion to city delivery service, or for 90 days, whichever is longer.

### 682.23 Persons in U.S. Service

All Express Mail, First-Class Mail, Periodicals, and Standard Mail (B), and single-piece-rate Standard Mail (A) addressed to persons in the United States services (civil and military), serving where U.S. mail service operates, is forwarded at no added charge when the change of address is caused by official orders. The forwarding post office endorses Periodicals and Standard Mail (B), single-piece-rate Standard Mail (A), and Priority Mail with “Change of Address Due to Official Orders.” This free forwarding of mail also applies to mail for household members whose change of address is caused by official orders to persons in the U.S. civil and military services. When military personnel depart on official permanent change of station orders, military authorities forward mail between the United States and overseas APO and FPO addresses for 60 days.

### 682.24 Reforwarding

The address (but not the name) may be changed and the mail reforwarded as many times as necessary to reach the addressee.

### 682.3 Additional Postage for Forwarding

Mail is forwarded subject to additional postage. The USPS computes this postage by using the forwarding office as the origin office. Forward as follows:

a. Forward First-Class Mail, including zone-rated Priority Mail, postcards, and postal cards, without charge if fully prepaid by the sender.

b. Forward Periodicals publications without charge for 60 days if fully prepaid by the sender.

c. For Standard Mail (A), collect additional postage from the sender if forwarding and return service is requested. Return any mail that qualifies for a single-piece Standard Mail (B) rate at that rate if the mailer’s endorsement specifies that rate. For example, a Standard Mail (A) piece qualifying at the Special Standard Mail rate for books is endorsed “Special Standard Mail, Forwarding and Return Postage Guaranteed.”

d. Collect additional postage for Standard Mail (B) for nonlocal forwarding at the applicable rate. This forwarding must be guaranteed by the sender or recipient. Deliver all Standard Mail (B) as directed when the
old and new addresses are served by the same single ZIP Code or multiple ZIP Code post office. Additional postage is not required.

e. Forward registered, certified, insured, COD, and special-handling mail without the payment of additional special service fees. The ordinary forwarding postage charges, if any, must be paid. Do not forward such mail to a foreign country (see 815 for special delivery mail).

f. Forward Express Mail without charge.

g. Mail of foreign origin is handled according to IMM 774.

682.4 Directory Service

USPS letter carrier offices give directory service to the types of mail listed in this section that have an insufficient address or cannot be delivered at the address given. A city or telephone directory is an acceptable source. Post offices should not compile a directory of any kind. Types of mail given directory service are the following:

a. Certified.

b. COD.

c. Foreign, except circulars. Do not give directory service to foreign mail received in quantities if it bears letter-class postage but has the general characteristics of circular mail.

d. Standard Mail (B) is subject to additional postage for nonlocal forwarding at the proper single-piece rate. Unless endorsed “Do Not Forward, Do Not Return,” all Standard Mail (B) is delivered as directed when the old and new addresses are served by the same single ZIP Code or multiple ZIP Code post office. Additional postage is not charged.

e. Mail from U.S. Armed Forces overseas. Do not return this mail to sender until every possible effort is made to deliver it.

f. Parcels mailed at any single-piece Standard Mail rate or endorsed by the mailer.

g. Perishable matter.

h. Registered matter.

i. Special delivery.

j. Special handling.

k. Official USPS mail.

l. Express Mail Next Day Service (Post Office to Addressee Service only).
Address Correction Service, Address Change Service, and Return

Address Correction Service

Availability

If mail cannot be delivered as addressed, the mailer may obtain the recipient's new (forwarding) address through the USPS address correction service if an order is on file. Otherwise, the reason for nondelivery is provided. Provide address correction service (including Address Change Service) automatically after 60 days from the effective date of the recipient's change of address for all Periodicals publications. Address corrections are available “on-piece” at no charge or separately, for a fee, at the mailer’s request. When possible, the USPS provides on-piece address corrections for Express Mail, First-Class Mail, Priority Mail, and Standard Mail. If the piece cannot be forwarded, it is returned with the address information or the reason for nondelivery attached. When separate corrections are necessary, Form 3547, Notice to Mailer of Correction in Address, is returned to the sender with the address correction fee charged, and the mail is forwarded. This service is not available for Express Mail, First-Class Mail, or Standard Mail addressed to the addressee by military personnel at any military installation, including APOs and FPOs. Address correction service is available alone or with the forwarding and return service.

Address Change Service

Address Change Service (ACS) allows a mailer to obtain a customer’s correct address or the reason for nondelivery on magnetic tape. This service is available weekly or monthly, depending on the mailer’s requirements. ACS is provided through the USPS Computerized Forwarding System. (See DMM F030 for additional information.)

Endorsement

To request address correction service, the endorsement “Address Correction Requested” should be used.

Fee

The applicable fee for address correction service (including Address Change Service) as specified in DMM R100, R200, R500, or R600 is charged for each separate notification of address correction or the reason for nondelivery. Generally, when on-piece address correction can be provided, no fee is charged.

Sender Instruction

Return Service

Undeliverable-as-addressed Express Mail and First-Class Mail (including zone-rated Priority Mail, postal cards, and postcards) that cannot be forwarded or delivered as addressed are returned to the sender at no
additional charge when possible. Mail of other classes may be returned to the sender if properly endorsed to guarantee return postage.

683.22 Endorsements Not to Forward

The USPS does not forward mail with the following address forms or endorsements:

a. Mail addressed to “Occupant” or “Postal Customer.”

b. Mail bearing instructions of the sender such as “Do Not Forward, Abandon.”

c. Perishable items not marked to abandon that cannot be delivered before spoiling, and day-old poultry that cannot be delivered within 72 hours after hatching. Return these items to the sender immediately if return can be made before spoilage or within the 72-hour period.

683.23 Registered, Certified, Insured, COD, and Return Receipt for Merchandise Mail

A change-of-address order covers registered, certified, insured, COD, and return receipt for merchandise mail unless the sender gives other instructions or the addressee moves outside the United States. The sender’s instructions should be written or printed on the envelope or wrapper. The following are exceptions:

a. COD mail is not forwarded to overseas military post offices.

b. Ordinary, insured, and COD parcels marked on the envelope or wrapper with the mailer’s instructions to abandon or sell perishable items are treated following the instructions. For example:

   (1) “Do not forward or return. If not accepted within ____ days, treat as abandoned. Notify mailer of disposition.”

   (2) “Do not forward or return. If undelivered after ____ days, sell contents to highest bidder and remit proceeds, less commission, to mailer.” (A commission of 10 percent, but not less than $0.25, is kept by the USPS from the amount for which perishable items are sold.)

c. When the mailer so requests, Form 3849-D, Notice to Sender of Undelivered COD Mail, is sent to the mailer under DMM S921. The mailer then may designate a new addressee or alter the amount of COD charges by submitting a written request to the postmaster and paying the proper fee (see DMM S921). The USPS returns the article to the mailer after the holding period if no response is received. The postage charge, if any, is collected from the mailer for returning the mail (but not registration or COD fees). When COD mail is addressed to a person who moved and left no forwarding address, Form 3849-D is not sent and the mail is returned to the mailer.

d. Insured Standard Mail (A) without any other endorsement is treated as if endorsed “Forwarding and Return Postage Guaranteed.” The USPS forwards it and, if still undeliverable as addressed, returns it to the sender with the new address or reason for nondelivery attached.
e. Insured Standard Mail (B) without any other endorsement is forwarded at no charge locally and postage-due nonlocally if the recipient guarantees to pay forwarding postage on Form 3575, Change of Address Order. (For forwarding purposes, local means within the same single ZIP Code or multiple ZIP Code post office.) If the article is undeliverable, the USPS returns it to the sender with the new address or the reason for nondelivery. The mailer is charged for the return of the mailpiece only and the attempted forwarding, when appropriate.

f. The USPS holds undeliverable registered, insured, COD, certified, and return receipt for merchandise mail for no fewer than 3 days. The maximum number of days are as follows:

1. Hold registered, insured, certified, and return receipt for merchandise mail a maximum of 15 days unless the sender specifies fewer days.

2. Hold COD mail a maximum of 30 days unless the sender specifies fewer days.

683.24 Express Mail

Any USPS employee who cannot dispatch, distribute, or deliver an Express Mail pouch because there is no delivery address on the outside of the pouch must promptly open the pouch to find a delivery address on any envelope, wrapper, or item inside the pouch. USPS employees may not open the wrappers or envelopes or break the seals of any Express Mail items inside the pouch. If address information is found, the employee should securely close and promptly tag the pouch and forward it to the delivery address. If no address information is found, the pouch is sent to the appropriate mail recovery center. Express Mail shipments should be held 5 workdays before return if the sender names no holding period (see DMM F020).

683.25 Return of Registered, Numbered Insured, COD, Certified, and Return Receipt for Merchandise Mail and Express Mail

The USPS handles registered, numbered insured, COD, certified, return receipt for merchandise mail, and Express Mail returns as follows:

a. If a return receipt is attached to registered, numbered insured, COD, certified, or return receipt for merchandise mail or Express Mail to be returned, write the reason for nondelivery on the face of the article. The return receipt remains attached to the article and is returned to the mailer. Return registered mail immediately through the registered mail system.

b. Before returning or forwarding registered, numbered insured, COD, certified, or return receipt for merchandise mail or Express Mail, do the following:

1. Complete Form 3849, Delivery Notice/Reminder/Receipt, and note on the back of the form the disposition of the article.

2. File Form 3849 for registered, numbered insured, COD, certified, and return receipt for merchandise mail with other delivery receipts (see 813.42).
(3) File Form 3849 for Express Mail with Express Mail delivery receipts at the Express Mail office.

c. When registered, numbered insured, COD, certified, or return receipt for merchandise mail or Express Mail is returned to the mailer, the mailer must sign a delivery receipt at the time the article is returned. The delivery receipt may be obtained on Form 3849 or Form 3883, *Firm Delivery Book*.

683.26 **Other Mail**

USPS employees must handle other returnable types of mail as follows:

a. Return without delay if refused by addressee.

b. Return without delay if undeliverable when addressed to a street, building, rural or highway contract route, or post office box. If the addressee moved without leaving a change of address, hold mail for 10 days awaiting a forwarding order. If no order is received in that time, handle the mail as undeliverable; however, this does not preclude compliance with a sender’s request under DMM F030.

c. Return without delay if undeliverable when incompletely, illegibly, or incorrectly addressed and the addressee is unknown.

d. Hold in general delivery not to exceed 30 days at sender’s request if addressed to indicate that the addressee is expected to call for the mail or if the addressee normally calls there for mail.

e. Hold as follows when not addressed or when sender does not specify a holding period:
   (1) Five days if for delivery by rural or highway contract route carrier.
   (2) Ten days if for general delivery service at an office with city carrier service, or up to 30 days if the postmaster is notified that the addressee will be delayed in coming to claim the item.
   (3) Fifteen days if for general delivery service at an office without city carrier service.

f. Do not return mail addressed and deliverable to a post office box until after the box is declared vacant, except for registered, certified, insured, COD, postage-due, and perishable mail.

g. Send undeliverable letters bearing the return address of a hotel, motel, school, college, or other public institution printed on the envelope as an advertisement to mail recovery centers for disposition, unless the return address also includes the name or title of an individual or a printed or written request for return.

h. Return unclaimed franked mail from a member of Congress, and unclaimed official mail, including official reports and bulletins sent by state agricultural colleges and experiment stations, to the postmaster at the office of origin if known. If the office is not known, send the mail to the post office at Washington, DC. Send undeliverable mail bearing the return address of the White House, the Senate, or the House of Representives, with or without postage stamps, to the post office at Washington, DC.
i. If nonmailable, return immediately under the procedures for the particular class of mail.

683.27 Return of Standard Mail

The sender of Standard Mail may identify valuable pieces and ensure their return by the applicable return postage guaranteed endorsements. To ensure the forwarding and return of mail, the sender must endorse the mail “Forwarding and Return Postage Guaranteed.” This endorsement allows the addressee to refuse delivery of the mail and to return it at no charge if the mail including attachments is not opened.

684 Commercial Mail Receiving Agencies (CMRAs)

In order to accommodate customers left without delivery service at a CMRA when it goes out of business, host delivery units must take the following actions:

a. When it is known that the CMRA is out of business and no longer accepting mail, place a notice at the CMRA business address informing the customers of the location where their mail is being held.

b. Hold these customers’ mail at the delivery unit for up to 10 business days (the same delivery unit noted in the notice left at the former CMRA address).

c. As these former CMRA customers arrive to pick up their mail at the delivery unit, provide them with Publication 75, Mover’s Guide, and advise them to file Form 3575, Change of Address Order. Review Form 3575 and process it using normal procedures, including sending the mail to the Computerized Forwarding System (CFS) for forwarding.

d. Use the opportunity when the former CMRA customers are picking up their mail at the delivery unit to promote the benefits of renting a post office box (i.e., cost, convenience, forwarding, access to postal products like Priority Mail, and the fact that the Postal Service doesn’t go out of business). This assumes that post office boxes are available.

e. At the end of 10 business days, complete a Form 3575 marked as “Moved, Left No Address” for any customer who has not filed a Form 3575. At this point, send all former CMRA customers’ mail (except unendorsed bulk Standard Mail (A)) to CFS for processing.

f. At some point in the future, if a customer who did not file a Form 3575 during the 10 business day hold period wishes to file one, accept it. The appropriate delivery person should then complete Form 3546, Forwarding Order Change Notice, modifying the original “Moved, Left No Address” order to the forwarding order now filed by the former CMRA customer. Advise the customer that any mail received up to this point was Returned-to-Sender and cannot be retrieved. Again, take the opportunity to advise this customer of the advantages to renting a post office box.
69 Dead Mail

691 General

691.1 Definition

Dead mail is matter deposited in the mail that is or becomes undeliverable and cannot be returned to the sender from the last office of address. Some reasons that mail cannot be returned to the sender include:

a. Matter is nonmailable.

b. Sender is unknown.

c. Classification of the mail does not entitle it to return service.

691.2 Opening and Examination

Except for unendorsed bulk Standard Mail (A), all undeliverable First-Class Mail and Standard Mail that cannot be returned because of an incorrect, incomplete, illegible, or missing return address is opened and examined to identify the sender or addressee. Insured First-Class parcels containing Standard Mail enclosures (sent under DMM S913) are handled the same way.

691.3 Insured and COD Matter

691.31 Holding Period

The USPS holds insured and COD mailpieces for 1 week after they become dead. On a weekly basis, send such pieces to the area mail recovery center (MRC) (see 692.23).

691.32 Articles Endorsed “Destroy” or “Abandon”

Insured and COD matter endorsed by the sender “Destroy” or “Abandon” is destroyed or abandoned when such matter becomes dead at the last office of address.

691.33 Refusal of Article by Sender

If the sender of undeliverable insured or COD mail refuses to accept it, send it to the area MRC on the next weekly dispatch. For an insured article, endorse Form 3849 to show the sender’s refusal. For a COD article, endorse the attached Form 3816, COD Mailing and Delivery Receipt, to show refusal and file the form with the delivery records.

691.4 Items Loose in the Mail

691.41 Money

USPS employees must dispose of money found loose in the mail as follows:

a. Record U.S. money found loose in the mail, unless identified with losses from mail or returned to its owner, on Form 25, Trust Fund Account, and enter the amount in AIC 126, Miscellaneous Nonpostal
Revenue. If a valid claim is received for money found loose in the mail after taken into the postal account, make the refund from current funds and enter the amount in AIC 624, *Refund of Miscellaneous Nonpostal Revenue.*

b. Hold for 15 days, awaiting possible claim, all foreign money and any U.S. money of unusual value, such as uncirculated coins, antiques, or collector’s items if identified as such. If the money is unclaimed after 15 days, send it to the MRC service area.

c. If a letter contains $10 or more in money, convert the cash to a money order and deduct the money order fee before issuance of the money order.

691.42 Uncanceled Stamps

691.421 Uncanceled Stamps Fallen Off Mail
USPS employees must handle uncanceled stamps fallen off mail as follows:

a. Reaffix the stamp to the mail if possible; if not, drop the stamp in a slotted and sealed or locked container kept on the workroom floor for that use.

b. At least once a month, destroy stamps kept in these containers.

c. Make no record of these stamps.

691.422 Uncanceled Stamps Not Lost From Mail
USPS employees must handle uncanceled stamps not lost from mail as follows:

a. Place the stamps in an envelope and hold for 30 days in the claims section of the main office if found at main office or at contract stations or branches; if found at classified stations and branches, hold in the manager’s care. Make a descriptive record on the envelope only if it helps in returning the stamps to the owner.

b. If the stamps are unclaimed after 30 days, destroy them at the holding place in the presence of a witness designated by the postmaster. Record on Form 25 only the total amount of stamps received and destroyed. Destruction of unclaimed stamps should be done on a monthly basis.

691.43 Other Items
Return to the owners any wallets, bank deposits, or other nonmail matter found in collection boxes or other points within USPS jurisdiction, postage-due at the single-piece Standard Mail (A) rates for these articles.

691.44 Articles Separated From Envelopes
The USPS tries to match articles found loose in the mail with their envelopes or wrappers. If the mailer or addressee can be identified, the articles are returned or forwarded.
Unidentified Items

The USPS treats unidentified items of value ($10 or more) as dead mail. Except for money (see 691.41) and uncanceled stamps (see 691.42), dispose of as waste any unidentified items without value and handle as follows:

a. Dispose of unendorsed Standard Mail (A) as waste.

b. Dispose of Periodicals (such as printed matter, newspapers, magazines, and other publications) as waste.

c. If it is cost effective, strip coins from undeliverable circulars and account for their value (see 691.41a).

d. Stamp unidentified postal money orders “VOID” (location). Prepare a memorandum explaining the circumstances, and send the money orders and memorandum to the Money Order Branch, St. Louis Accounting Service Center.

Disposal

Undeliverable Merchandise to Manufacturer or Distributor

Return merchandise postage due to the nearest retail store, mail order store, or distribution center of a firm if the following evidence of ownership exists and the firm does not object. Direct questions about return of merchandise to the appropriate RCSC. These conditions apply:

a. The articles must appear new.

b. Each article, or bundle of articles, must show the following:
   (1) Name of the firm that made or distributed the articles.
   (2) Order or invoice number, or other evidence that the article was mailed by the firm because of a customer’s order.

Perishable Items, Drugs, and Cosmetics

Injurious Items

The USPS destroys packages containing medicine, perishable items, liquids, and other articles likely to injure employees, damage equipment or other mail, or attract pests. Applicable guidelines are in Handbook AS-553, Hazardous Waste Management, and Publication 52, Acceptance of Hazardous, Restricted, or Perishable Matter.

Noninjurious Items

The USPS disposes of other perishable mail, drugs, and cosmetics as follows:

a. Perishable Items. The postmaster must sell immediately any salable perishable matter that cannot be forwarded or returned before spoiling, day-old poultry that cannot be delivered or returned within 72 hours after hatching, and other animals that cannot be returned to the sender alive. Neither the addressee nor any USPS employees may buy any such item from the postmaster. The postmaster must send the proceeds of the sale, less a 10 percent commission (but not less than 50 cents) and the proper money order fee, to the mailer by postal
money order, with an explanation on Form 3820, *Sale or Destruction of Perishable Mail*, of the action taken. Deliver all perishable articles or animals that cannot be sold to any charitable institution or organization that will accept them. Live animals may also be delivered to a local humane society that will accept them.

b. *Drugs*. Destroy packages that contain drugs undeliverable to either the addressee or the sender. Do not sell, donate, or hold such packages as dead parcels. Illegal drugs are turned over to the Postal Inspection Service.

c. *Cosmetics*. Treat as dead parcels undeliverable soaps, perfumes, powders, home permanent waves, hand lotions, hand creams, after-shave lotions, and deodorant sticks and pastes bearing no statements claiming medical properties. Destroy undeliverable lipsticks and cosmetics that might jeopardize health.

### 691.53 Institutions

#### 691.531 Food

The USPS may donate usable food items treated as dead mail to charitable or public institutions supported in whole or in part by federal, state, county, or municipal funds. These institutions include but are not limited to hospitals and reformatories. The following guidelines apply:

a. Do not donate homemade food items. Dispose of them as waste. If unsure whether an item is homemade or usable, destroy it.

   (1) Donate usable food items to the local municipal welfare department if it takes responsibility for distributing these items to eligible institutions. If that department does not want to take such responsibility, apportion the items fairly among eligible applicant institutions.

   (2) Make sure the institution signs a release to take full responsibility for the handling and use of the food items. Keep releases in MRC files for 2 years.

   (3) Do not allow receiving institutions to select the type or quantity of food items to be accepted.

   (4) Make sure that institutions call for food items as soon as possible.

   (5) Destroy food items that cannot be donated by disposing of as waste.

#### 691.532 Periodicals Publications

a. On request, furnish copies of undeliverable newspapers, magazines, and other Periodicals publications to reformatories, hospitals, and similar institutions supported in whole or in part by charity or public funds. Copies of undeliverable publications may be furnished to an administrative officer of a court for persons called for or assigned to jury duty.
b. Publications may be provided to qualifying institutions under these conditions:

(1) The USPS spends no more clerical time than that needed to dispose of the copies as waste.

(2) The receiving institution does not select the character, quality, or type of publications.

(3) The receiving institution must call for the copies promptly when notified, or on a schedule.

(4) This privilege is at USPS option and may be curtailed or discontinued at any time without notice. USPS employees must inform receiving institutions of these conditions.

691.533 Merchandise Samples

Dispose of undeliverable merchandise samples sent for advertising if not endorsed “Return Postage Guaranteed” as follows:

a. Deliver samples impartially to charitable or reformatory institutions that promise to distribute them free.

b. Dispose of as waste any samples not suitable for distribution.

691.54 Government Property

The MRCs send unclaimed government property with a National Stock Number (NSN) (a 13-digit number arranged in groups of 4-2-3-4, such as 1234-00-567-0089) imprinted on cartons, tags, or the item to the concentration point for return to the federal supply system.

691.55 Foreign Mail

691.551 Canadian

The USPS encloses dead letters and parcels originating in Canada in an official envelope. The envelope must show the complete return address of the office returning the mail to Canada. Address the envelope to:

UNDELIVERABLE MAIL OFFICE
CANADA POST CORPORATION
1860 MIDLAND AVE UNIT 1
SCARBOROUGH ONT M1P 2M0
CANADA

691.552 Other

The USPS sends dead letters and parcels originating in countries other than Canada to the exchange office daily (see IMM 782). Do not send such mail to MRCs.

691.56 Matter Mailed in Violation of Law or Treaty

The USPS holds for 6 months after it becomes dead all matter of obvious value, including First-Class Mail not in the form of a letter, addressed to foreign countries if mailed in violation of law or treaty stipulation. (See IMM individual country listing prohibitions.)
691.57 **Firearms**

The USPS handles concealable firearms mailed contrary to DMM C024 under ASM 276. Hold dead mail containing firearms mailed under DMM C024 for the applicable holding period. Send this mail weekly by registered mail to the area MRC, along with a memorandum stating why the mail was not delivered and how it was determined that the shipment contained firearms.

691.58 **Disposition of Undeliverable Mail**

691.581 **First-Class Mail**

Send all First-Class Mail (except postcards and postal cards), single-piece-rate Standard Mail (A), and Standard Mail (B) that cannot be forwarded or returned to a MRC for disposition. Send dead letters daily and dead parcels weekly.

691.582 **Express Mail**

Send Express Mail Service articles that cannot be forwarded or returned during the specified holding period to the district Express Mail office by Express Mail service. After all efforts to deliver or return an article are unsuccessful, send it to the area MRC in an Express Mail pouch.

691.583 **Postcards and Postal Cards**

Dispose of postcards and postal cards without a return address if the post office can shred or destroy them completely. If not, they should be forwarded to the area MRC.

691.59 **Makeup and Dispatch**

691.591 **Marking**

Make sure that the reason for nondelivery is endorsed on dead mail when preparing it for final disposition. Stamp individual letters and parcels with a round date stamp.

691.592 **Makeup**

Make up the mail as follows:

a. Depending on the quantity of mail, either tie dead letters into bundles or place them loose in sacks. Do not use brown (kraft paper) USPS penalty envelopes for this mail.

b. Place dead parcels in sacks or plastic bags.

c. Never place mail not intended for MRCs in letter bundles or sacks addressed or labeled to those centers.

691.593 **Labeling and Addressing for Dispatch**

Address and label the mail for dispatch as follows:

a. Address dead letter mail as: Mail Recovery Center (city, state, and ZIP+4) (see 692.12).

b. Address dead parcel mail as: Mail Recovery Center (city, state, and ZIP+4) (see 692.23).

c. When a sack is used, show the address of the MRC on a separate ACT tag tied around the neck of the container to prevent opening in transit.
d. Label all containers used for shipping (e.g., hampers, APCs, and BMCs). Label to include MRC address and shipping office.

e. Where available, use preprinted central markup labels to forward mail to MRCs. Put the label on the top letter of the bundle, next to but not covering the original address. Affix a blue Label F, All for Firm, in the lower left corner of the top letter.

f. When preprinted central markup labels are not available, use Label 22, Dead Mail Matter, as a facing slip for letter bundles, or fold it to make a sack or pouch label.

691.594 Listing and Recording
Do not make a list or record of dead mail sent to an MRC, except as follows:

a. Registered, Certified, and Numbered Insured Mail. Complete delivery receipt, show disposition, and file with other delivery receipts. Dispatch as registered all dead registered mail.

b. Minimum Fee Insured Mail. Complete delivery receipt, show disposition, and file alphabetically by addressee name.

c. COD Mail. Show disposition by endorsing Form 3816, COD Mailing and Delivery Receipt, and file the form with return-to-sender records.

691.595 Form 1510
Send Form 1510, Mail Loss/Rifling Report, to mail recovery centers for First-Class letters or parcels valued at $10 or more.

692 Mail Recovery Centers

692.1 Letter Mail

692.11 Addresses
Complete addresses for the MRCs as follows:

ATLANTA MAIL RECOVERY CENTER
US POSTAL SERVICE
5345 FULTON INDUSTRIAL BLVD
ATLANTA GA 30336-9590

ST PAUL MAIL RECOVERY CENTER
US POSTAL SERVICE
180 KELLOGG BLVD E
ST PAUL MN 55101-9609

SAN FRANCISCO MAIL RECOVERY CENTER
US POSTAL SERVICE
390 MAIN ST
SAN FRANCISCO CA 94105-9602
692.12 **MRC Service Areas**

The MRC service areas are as follows:

<table>
<thead>
<tr>
<th>State or Territory</th>
<th>Mail Recovery Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Atlanta, GA 30336-2400</td>
</tr>
<tr>
<td>Alaska</td>
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<td>Arizona</td>
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<tr>
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<td>St. Paul, MN 55101-9514</td>
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<td>Delaware</td>
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<td>Illinois</td>
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<td>Louisiana</td>
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<td>Maine</td>
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<td>Maryland</td>
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<td>Massachusetts</td>
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<tr>
<td>Ohio</td>
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</tr>
<tr>
<td>Oklahoma</td>
<td>Atlanta, GA 30336-2400</td>
</tr>
</tbody>
</table>
Opening Letters

MRCs open dead letters to find the name and address of the addressee or sender and to deliver or return that person’s property. If the sender or addressee cannot be identified, observe the following holding periods:

a. Letters with enclosures of value ($10 or more), 6 months.

b. Other letters, none.

Letters With Nonmailable Matter

Nonmailable Lottery Matter Except Nonmailable Unsealed Foreign Lottery Matter

Destroy, by shredding only, letters of domestic origin and sealed mail of foreign origin (see ASM 274), lottery tickets, chance books, and so forth, only if nonmailable under DMM C030.

Unsealed Foreign Nonmailable Lottery Matter

Post offices should dispose of unsealed mail of foreign origin that contains nonmailable lottery matter (see DMM C030) as follows:

a. When the sender is identified as the respondent in an outstanding foreign lottery order (see the Postal Bulletin), dispose of the mail under DMM C030;

b. When the sender is not so identified, forward a sample of the mailing to the manager of Fraud and Prohibited Mailings, for action under 39 U.S.C. 3005. Do not process for delivery other unsealed mail from

<table>
<thead>
<tr>
<th>State or Territory</th>
<th>Mail Recovery Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oregon</td>
<td>San Francisco, CA 94105-9602</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Atlanta, GA 30336-2400</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>Atlanta, GA 30336-2400</td>
</tr>
<tr>
<td>Rhode Island</td>
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<tr>
<td>Samoa</td>
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<td>South Carolina</td>
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</tr>
<tr>
<td>South Dakota</td>
<td>St. Paul, MN 55101-9514</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Atlanta, GA 30336-2400</td>
</tr>
<tr>
<td>Texas (ZIP Codes 797-799)</td>
<td>San Francisco, CA 94105-9602</td>
</tr>
<tr>
<td>Texas (All other ZIP Codes)</td>
<td>Atlanta, GA 30336-2400</td>
</tr>
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<td>Utah</td>
<td>San Francisco, CA 94105-9602</td>
</tr>
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<td>St. Paul, MN 55101-9514</td>
</tr>
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</tr>
<tr>
<td>Wyoming</td>
<td>San Francisco, CA 94105-9602</td>
</tr>
</tbody>
</table>
the same sender, pending *Postal Bulletin* notification of a foreign lottery order against the sender, or until General Counsel sends other instructions. The address for Fraud and Prohibited Mailings is as follows:

MANAGER
FRAUD AND PROHIBITED MAILINGS
US POSTAL SERVICE
475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-2166

692.143 Other Nonmailable Matter
If the address of the sender (or addressee) is found, return the mailable contents to the sender (or forward it to the addressee), and destroy nonmailable matter.

692.2 Parcel Mail

692.21 Policy
MRCs serve designated BMC service areas. An MRC can serve one or more BMCs and the post offices in their service areas (see Publication 65, *National Five-Digit ZIP Code and Post Office Directory*). A BMC and all post offices within its service area send dead parcels to their assigned MRC. If a post office is reassigned to another BMC, its MRC becomes the same as the MRC that serves its new BMC.

692.22 Addresses
Complete addresses for the MRCs are as follows:
ATLANTA MAIL RECOVERY CENTER
US POSTAL SERVICE
5345 FULTON INDUSTRIAL BLVD
ATLANTA GA 30336-9590

ST PAUL MAIL RECOVERY CENTER
US POSTAL SERVICE
180 KELLOGG BLVD E
ST PAUL MN 55101-9609

SAN FRANCISCO MAIL RECOVERY CENTER
US POSTAL SERVICE
390 MAIN ST
SAN FRANCISCO CA 94105-9602
Service Areas

The MRC service areas are as follows:

<table>
<thead>
<tr>
<th>Bulk Mail Center</th>
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<tr>
<td>Atlanta</td>
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<td>Cincinnati</td>
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<td>Dallas</td>
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<td>Denver</td>
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<td>District of Columbia</td>
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<td>Kansas City</td>
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<tr>
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<td>San Francisco, CA 94105-9602</td>
</tr>
<tr>
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<td>Atlanta, GA 30336-2400</td>
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<td>Minneapolis/St. Paul</td>
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</tr>
<tr>
<td>Springfield</td>
<td>St. Paul, MN 55101-9514</td>
</tr>
</tbody>
</table>

Opening Parcels

MRCs open dead parcels to find the name and address of the addressee or sender, and to deliver or return that person’s property. If parcels are endorsed to show that they are USPS property, or that the sender has refused to pay postage due on return as undelivered, the parcels are USPS property.

Dispose of the parcels as follows:

a. Return a dead parcel to the sender. Deliver it to the addressee if only the addressee’s name and address are found. Rate the parcel for postage due at the zone rate from the MRC.

b. If the sender or the addressee cannot be determined, hold for 90 days Priority Mail (flats or parcels) and Standard Mail containing valuables. Hold, for 90 days, First-Class Mail not in the form of a letter addressed to another country; if posted in violation of law or treaty, hold for 6 months. (See IMM individual country listing prohibitions.)

c. Prepare for disposal as soon as received all loose-in-the-mail items without value, except books and sound recordings, if neither the sender nor the addressee can be identified.
692.25 **Books and Sound Recordings**

Dispose of books and sound recordings by sale, except for those that may be withheld from sale for release to a publisher or distributor under the following conditions:

a. If a publisher or distributor requests that books and sound recordings showing a specific trade name or other organizational identification be released to the requester or requester's representative, the request must follow these conditions:
   1. The request must be made in writing and sent to the Business Mail Acceptance manager.
   2. The request must include a statement that the requester is the publisher or distributor of the books and sound recordings showing the listed trade name or other organizational identification. More than one trade name or other organizational identification may be listed in the same request.
   3. The request must specify only one place for the pickup of the books and sound recordings. The requester may change the pickup facility by sending a written request to the Business Mail Acceptance manager.
   4. Confirmation of the request is sent to the requester. After approval, the Business Mail Acceptance manager keeps a central file of requesters and items specified for return. An approval remains in effect for 5 years or until the requester or the USPS cancels it in writing.

b. A book or sound recording is not released to the requester (despite showing an applicable trade name or other organizational identification) if it does not look new or was in the settlement of a postal indemnity claim, or if the requester is known not to be the mailer or addressee. Such books are auctioned.

c. A request for release of books or sound recordings is not granted if a written protest or a conflicting request from another party is sent to the Business Mail Acceptance manager. Books and sound recordings in dispute are sold at auction, unless both parties advise in writing before the sale deadline that the dispute is settled. Both parties are notified when ownership is in question and when the dispute is settled.

d. After the Business Mail Acceptance manager approves a request, BMCs and MRCs handling books and sound recordings must separate these materials as much as possible.

e. The USPS follows these release procedures at the BMC and MRC:
   1. Books and sound recordings are released to requesters or their representatives at a time and in a manner agreed on by the requester and the USPS, consistent with the instructions in this section.
   2. If the requester fails to pick up books and sound recordings within 15 days of written notice or on a previously scheduled release
date, the items are included in the next auction. The request is canceled.

f. Make sure that requesters or their representatives present a letter from the requester authorizing the USPS to release such items to the bearer. This letter must be executed in triplicate. When releasing the items, the person accepting delivery receipts the original and the two copies of the letter by signing and dating each one. Place one copy with the items, mail one copy to the requester, and keep the original at the releasing facility for 1 year.

g. Make up books and sound recordings separated for return at a location other than a designated release facility in individual shipments to the return point in packages, sacks, hampers, or other types of containers. Make packages as large as possible but within the weight and size limits for Standard Mail (B) as specified in DMM C600. Send each package postage due to the requester and/or distributor. Sacks are subject to the 70-pound weight limitation. Hampers or other containers may be used if they provide adequate security against pilferage. If hampers or other containers are used, arrange with the distribution networks office associated with the sending facility for suitable containment, labeling, movement, and security.

h. When a request is canceled by the requester, the MRC or BMC notifies the requester in writing, with a copy to the Business Mail Acceptance manager. A canceled request may not be renewed until 6 months after the cancellation date. If the requester then sends a written application, it is treated as a new request. Books and sound recordings on hand at the time of a cancellation are sold in the next auction.

692.26 Disposal of Parcels Containing Firearms and Ammunition

The following terms apply to the disposal of firearms and ammunition:

a. **Definition.** The term firearms means any weapon, by whatever name known, designed to expel a projectile or projectiles by the action of an explosive; any firearm muffler or silencer; or any part or parts of such weapon.

b. **Sale.** The USPS sells firearms — other than pistols, revolvers, short-barreled rifles or short-barreled shotguns — only to licensed firearms dealers. When these items accumulate, notify local firearms dealers of the intended sale of all items as a single lot, by sealed bid. Display and sell the items to the dealer submitting the highest bid.

692.27 Disposal of Other Dead Parcels

The USPS disposes of unclaimed items by sale at auction. Hold auctions periodically and advertise them to the public. Obtain information on auction sales from the MRC conducting the sale.

692.28 USPS Employee Ineligibility

USPS employees may not buy directly or indirectly any dead parcel post matter.
692.3 **Postal Inspection Use**
Withdraw items, other than the contents of mail sealed against inspection, from MRCs only for official use by postal inspectors. The inspectors must give memorandum receipts for the articles withdrawn. Keep these receipts on file in the MRC and return them when the goods are returned for disposal as dead parcels.

692.4 **USPS Systems and Training Use**
The following restrictions apply to the use of bulk Standard Mail (A):

a. **General.** Only undeliverable bulk Standard Mail (A) may be used for developing and testing USPS equipment and systems or for training USPS employees, under 692.4b and 692.4c. Obtain authorization from the Business Mail Acceptance manager.

b. **Submitting Requests.** Submit requests for authorization in writing and with all of the following:
   
   1. The purpose of testing or training and use of the mail.
   2. The type of undeliverable mail and volume required.
   3. The period during which required.
   4. The proposed source and arrangements for delivery of the mail to the contractor or USPS employee conducting the equipment test.
   5. The security of mail during the training or testing period.
   6. The arrangements for mail disposal after testing or training.

c. **Information on Outside Cover.** The name and address and other information on the outside cover of undeliverable mail must be kept confidential. Also confidential is any information about the contents of mail to the extent that such information may be associated with a customer (see ASM 274). A private contractor or USPS employee performing testing or training may not use the mail to permit any such confidential postal information to be disseminated or disclosed to anyone. This prohibition includes, but is not limited to, photographic or other reproductions or copies of the actual wording. The mail (and reproductions or copies of the information on its cover) may be used in testing or training but not in reports or other material that can be disseminated outside the USPS.

692.5 **Treatment of Mail Forwarded From MRCs**

692.51 **General Standards**
The USPS follows these procedures for delivery of returned dead mail:

a. Treat unsealed mail as if under seal. Keep the strictest secrecy concerning its contents.

b. If the mail cannot be delivered within a reasonable time after return from the MRC, endorse the reason for nondelivery on the form that accompanies the mail. Return the mail and the form to the sending MRC under the same class by which received.
692.52 **Registered Mail**

In addition to the standards in 692.51, registered mail is handled as follows:

a. When received under registered cover, handle in the claims and inquiry section or in some other section by an employee designated by the postmaster. Do not allow the registry section to open and dispose of this mail.

b. If the address is supplied, register the item to the owner under the local registry number.

c. Enter the registry number on the form that accompanies the dead mail. File the form.

d. Register the item when forwarding it to another address or returning it to the MRC
Postal Vehicle Service

Introduction

Purpose and Scope

Modal Operations and Requirements is committed to providing efficient mail movement to meet the needs of the mail processing, customer services, and marketing organizations. This chapter sets forth the major policies governing the operation of postal-owned, mail-hauling vehicles operating in the postal vehicle service (PVS). It also includes the operation of leased vehicles. Detailed instructions are contained in Handbook PO-701, Fleet Management, and Handbook PO-702, Accident Investigations—Tort Claims.

Policies and Practices

General

There are a number of policies and practices that the Postal Service adheres to that all managers must be aware of and implement as appropriate. Postal vehicle service responsibilities consist of assigning vehicles, administering vehicle leases, street supervision of vehicles, vehicle safety, PVS accident investigation, vehicle utilization optimization, vehicle accounting and data collection, budgets, fleet performance indicators, identification of surplus vehicles for disposal, and labor relations.

Warranties and Modifications

The Postal Service uses the warranty provisions of the vehicle purchase contract to the fullest extent possible. The vehicle maintenance facilities (VMFs) are responsible for exercising the various provisions. Maintenance work under warranties must be restricted to the stated (written) warranty provisions. Modifications to vehicles are prohibited unless explicitly approved by Vehicle Maintenance, Headquarters. This includes changing any manufacturer-installed equipment or accessories.

Vehicle Emissions and Fuel Consumption

The Postal Service complies with the provisions of the Clean Air Act and practices fuel conservation. No one, postal employee or contractor, may change or make inoperative any emissions control device installed on any
vehicle owned or leased by the Postal Service, except if authorized by Vehicle Maintenance, Headquarters. Properly maintained vehicles will achieve maximum fuel economy. Maximize vehicle utility by monitoring individual driver and vehicle performance, and by reviewing regular Preventive Maintenance Service schedules.

712.4 Vehicle Appearance
The clean and uniform appearance of postal vehicles is essential to projecting a positive image of the Postal Service. Postal vehicles must be washed as needed, but not less than twice each month. Vehicles must be constantly scrutinized by managers at all levels for paint deterioration; missing, torn, or faded markings; and corrosion or damage to the body. Managers should schedule immediate repairs, as needed.

712.5 New Product Testing
To maintain efficient operations it is necessary to know of and evaluate new products to determine their value in USPS operations. Control of all testing of all new products (accessories, additives, vehicle components, etc.) resides with Headquarters (Engineering and Vehicle Maintenance).

72 Responsibilities

721 Headquarters
Modal Operations and Requirements, Logistics, at Headquarters establishes policy, provides administrative support, and furnishes technical guidance for postal vehicle service. Policies and procedures are directed to concerned persons at the areas and districts before implementation by field personnel at processing and distribution centers (P&DCs), processing and distribution facilities (P&DFs), and bulk mail centers (BMCs).

722 Areas
Within the area, the manager, Distribution Networks (DNs), has responsibility for coordinating transportation and providing vehicle contracting and postal vehicle service oversight to the P&DCs, P&DFs, and BMCs.

723 Vehicle Post Offices
At vehicle post offices (VPOs), the postmaster is responsible for the safe, efficient, and economical operation and maintenance of assigned postal-owned or -leased vehicles, under the guidance of personnel from the district.
73 Vehicle Types, Safety, and Maintenance

731 Types of Vehicles in Service

731.1 Cargo Vans, Tractors, Spotters, and Trailers
Cargo vans (5-, 7-, or 9-ton trucks), tractors, and trailers are used to transport bulk mail between P&DCs, P&DFs, AMCs, stations and branches, and associate offices. Spotters are used to move trailers within a BMC yard operation.

731.2 Hired Vehicles
Various sized vehicles are occasionally leased, with or without drivers, by the Postal Service from commercial leasing firms and employed for mail-hauling purposes. Handbook AS-707-C, Contracting for Vehicle Leasing, contains specific details.

732 Driving and Safety Requirements

732.1 Vehicle Care and Operation
All drivers of postal-owned and -leased vehicles are responsible for the proper care and handling of vehicles in their custody. Employees are financially liable for loss or damage caused by willful or deliberate misconduct.

732.2 Traffic Laws
Employees driving any vehicle in performance of postal duties must obey all federal, state, and local traffic laws at all times. Postal-owned or -leased vehicles have no special right-of-way over private vehicles.

732.3 Safe Driving
Employees are responsible for the safe operation of any vehicle used while on duty. Managers must emphasize in their daily operation that safety is everyone’s responsibility and must not be compromised. (For more details, see Handbook PO-701, chapter 2; ELM 827; and Handbook EL-801, Supervisor’s Safety Handbook.)

733 PVS Accident Investigations
Immediate and complete on-the-scene investigations by the PVS are required for all accidents involving employees and vehicles. Accidents involving vehicles assigned to Customer Service and Sales will be investigated and processed by Customer Service and Sales or their designated representative. Since even the slightest accident may ultimately result in litigation against the Postal Service, such litigation must be anticipated. Detailed instructions for accident investigation are provided in Handbook PO-702, Accident Investigations—Tort Claims.
Vehicle Accounting

The Vehicle Management Accounting System (VMAS) is a cost-accounting system providing operating cost per vehicle, per mile, and per hour. Also reported is the cost of maintenance and repair, vehicle depreciation, parts, and fuel usage. Additional information is provided on vehicle use and inventories. This system, operated by vehicle maintenance facilities (VMFs), is available to all transportation managers to assist in decision making for efficient transportation operations.

Vehicle Disposal, Reassignment, and Sales

Fleet Operations at Headquarters is to be notified of all surplus vehicles. These vehicles should immediately be turned over to the VMF for disposal, reassignment, or other use. Vehicles that are to be replaced by a new vehicle procurement should be retained until the new vehicles are ready for deployment.

Fleet Maintenance

The VMF is responsible for providing quality and timely maintenance to the Postal Service fleet as outlined in the guidelines established by Vehicle Maintenance, Headquarters.

Equipment, Supplies, and Fuel

General

The costs for equipment, operating supplies, fuel, and lubricants are included in annual VMF budgets through Customer Service channels. Handbook PO-701, Fleet Management; the Purchasing Manual; and Vehicle Maintenance Bulletins contain additional procurement information.

Equipment

Accounting service centers (ASCs) are responsible for budgeting for specialized capital equipment to meet operations or environmental requirements. Equipment for postal vehicle service operations purposes include lift gates, radios, and so forth.

Fuel

All postal employees must use self-service pumps when fueling postal-owned or -leased vehicles at commercial retail outlets and automated VMF fueling stations. The only exception to this policy is in communities that do not have self-service fuel pumps or in states that prohibit them. However, should self-service fuel pumps become available, or if a state changes its laws, postal personnel must immediately change to the self-service pumps. Local VMF management must establish a program for checking oil, water, and other fluids at least weekly, and replenishing them as needed.
8 Special Services

81 Special Mail Services

811 Registered Mail

811.1 Fees and Liability
See DMM R900.15.0 and S911.

811.2 Sender’s Declaration

811.21 Value
The sender must tell the USPS clerk (or enter on the firm mailing bill if a firm mailer) the full value of mail matter presented for registration. Private insurance carried on registered mail does not modify the requirements for declaring the full value.

811.22 Examples

<table>
<thead>
<tr>
<th>Kind of Mail Matter</th>
<th>Value to Be Declared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negotiable instruments — instruments payable to bearer, including stock certificates endorsed in blank.</td>
<td>Market value — all values are based on the value at the time of mailing.</td>
</tr>
<tr>
<td>Nonnegotiable instruments — all registered bonds, warehouse receipts, checks, drafts, deeds, wills, abstracts, and similar documents. Certificates of stock are considered nonnegotiable so far as declaration of value is concerned unless they are endorsed in blank.</td>
<td>No value, or replacement cost if postal insurance coverage is desired.*</td>
</tr>
<tr>
<td>Money</td>
<td>Full value.</td>
</tr>
<tr>
<td>Jewelry, gems, precious metals.</td>
<td>Market value or cost.</td>
</tr>
<tr>
<td>Merchandise</td>
<td>Market value or cost.</td>
</tr>
<tr>
<td>Nonvaluables — matter not having intrinsic value such as letters, files, records, etc.</td>
<td>No value, or replacement cost if postal insurance coverage is desired. *</td>
</tr>
</tbody>
</table>

* Mailers who do not know replacement costs should contact a person or firm familiar with such documents and determine replacement costs before the articles are mailed.
811.23 **Official Mail**

Government agencies or officials must declare the value of the matter presented to ensure proper care (see 811.261).

811.24 **Underdeclaration of Value**

If the accepting USPS employee believes the mailer has not declared the full value of an article presented for registration, the USPS employee must do the following:

a. Ask the mailer the nature of the contents of the article.

b. After discussion with the mailer, if it appears that the proper value is declared on the article, accept it as registered mail.

c. If it appears that the value of the article is underdeclared, explain to the mailer that the full value of the article must be declared on all registered articles.

d. If the mailer refuses to declare the article at its full value and pay the proper registration fee, inform the mailer that the article cannot be accepted as registered mail.

811.25 **Merchandise Return**

The customer (not the permit holder) must declare the full value of articles presented for registered merchandise return service under 811.21.

811.26 **Mail Registered Without Prepayment**

811.261 **Official Mail**

Official mail of authorized government departments and agencies, if prepared under the requirements for transmission of mail without prepayment of postage may be sent by registered mail without prepayment of a registration fee. Official registered mail paid by stamps or meters must be fully prepaid.

811.262 **Merchandise Return**

Matter registered with merchandise return service may be sent by registered mail without prepayment of postage and fees.

811.263 **Other Mail**

Handle other registered mail and official registered mail paid by stamps or meters as follows:

a. If found in ordinary mail, handle articles in one of the following ways:

   (1) If unpaid, return the piece to the sender for postage. Endorse the piece “Not in the Registered Mail” and “Returned for Postage.”

   (2) If only the First-Class rate of postage is paid, endorse the piece “Not in the Registered Mail” and deliver it to the addressee as ordinary First-Class Mail.

   (3) If the amount of postage and fees affixed indicates that the article was intended to be registered, endorse it “Found in Ordinary Mail.” Complete and send to the sender a mail registration receipt and Form 3892, *Registered Mail Found in Ordinary Mail.* Rate the
item as postage-due and forward it to the addressee through the registered mail.

b. If found in the registered mail, handle unpaid or shortpaid items as registered mail without the collection of postage due. The unit noting the irregularity completes Form 3826, *Registry Irregularity Report*; endorses the mailpiece “Form 3826 Completed”; and dispatches the article in the registered mail. Return Form 3826 to the accepting post office for collection of postage.

811.264 **Indemnity**

Except for matter registered with merchandise return service, no indemnity is paid for any matter registered without prepayment of postage and fees. If a government department or agency wants indemnity coverage, both the postage and proper registry fee (see DMM R900.15.0) must be paid in full by stamps or meter stamps. See IMM 333.2 for international registered indemnity provisions.

811.3 **Mailing Receipts**

A receipt must be issued when mail is accepted for registration. If requested to do so by the sender, the accepting USPS employee shows on the mailing receipt and post office record the time the registered article was accepted for mailing. For individual transactions, Form 3806, *Receipt for Registered Mail*, is issued at the time of the transaction. When Form 3877, *Firm Mailing Book for Accountable Mail*, is used, the permanent descriptive receipt is postmarked, signed, and issued as soon as possible after entries are checked against the mail. A temporary receipt showing only the total number of articles may be issued when several articles are mailed.

811.4 **Delivery**

811.41 **Procedure**

The responsibility of the USPS for registered mail ends with its proper delivery. Mail for delivery by carriers is taken on the first trip after it is received, unless the addressee has asked the postmaster to hold his or her mail at the post office. The addressee or a person representing the addressee may obtain the name and address of the sender and may look at registered mail while it is held by the USPS employee before accepting delivery and signing the delivery receipt. Identification must be required if the person accepting delivery of registered mail is unknown. The mail may not be given to the addressee until the delivery receipt is obtained by the USPS employee. The signature of the person receiving the article must appear in the correct block on the delivery receipt.

811.42 **Notice of Arrival**

If the carrier is unable to deliver registered mail, he or she must leave a notice. If the mail is not delivered by carrier, a notice of arrival must be issued through regular mail channels. If the mail is not delivered or called for within 5 days, a second notice must be issued if the maximum period for which the
mail may be held permits. No second attempt to deliver is made unless the post office is requested to do so.

811.43 **Restricted Delivery**

Restricted delivery may be obtained by the payment of additional fees. For cases when restricted delivery may be made by delivery to a person other than the addressee, see 823. See IMM 350 for international restricted delivery service.

811.44 **When Not Delivered**

Postmasters may require customers to call for registered mail at the post office if delivery by carrier would not be safe.

811.45 **Rural Delivery**

For delivery by rural carriers or at nonpersonnel rural units, see 65.

811.46 **Highway Contract Route Delivery**

Highway contract route carriers deliver registered mail if required by the contract in accordance with 663.3.

811.47 **Bad Condition**

If the addressee accepts a registered article repaired with sealing stamps or reenclosed in a new envelope or wrapper, the addressee must open it without disturbing the seal in the presence of the delivering employee. If anything is missing, the envelope or wrapper must be given to the employee after it is endorsed to show what was missing. The USPS employee must not wait while a large sum of money or coins is counted if the damage is so slight as to indicate nothing is missing.

811.5 **Inquiries on Uninsured Articles**

811.51 **Who May File**

When customers purchase registered mail service, they have the option of purchasing postal insurance. If postal insurance is purchased, the procedures for claims in DMM S010 must be followed. The procedures in 811.52 and 811.53 apply only to uninsured registered mail. Only the mailer may file an inquiry on uninsured registered mail. For matter registered without postal insurance with merchandise return service, only the permit holder may file an inquiry.

811.52 **How to File**

811.521 **Original Inquiry**

The mailer may not file any inquiry until 15 days after the date of mailing. An inquiry may be filed at any post office, classified station, or branch, except for inquiries about matter registered with merchandise return service, which must be filed by the permit holder at the post office where the permit is held. Form 1000, *Domestic Claim or Registered Mail Inquiry*, must be used in processing
an inquiry for uninsured registered mail. An inquiry may be filed in the following manner:

a. Any mailer filing an inquiry for the alleged loss of registered mail must provide proof that a loss has actually occurred before a post office can accept the inquiry.

b. This proof may be supplied by the following methods (see 811.521c for registered merchandise return service articles):

   (1) The mailer may obtain Form 1000 from any post office. The mailer must then complete Form 1000 and send it to the addressee. Postal employees may not mail the inquiry for the mailer, but they may help a mailer complete the form if requested. The addressee must complete item 13 and items 14 through 16 on Form 1000 and return it to the mailer. If the addressee signs the claim form and indicates the article was not received 15 days or more after the date of mailing, the mailer may then take the claim form, along with the original mailing receipt, to a post office and file an inquiry.

   (2) If the mailer has written and signed documentation (such as a letter dated at least 15 days after the date of mailing) from the addressee stating the addressee did not receive the article, the mailer may take this documentation to a post office, along with the original mailing receipt, and file an inquiry. The USPS employee must attach this documentation, or a copy of it, to the inquiry form.

   (3) If the mailer is unable to obtain the cooperation of the addressee in signing Form 1000 for a registered article or, if he or she prefers, the mailer may send a check or money order for $6.60 to the post office of address and request a copy of the delivery record if 15 days or more have elapsed since the date of mailing. Any such request for a delivery record must contain the date the article was mailed, the registered number, and the complete name and address of the mailer and addressee. The response to this search of delivery records ends the inquiry process.

c. A merchandise return permit holder must ask the customer to complete items 1 through 12 and 17 through 19 of Form 1000, and return it, along with the original mailing receipt, to the permit holder. The permit holder must complete item 13 and items 14 through 16 and submit the completed form, along with the original mailing receipt, to the post office where the permit is held. An inquiry may be filed no sooner than 15 days after the date of mailing.

811.522 Duplicate Inquiry

A duplicate inquiry may not be filed sooner than 30 days after the original inquiry. Complete Form 1000, mark it “Duplicate” in the upper right corner, and process the duplicate the same as the original.
811.53 **Processing Inquiries**

811.531 **Accepting Post Office**

When accepting a customer’s inquiry, the accepting post office should handle it as follows:

a. If necessary, help the customer complete the applicable spaces on Form 1000.

b. Date-stamp immediately on receipt and sign in the proper spaces.

c. Detach the instruction sheet and make three copies of Form 1000; give the customer the original and a copy to keep until the inquiry is settled. Forward the remaining two copies with the supporting documentation to the postmaster at the office of address.

811.532 **Post Office of Address**

Within 5 days after receipt of an inquiry from the accepting post office, the post office of address should check delivery records (Form 3849, Delivery Notice/Reminder/Receipt, and/or Form 3883, Firm Delivery Book) to verify delivery of the article. Search delivery records starting with the date of mailing and continue for the next 60 days. Follow these procedures:

a. *No Record.* If there is no record of delivery, check the applicable box on Form 1000 and date-stamp. Send a copy to the local postal inspector in charge. Return a copy to the sender and show Postal Inspection Service notification.

b. *Record Found.* If there is a record of delivery, enter the date of delivery and date-stamp. Record any unusual delivery conditions. Return Form 1000 to the sender. If the delivery record reports that some of the contents are missing, annotate Form 1000 and forward a copy to the local postal inspector in charge. Return a copy to the sender and show Postal Inspection Service notification.

c. *Article Forwarded.* Attach a separate sheet of paper showing the new address and date forwarded and forward Form 1000 to that post office.

d. *Article Returned to Sender.* If the article was returned to the sender, enter the reason and the date of return. Date-stamp and return the inquiry form to the mailing post office for verification of return. The mailing office then must search its records and indicate whether there is a record and the date of delivery to the sender.

812 **Certified Mail**

812.1 **How to Mail**

Customers can obtain, at no charge, Form 3800, Receipt for Certified Mail, at post offices or from rural carriers. Customers can also obtain blank return receipt forms if needed. Senders of certified mail must observe the following procedures:

a. Enter on the receipt part of the certified mail coupon the name and complete address of the person or firm to whom the mail is addressed.
b. If a return receipt is requested, check the block on the mailing receipt to show the fee and endorse the article, on the address side near the certified mail endorsement, “Return Receipt Requested” or “Return Receipt Requested Showing Address Where Delivered.” The sender must enter the certified mail number on the return receipt card, self-address it, and attach it to the back of small envelopes or on front of packages and large envelopes if it does not cover the address. If the sender wants the return receipt to show the address where the article was delivered, the sender must check the block at the top of the form. If a return receipt is requested, the sender must show a complete return address on the mailpiece.

c. Attach to the envelope sufficient postage stamps to pay for First-Class postage and all applicable fees.

d. If a postmarked sender’s receipt is requested, the sender must attach the certified mail sticker to the address side of the article and present the article and the completed receipt to the USPS employee. If asked to do so, the USPS employee must show on the receipt the time the article was accepted for mailing. If given to a rural carrier, the carrier returns the postmarked receipt to the sender.

e. If a postmarked receipt is not requested, the sender must attach the certified mail sticker to the address side of the article, detach the receipt, and mail the article. The sender must mark the receipt to show the date.

f. If the sender wants to restrict delivery of certified mail to the addressee or someone named by the addressee in writing, the sender must endorse the mail “Restricted Delivery.” This service is available only for articles addressed to individuals by name.

812.2 Delivery

812.21 Procedure

Certified mail for delivery by carriers must be taken out on the first trip after received, unless the addressee requests that the postmaster hold the addressee’s mail at the post office. Certified mail not restricted in delivery is delivered to the addressee or addressee’s authorized representative. Restricted delivery may be obtained by payment of the additional fees listed in DMM R900.5.0. For cases when restricted delivery may be to a person other than the addressee, see 823.1. Delivery rules are the same as for registered mail (see 811.4).

812.22 Rural Delivery

For delivery by rural carriers or at personnel and nonpersonnel rural units, see 65.

812.23 Highway Contract Route Delivery

Highway contract route carriers deliver certified mail if required by the contract, but delivery is made only at the customer’s box or along the route.
812.24 Delivery Records
Delivery records of certified mail must be held 2 years. After that period, the records are destroyed.

812.25 Notice of Arrival
The carrier must leave a notice of arrival on Form 3849 if the carrier cannot deliver the certified article for any reason. The article is brought back to the post office and held for the addressee. If the article is not called for within 5 days, a final notice is issued. If the article is not called for or redelivery of the article is not requested, it must be returned after 15 days, unless the sender specifies a lesser number of days on the mailpiece.

812.26 Delivery at Post Office
Hold certified mail at a place convenient for the public to call if addressed for box or general delivery, or for firm callers, or if a Form 3849 is left for addressee to call. Place Form 3849 in post office box for box-service customers. Form 3883 is used when firm or other customers receive an average of three or more certified letters at one delivery.

812.3 Carrier Controls
812.31 Assignment
Send certified mail, including that for firms, to a unit or employee designated to assign it for delivery and follow these procedures for each type of mail:

a. Individual Pieces. Use Form 3867, Accountable Mail Matter Received for Delivery, to show the total number of pieces given to each carrier, or as a chargeout record. Use symbols on Form 3867 to show return receipt or restricted delivery. Obtain the signature of the carrier on Form 3867. If the mail is endorsed for restricted delivery, prepare Form 3849 and attach it to the certified article.

b. Firm Mail. Prepare Form 3883 in duplicate for addressees who receive an average of three or more pieces at one time. Do not include on firm bills articles restricted in delivery to the addressee. Handle these as covered in 812.31a. Use the duplicates of the firm bill as chargeout and dispose of it after carrier turns in receipted bill.

c. Specials. Assign special delivery certified mail separately for special delivery service, following the rules in 812.31a and 812.31b.

812.32 Clearance
The clearing clerk must clear carriers and messengers in the following manner:

a. Have the carrier or messenger account in bulk for all certified mail and return receipts charged to the carrier or messenger, either by signed receipts or returned articles. If any article or return receipt is not accounted for, make an immediate report to the supervisor. Endorse the chargeout record when clearing is complete.
b. Sign and give back to the carrier or messenger Form 3821, Clearance Receipt, which is prepared and submitted when accounting for certified articles and return receipts assigned for delivery.

c. If certified articles returned undeliverable by a carrier or messenger are forwarded or returned, show disposition on Form 3867 and prepare a disposition record on Form 3849, including the name of the addressee. File Form 3849 with the delivery receipts.

d. Examine all return receipts. Make sure that they are properly signed and that the date of delivery is entered. If the mail was restricted in delivery, check to see whether delivery was made to an unauthorized agent. If delivery was improper, have the carrier or messenger obtain the addressee’s signature on another receipt card and destroy the original after the duplicate is signed. Mail the receipts no later than the next workday.

e. It is the supervisor’s responsibility to take prompt corrective action with the delivering employee if return receipts or delivery receipts are not obtained or not properly completed.

f. If the mail is not delivered in 5 days, issue a final notice to the addressee on Form 3849 marked “FINAL NOTICE.” Send it through regular channels with the addressee’s ordinary mail.

g. International recorded delivery service mail must be handled under the clearance procedures for certified mail in 812.32a through 812.32f. See IMM 385.

812.33 **Delivery to Military Installations**
Certified mail addressed for delivery at military installations within the continental United States must be delivered to the installations in the same manner as numbered insured mail.

812.34 **Filing Delivery Receipts**
See 813.42 for instructions on filing delivery receipts.

812.35 **Undeliverable**
Handle certified mail that is undeliverable or to be forwarded according to 812.32c.

812.4 **Verified Mailing Receipts**

812.41 **Individual Mailings**
Verify individual mailing receipts as follows:

a. Compare name and address of addressee on the article and on Form 3800, Receipt for Certified Mail.

b. If sender checked blocks on Form 3800 for return receipt or restricted delivery service, make sure the article bears the proper endorsement.

c. Examine the return receipt card to determine whether the correct blocks in the instructions to the delivering employee are checked, and
whether the card is securely attached. Make sure the address is properly completed by the sender.

d. Make certain that proper postal charges are paid by affixed stamps; endorse the mail if it is special delivery.

e. Postmark the receipt part and give it to the mailer. Enter the time that the article is mailed if requested to do so by the sender, and place your initials by the entry. Use ink to enter the time and initials in the space for the name of the accepting employee.

f. Deposit the article in the mail. Do not return it to the mailer.

812.42 **Large-Volume Mailings**

The following steps are taken for large-volume mailings of certified articles that are not submitted under an approved Manifest Mailing System (MMS) agreement. Acceptance procedures for certified articles submitted under an MMS agreement are in Publication 401, *Guide to the Manifest Mailing System*. The following steps are in addition to any other acceptance and verification procedures required for the method of postage payment used or presort discounts claimed:

a. Randomly select certified articles from the mailing and match the certified numbers against Form 3877, *Firm Mailing Book for Accountable Mail* (FMB). Select a random sampling, as follows:

<table>
<thead>
<tr>
<th>Articles in Mailing</th>
<th>Sampling Size Number of Articles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–299</td>
<td>10 percent of mailing</td>
</tr>
<tr>
<td>300–1,999</td>
<td>30 articles</td>
</tr>
<tr>
<td>2,000–3,999</td>
<td>40 articles</td>
</tr>
<tr>
<td>4,000–5,999</td>
<td>50 articles</td>
</tr>
<tr>
<td>6,000–7,999</td>
<td>60 articles</td>
</tr>
<tr>
<td>8,000–9,999</td>
<td>70 articles</td>
</tr>
<tr>
<td>10,000–99,999</td>
<td>100 articles</td>
</tr>
</tbody>
</table>

b. On each article selected for sampling, do the following:

1. Make sure that the article is properly endorsed.

2. Verify that the postage and fees are correctly paid and entered on the FMB.

c. If the postage and/or fees on a sample article are not correct, take an entire new sampling, the same size as the original. If the second sampling is correct, accept the mailing and make a postage and/or fee adjustment for the incorrect amount. If the second sampling has an error, return the mailing to the mailer for correction.

d. Collect any postage and/or fees due from the mailer.

e. Postmark and sign the FMB in ink and give it to the mailer. Enter the time the articles are mailed if requested to do so by the mailer, and place your initials in ink by the entry.
813 Insured Mail

813.1 Inquiry About Contents and Preparation
The USPS employee at the window is required to ask whether the package presented for insurance contains fragile, perishable, or flammable matter. If the package does not contain such matter and to all outward appearances is adequately prepared, no further inquiry about contents is made. If the package contains such matter, detailed inquiry must be made to determine whether contents are admissible in the mail and are adequately packed.

813.2 Delivery

813.21 General Provisions
Delivery is made under the following provisions and those in DMM D042. Parcels insured for over $50 are delivered under the regulations for the delivery of registered mail. When delivery is not restricted, mail addressed to a person at a hotel, apartment house, or the like, may be delivered to any person in a supervisory or clerical capacity to whom the mail is customarily delivered. USPS responsibility ends at that time.

813.22 At Letter Carrier Offices

813.221 Holding Period
Insured mail is held for the period specified in the sender’s return address, but not for more than 15 consecutive days. If no return period is specified, the mail is held for 15 days. The retention period of 15 days applies also to offices to which the mail may be forwarded.

813.222 Notices
Insured parcels are delivered to the addressee’s home or, if he or she receives his or her mail in a post office box or through general delivery, the addressee must be furnished a notice of the arrival of the parcel. If the parcel is undelivered after 5 days, a second notice must be sent. After receiving the notice, the addressee may go to the post office and obtain the parcel or may request that it be delivered to his or her home again. If the addressee does not accept the parcel when it is offered, the parcel is brought back to the post office for immediate return to the sender.

813.23 At Offices Without Carrier Delivery Service
The addressee is notified when an insured parcel is on hand for delivery. The notice is placed in the general delivery or in a post office box. A second notice must be issued if the article is undelivered after 5 days.

813.24 Rural Delivery
Rural carriers must deliver insured mail to the residence if it is not more than a ½ mile from the route and if the road leading to it is passable. Otherwise,
the carrier leaves a notice in the box so that the addressee may meet him or her at the box on the carrier’s next trip or call the post office for the mail. For delivery by rural carriers or at post offices, stations, branches, or nonpersonnel rural units, see 65.

813.25 **On Highway Contract Routes**
Highway contract carriers deliver insured parcels if required to do so by their contract in accordance with 663.3.

813.26 **Damaged Packages**
Damaged packages refused by the addressee are handled as follows:

a. When a package is partially damaged, it must be returned immediately to the sender.

b. When a package is damaged beyond repair, the sender is informed of the damage and of the addressee’s refusal. The package is held a reasonable time awaiting instructions from the sender or a request for payment of postal insurance. If neither instructions nor a request for payment of postal insurance is received, the postmaster at the office of mailing is requested to determine which disposition of the package is to be made.

813.27 **Spoiled Contents**
When the contents of a package are spoiled, the USPS employee must write on the receipt form the date and hour the package was received, the date and hour it was delivered to the addressee, whether the package was endorsed “Perishable,” and any known cause of delay or improper handling.

813.28 **Examination of Mail**
The addressee or addressee’s representative may read and copy the name and address of the mailer from insured mail while it is in the possession of the USPS employee. The addressee may examine the contents only after delivery is made.

813.3 **Delivery Receipts**

813.31 **Unnumbered Packages**
Unnumbered packages are delivered as ordinary mail.

813.32 **Numbered Packages**
Postal employees must take signed receipts for the delivery of numbered packages on the following forms:

a. Form 3849, *Delivery Notice/Reminder/Receipt*, when delivery is made by carrier and at window delivery at post offices with 190 or more revenue units.

b. Form 3867, *Accountable Mail Matter Received for Delivery*, and Form 3849 for window deliveries made at post offices with 189 or fewer revenue units.
c. Form 3883, *Firm Delivery Book*, when addressees regularly receive an average of three or more packages at one time.

d. Form 3811, *Domestic Return Receipt*, when requested by the sender. The delivering USPS employee also sees that the addressee properly completes the form.

### 813.4 Internal Controls

#### 813.41 Large-Volume Mailings

The following steps are taken for large-volume mailings of insured articles that are not submitted under an approved Manifest Mailing System (MMS) agreement. Acceptance procedures for insured articles submitted under an MMS agreement are in Publication 401, *Guide to the Manifest Mailing System*. The following steps are in addition to any other acceptance and verification procedures required for the method of postage payment used:

a. Count the articles when they are received.

b. Check your count against the total number of articles listed on Form 3877, *Firm Mailing Book for Accountable Mail (FMB)*. The total count must agree with the total number on the FMB provided by the mailer. If it does not, match each article in the mailing against the FMB. If it does match, see 813.41c.

c. Select a sample at random, as follows:

<table>
<thead>
<tr>
<th>Articles in Mailing</th>
<th>Sampling Size Number of Articles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–299</td>
<td>10 percent of mailing</td>
</tr>
<tr>
<td>300–1,999</td>
<td>30 articles</td>
</tr>
<tr>
<td>2,000–3,999</td>
<td>40 articles</td>
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<td>50 articles</td>
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<td>60 articles</td>
</tr>
<tr>
<td>8,000–9,999</td>
<td>70 articles</td>
</tr>
<tr>
<td>10,000–99,999</td>
<td>100 articles</td>
</tr>
</tbody>
</table>

d. On each article selected for sampling, do the following:

1. Find the listing of the article on the FMB by matching the insured number.
2. Make sure that the article is properly endorsed.
3. Weigh the article and compute the postage to see that it agrees with the postage listed on the FMB.
4. Verify that the fees are correctly paid and entered on the FMB.

e. If an insured number on a sample article is not on the FMB, take an entire new sampling, the same size as the original. If the second sampling is correct, accept the mailing and correct the FMB. If the second sampling has an error, match each article in the mailing against the FMB and correct the FMB. Have the mailer initial the corrected FMB.
f. If the postage and/or fees on a sample article do not agree with the amount listed on the FMB, take an entire new sampling, the same size as the original. If the second sampling is correct, accept the mailing and make a postage and/or fee adjustment for the incorrect amount. If the second sampling has an error, match each article in the mailing against the FMB and correct the FMB. Have the mailer initial the corrected FMB.

g. Collect any postage and/or fees due from the mailer.

h. Postmark and sign the FMB in ink and give it to the mailer.

i. Perform these verifications on all mailings.

j. Return any subsequent mailings that fail the first and second samplings to the mailer for correction.

813.42 Filing of Delivery Records

813.421 Procedures

File delivery records as follows:

a. File receipted Form 3849 in the consolidated file, with those for registered and certified mail, by the last two digits of the insurance number. If the quantity accumulated over the filing period is fewer than 200, use the last digit only for breaking the file. When the number is not entirely legible, file the receipt alphabetically by the name of the addressee. File Form 3883 alphabetically by the last name of the addressee and the date of delivery.

b. Delivery receipts for numbered insured packages returned to senders must be filed with delivery receipts covering packages delivered to addressees.

813.422 Optional Filing Procedures

As an option, offices with a large volume of Forms 3849 should consider filing these receipts using a three-digit sort. This greatly speeds search time and may be done in the following way: offices that file delivery records centrally should request that their stations and branches sort these forms into 10 separations, by the last digit of the article number, before sending them to the central filing location. When these are received at the central filing location, the forms should then be separated in a 100-hole case, using the second-and third-from-last article numbers for each of the original 10 separations made at the station or branch. The forms should then be filed by the three-digit sort for future reference.

813.5 Check of Records

To ensure that delivery employees are obtaining the required delivery and return receipts and that all receipts are properly handled, offices with carrier delivery service must do the following:

a. Make a selective check at least quarterly of all delivery and return receipts.
b. Use Form 3871, Receipt Verification — Insured and Returned COD Mail, and keep a record for 1 year showing the dates of the selective checks and the results of the checks.

813.6 Dispatch From Post Offices

Insured mail is dispatched as ordinary mail and handled as ordinary mail while it is in transit.

814 Collect on Delivery (COD) Mail

814.1 Acceptance

814.11 Individual Receipts for Mailing

A receipt is issued for each COD parcel mailed on one of the following forms:

a. Mailer’s receipt copy of COD form; Form 3816, COD Mailing and Delivery Receipt, or specially printed COD form.

b. Form 3877, Firm Mailing Book for Accountable Mail, or specially printed firm mailing bills.

c. Recapitulation sheets or receipt parts of multiple forms specially printed by the mailers.

814.12 Temporary Receipts

The postmaster may issue a temporary receipt on Form 3824, Temporary Bulk Receipt, when the number of articles presented at one time for COD warrants it. The permanent receipt is issued as soon as possible.

814.13 For Three or Fewer Parcels

Provide a receipt to mailers of three or fewer parcels at a time by postmarking the sender’s receipt part of the COD form.

814.14 Large-Volume Mailings

The following steps are taken for large-volume mailings of COD articles that are not submitted under an approved Manifest Mailing System (MMS) agreement. Acceptance procedures for COD articles submitted under an MMS agreement are in Publication 401. The following steps are in addition to any other acceptance and verification procedures required for the method of postage payment used:

a. Count the articles when they are received.

b. Check your count against the total number of articles listed on Form 3877, Firm Mailing Book for Accountable Mail (FMB). The total count must agree with the total number on the FMB provided by the mailer. If it does not, match each article in the mailing against the FMB. If it does match, see 814.14c.
c. Select a sample at random, as follows:

<table>
<thead>
<tr>
<th>Articles in Mailing</th>
<th>Sampling Size Number of Articles</th>
</tr>
</thead>
<tbody>
<tr>
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<td>70 articles</td>
</tr>
<tr>
<td>10,000–99,999</td>
<td>100 articles</td>
</tr>
</tbody>
</table>

d. On each article selected for sampling, do the following:
   (1) Find the listing of the article on the FMB by matching the COD number.
   (2) Make sure that the article is properly endorsed.
   (3) Weigh the article and compute the postage to see that it agrees with the postage listed on the FMB.
   (4) Verify that the fees are correctly paid and entered on the FMB.

e. If a COD number on a sample article is not on the FMB, take an entire new sampling, the same size as the original. If the second sampling is correct, accept the mailing and correct the FMB. If the second sampling has an error, match each article in the mailing against the FMB and correct the FMB. Have the mailer initial the corrected FMB.

f. If the postage and/or fees on a sample article do not agree with the amount listed on the FMB, take an entire new sampling, the same size as the original. If the second sampling is correct, accept the mailing and make a postage and/or fee adjustment for the incorrect amount. If the second sampling has an error, match each article in the mailing against the FMB and correct the FMB. Have the mailer initial the corrected FMB.

g. Match the amount due sender on the sample article against the amount due sender on the FMB. If the amount due sender does not agree, check the entire mailing.

h. Collect any postage and/or fees due from the mailer.

i. Postmark and sign the FMB in ink and give the original to the mailer. Keep the duplicate for the post office records.

j. Perform these verifications on all mailings.

k. Return any subsequent mailings that fail the first and second samplings to the mailer for correction.

814.15 Postmarking

Follow this procedure when postmarking COD mailings:

a. Postmark the postage when stamps are used. Postmark the COD form in the proper spaces.
b. Volume mailers may be authorized by the postmasters to type or computer-print the place and date of mailing on the COD forms. If this procedure is authorized, only the sender’s receipt copy (if used) and postage stamps require postmarking by the accepting office. Spot-check mailings to make sure the forms bear the correct date and place of mailing. If the mailer printed the wrong date or place of mailing, the form must be postmarked. Notify the RCSC of improper printings.

814.16 Registered COD Articles
Registered COD articles are handled under 814.4.

814.17 Protection
Give COD mail every reasonable safeguard. Prevent access to the mail by unauthorized persons; keep such mail in locked cabinets, if available.

814.2 Delivery and Payment Procedures

814.21 Procedure

814.211 Observing Rules
Delivery rules are the same as those for registered mail (see 811.4).

814.212 Restricting Delivery
Except for Express Mail COD shipments, a local postmaster may restrict delivery of COD mail if certain conditions are met. In such cases, the postmaster may have the carrier deliver a Form 3849, Delivery Notice/Reminder/Receipt, to notify the addressee that a COD article arrived at the post office. The notice must be delivered on the first carrier trip after the article is received at the post office. The total amount due must be shown in the proper part of the form. The postmaster may restrict delivery under either of the following two conditions:

a. The amount of cash to be collected from the transaction or transactions makes the carrier a potential target for theft and increases the chances of physical injury.

b. The previous experience of attempted deliveries at an address makes it likely that the addressee is unavailable to receive the article at delivery.

814.213 Obtaining Signatures
Have recipient or authorized representative sign the COD form. The delivery employee must sign and fill in the appropriate spaces. Do not use Form 3849 as a receipt for ordinary COD mail. The COD form is used for this purpose.

814.214 Returning Articles
If the addressee declines acceptance and the sender requests Form 3849-D, Notice to Sender of Undelivered COD Mail, send the form immediately. If Form 3849-D is not requested, return refused COD articles to the sender immediately.
814.215 **Holding Articles**

Follow these guidelines for holding articles:

a. *Undelivered.* Hold undelivered parcels for the period of time directed by the sender, but never for more than 30 days.

b. *Military.* Hold COD articles addressed to members of military organizations at military installations at the main office, station, or branch. Send a notice to the addressee to call for the article on Form 3849. Deliver the article only to the addressee, unless the addressee requests in writing delivery to another person.

814.216 **Attempting Second Deliveries**

Follow these guidelines when attempting second deliveries:

a. *Articles Refused at First Attempt.* If the addressee requests delivery of a COD parcel that was refused when it was first offered for delivery by the carrier, and it is being held because the sender requested a Form 3849-D service, collect the local rate of postage as postage due if delivery is made.

b. *Articles Not Refused at First Attempt.* At the addressee’s request, attempt redelivery of a COD article that was not refused when first offered by a carrier for delivery. Do not charge extra postage. If a written request is received requesting redelivery, make a second delivery attempt if the required fee is paid. Do not charge additional postage for this delivery attempt.

c. *Additional Attempts.* When delivery of a COD article is attempted twice by carrier, postage at the local rate must be paid for each additional attempt. No local rate of postage is charged for renewed attempts to deliver COD mail prepaid at the First-Class rate of postage.

814.217 **Handling Collection of Charges**

The recipient must have the exact amount of the COD charges, since the carrier is not furnished change. The carrier may also accept a check from the recipient, made payable to the sender for the amount of the COD charges. When the recipient pays by check, the carrier does not collect a money order fee. Unless otherwise directed, the COD article may be delivered to the addressee’s employee, to a competent member of his or her family, or to other persons (see 612).

814.218 **Allowing Reading of Return Address**

The addressee or representative may read and copy the name and address of the sender from COD mail while the article is in the possession of the USPS employee. The addressee or representative may examine the contents only after the COD charges are paid and delivery made.

814.219 **Obtaining Receipt From Sender**

Obtain receipt from sender on the COD form when delivering on return to sender. Form 3883, *Firm Delivery Book,* must be used if an average of three or more articles are delivered to the sender at one time.
814.22 **Collection of Charges**

Collect charges as follows:

a. At time of delivery, collect the charges entered on the COD forms. The recipient may pay the charges in cash (in which case a money order fee is collected) or by check payable to the mailer (no money order fee is collected). Do not accept checks payable to the U.S. Postal Service. Accept checks issued by businesses using the procedures in Handbook F-1, *Post Office Accounting Procedures*. Delivery employees must accept checks and see identification as follows:

   (1) The recipient’s name and complete address must be printed on the check. The recipient’s telephone number must be recorded on the check.

   (2) When a recipient is known by name to the USPS employee delivering the COD article, the employee making the identification should note “Customer Known” on the back of the check, sign it, and record one of the current forms of identification listed below (preferably a driver’s license).

   (3) If the recipient is unknown, one current form of identification from the following list must be recorded on the front of the check, in the memorandum area in the lower left corner, as specified in Handbook F-1, 310:

      (a) Driver’s license.

      (b) State-issued, nondriver identification.

      (c) Passport (foreign or domestic).

      (d) Military identification card.

   (4) If none of the above is available, enter on the check the issuing company’s name from two of the following documents (Social Security cards are not acceptable identification):

      (a) Credit card bearing the recipient’s signature (do not record credit card numbers).

      (b) Other credential showing the signature of the recipient.

   (5) Compare the signature on the check with the signature on the identification. If the signatures do not match, do not accept the check.

   (6) Record the COD number on the check.

b. If there is a difference between the amount of charges shown on the form and the amount shown on the package, collect the higher amount. Hold payment until the correct amount is ascertained from the mailing office; then return any overpayment. If the recipient does not pay the higher amount, hold the package until information on the correct amount is received, but never more than 30 days.

814.23 **Notification of Abandonment**

When COD mail is abandoned, notify the sender in writing. Enter the date of the notification on the COD form, and place the form in the files.
814.24

Issuance of Payment

814.241 Preparing Money Orders

Issue money orders on the day packages are delivered or the first business day following the day of delivery, except that for deliveries made on Friday, COD money orders may be prepared on Monday or the first business day following Sunday. Prepare COD money orders as follows:

a. Enter the complete name and address of the sender of the package under “Pay To” and the complete name and address of the addressee under “Purchased By.”

b. Place the complete COD number in the block labeled “COD No. or Used For:.”

c. Endorse “Illegible” or “Omitted” in the space provided for the COD number (opposite “For”) on the money order, if necessary.

d. Prepare and enclose Form 3833, COD Irregularity, with the check or money order if information on a form is illegible, incomplete, or omitted.

e. Keep the payment copy of the COD form with the money order. Do not pin or staple the money order, since it must later be processed by computer.

f. Staple customer’s receipt for the money order to the COD delivery record. At offices with 950 or more revenue units, file them by the last two digits of the COD number. At offices with 949 or fewer revenue units, file them by the last digit only.

g. The post office voucher copy of the money order is placed in sequence and handled with vouchers for other orders issued that day.

814.242 Remitting to Sender

Mail checks and money orders in an EM04 envelope on the day of issue or not later than the following workday. Place the payment copy of the COD form in the EM04 envelope so that the mailer’s name appears in the window. Use prepaid (or business reply) envelopes when they are furnished by the mailer.

814.243 Missing or Illegible Name of Sender

Deliver to the addressee and collect charges on a COD package received without name and address or with illegible name and address of the sender. Obtain name and address of the sender from the addressee and request the postmaster at the office of mailing to verify name and address. If the mailing records do not show the name and address of the sender, the mailing postmaster must obtain a statement from the person named as sender verifying that person as sender. The mailing postmaster must send this statement to the office of delivery. Attach the statement to the delivery record and issue the money order. If the sender’s name cannot be obtained, allow the addressee to pay for the article in cash only. Carry the amount as a trust item for 1 year. If it is not claimed, remove it from the trust and enter it in AIC 126, Miscellaneous Nonpostal Revenue.
814.25 Payment by Check

814.251 Accepting and Processing

The recipient’s check must be made payable to the mailer. Checks must be processed daily under 814.241. Prepare checks as follows:

a. Examine the check for completeness.
b. Enter COD number in memo part of the check if the addressee has not already done so.
c. Correct the address printed on the check, if necessary.
d. Annotate the COD form to show payment by check. Enter the check number and date the check was mailed.

814.252 Remitting to Sender

Return the check to the mailer according to 814.242 and file COD forms according to 814.241f.

814.253 Missing or Illegible Name of Sender

Obtain the name and address of the sender from the recipient and request the postmaster at the office of mailing to review the sender’s mailing receipt to verify that the package was mailed by him. If the sender cannot be verified, and the recipient wants to pay cash, deliver the article according to 814.243. Otherwise, handle the article according to 619.22.

814.26 Returned Money Orders and Checks

Try to obtain the correct address for money orders and checks returned as unclaimed. If the payee cannot be found, handle the money orders and checks as follows:

a. Forward the money order and a statement of the facts to the Money Order Branch, St. Louis Accounting Service Center.
b. Send money orders returned to postmasters endorsed “Refused,” “Out of Business,” or “Fictitious,” to the same address.
c. Annotate the back of the COD form to show when a check is returned and forward the returned check to the customer.
d. If money orders or checks are returned as “Fraudulent,” try to return the check to the customer or the amount of the money order to the purchaser. If this cannot be done, forward money orders to the Money Order Branch and attach checks to the COD form and file the form. In each instance, note the disposition of the money order or check on the COD form and file the form.

814.27 Claims and Inquiries on Nonreceipt of Checks or Money Orders

814.271 Form 1000, Domestic Claim or Registered Mail Inquiry

Inquiries or claims involving the nonreceipt of recipient’s checks or money orders must be submitted on Form 1000 according to 147.

814.272 Payment Method

The postmaster at the office of address must indicate whether post office records show delivery (including the date of delivery), to whom delivered,
whether payment was made by check or money order, and the check or money order number (see 147).

814.273 **Disputes**
Postmasters must not participate in any disputes about the recipient’s check.

814.3 **Special Instructions**

814.31 **Mail Opening Units**
Handle COD mail as follows:

a. Give COD special delivery mail to the special delivery unit without recording it or obtaining a receipt.

b. Separate all COD mail not to be delivered from stations and give it to the recording or delivery unit without making a record or obtaining a receipt.

c. Dispatch COD mail for delivery by stations-to-stations in separate sacks labeled “COD” and mark for the superintendent. Do not postmark the forms or make a record on any bill.

814.32 **Assignment and Reporting**

814.321 **Window Delivery**
Give mail for window delivery to the delivery section without receipt.

814.322 **Other Delivery**
Use Form 3867, *Accountable Mail Matter Received for Delivery*, to show the total number of pieces given to each carrier. The carrier signs Form 3867.

814.323 **Firm Mail**
Prepare Form 3883 in duplicate for addressees who receive an average of three or more pieces at one time and for a large volume of returned COD articles. A duplicate of the firm bill serves as the chargeout and is kept after the carrier turns in the receipted bill.

814.324 **Undelivered Articles**
Give to the delivery section, without receipt, undelivered packages awaiting call of addressee.

814.325 **Reports**
Each employee delivering COD mail to the public must make a report on Form 3821, *Clearance Receipt*, to the designated supervisor or station or branch superintendent or designee (if under system B, see 814.34). Prepare Form 3821 in duplicate. Keep the copy as a personal record and deposit the original in the locked receptacle provided for carriers.

814.326 **Disposal**
Depending on whether the office operates under system A or B, as explained in 814.34, dispose of Forms 3821 as follows:

a. *System A*. Under system A, remove Form 3821 from the locked receptacle each day for transmission to the accounting unit. No employee responsible for preparing Form 3822, *COD Tag Transmittal,*
or Form 1412-A, Daily Financial Form, and Form 1412-B, Daily Financial Report, may have access to Forms 3821 deposited in the locked receptacle for transmission to the accounting unit.

b. **System B.** Under system B, Form 3821 is removed from the locked receptacle by the station or branch superintendent or designee.

### 814.33 Clearance

Clear carriers in the following manner:

a. Have the carriers account for all COD mail charged to them either by turning in signed receipts, including the charges due sender and the money order fee, or returned articles. If any article is not accounted for, make an immediate report to the supervisor.

b. Sign Form 3821 and return it to the carrier.

c. If undeliverable COD articles returned by a carrier are forwarded or returned, show their disposition on Form 3867 and prepare a disposition record on Form 3849 that includes the addressee’s name and address. File the Form 3849 with the delivery receipts.

d. Give to the delivery section, without receipt, undelivered packages awaiting call of addressee.

### 814.34 Remitting Units

#### 814.341 Completion of Form 3822 in Duplicate

All units effecting delivery of COD mail must complete Form 3822, COD Tag Transmittal, in duplicate each day.

#### 814.342 Carrier and Window Deliveries at Same Unit

If both carrier and window deliveries are accounted for at the same unit, the collections for both are entered on the same Form 3822.

#### 814.343 Systems A and B

System A and system B are authorized. System A applies when all COD money orders are issued at the main office. System B applies when COD money orders are issued at delivery stations and branches, including rural stations and branches. Each system is outlined below.

a. **System A.** At offices operating under system A, verify and forward the original copy of Form 3822, the adding machine tape, and the COD forms to the superintendent of the main post office window unit. Issue payment as outlined in 814.24. On Form 3822, show separately the amounts to be remitted to sender by check and by money order. On the adding machine tape, list the amount of charges separately, in the following order:

   1. Amount of charges paid by check.
   2. Amount of charges paid by cash.
   3. Money order fee for each form included in 814.343a(2). Keep the forms in the same order as amounts shown on the tape. Forward the duplicate copy of Form 3822 with the verified adding machine
b. **System B.** At offices operating under system B, use the following procedures:

1. The COD clerk must (a) deliver directly to the money order clerk the COD forms with adding machine tape, the cash and checks, and Form 3822 in duplicate, each prepared under 814.343a; (b) obtain the money order clerk’s receipt on Form 3822; and (c) deliver the original to the station or branch superintendent or designee, and keep the copy for 3 months.

2. The money order clerk must (a) verify the cash, the number of COD tags, and the amount shown on Form 3822; (b) receipt and return Form 3822 in duplicate to the COD clerk; (c) issue the money orders the same day delivery is effected, if practical, and send to senders with payment copies; (d) attach the customers’ receipts to the corresponding COD forms and deliver them with adding-machine tape, separately listing charges and money order fees, to the superintendent or designee, with funds representing COD money orders not issued; and (e) process COD forms with checks made payable to the mailer under 814.25.

3. The station or branch superintendent, or designee, receives the receipted original Form 3822 from the COD clerk and compares the amounts thereon with the totals on Forms 3821. These must agree. This employee also receives the COD forms from the money order clerk with customers’ receipts attached. Verify separately all COD forms annotated to show payment by check. Funds representing COD money orders not issued are recorded as trust funds on Forms 1412-A or Forms 1412-B and Forms 3083, *Trust Accounts Receipts and Withdrawals*. COD forms are sent to the main office for filing. The original Form 3822 and supporting Forms 3821 are kept at the delivering station or branch and filed by date. The cash is accounted for as money order funds on Form 1412-A or Form 1412-B.

4. The station or branch superintendent, or designee, is responsible for ensuring that the check required by 814.35g is done at the station or branch.

5. COD delivery units of the main office must follow the procedures in system A.

### 814.35 Main Office Window Unit

Follow these procedures at a main office window unit:

a. Issue the money orders and mail recipients’ checks to the mailer if paid by check (see 814.242).

b. Staple the customer’s receipt to the COD form if appropriate, or annotate the COD form as required in 814.25.
c. Add separately the amounts of the money orders and fees covering the forms from each unit. If the totals agree with those on Form 3822 and the adding machine tape, no further verification is necessary.
d. Complete the money order accountability report.
e. Forward receipted Form 3822 to the accounting unit.
f. File COD forms in a separate file for semimonthly, monthly, or quarterly periods by the last two digits of the package numbers. Postmasters may keep this file in the inquiry section.
g. Check one day’s COD business each month to make sure money orders are being properly prepared and promptly issued and that COD forms are properly annotated when paid by check. The check must be made by employees who do not issue money orders. This check must be done under both systems A and B.

814.36 Separation of Duties
Do not assign an employee engaged in the handling of COD mail or funds or in the issuance of COD money orders to handle inquiries or claims covering COD mail, unless this is unavoidable. If the quantity of mail does not justify separate recording and delivery sections and the duties can be done in one section, or if the duties of one or both sections can be done in the registry section, submit a statement of the facts to the district manager, Customer Service and Sales.

814.37 Examination of COD Business
At irregular intervals, but not less than twice a month, the postmaster must make a critical examination of COD business as follows:
a. Select at random three or more sheets of Form 3867 listing COD articles on them during the period to be checked.
b. Check “open” items against the on-hand packages. Packages should be on hand.
c. Check the COD form file to verify that packages shown on Form 3867 are delivered. Where applicable, compare dates of money orders with dates of delivery as shown on the COD forms and Form 3867.
d. Select at random several delivering employees’ receipts and, if paid by money order, compare dates of delivery with recorded dates of COD money orders.
e. Ensure that senders’ return instructions are being observed, and that returned packages are endorsed to show the reason for nondelivery and the dates addressees were notified.
f. Report immediately to the inspector in charge any irregularity or possible manipulation of COD funds or records. Do not reveal to employees that a report was made or is to be made.
814.4 Registered COD Mail

814.41 Acceptance

When accepting registered COD mail, check the registered mail block on the COD form. Place both a registered mail label and the COD form on the address side of the package.

814.42 Receipts and Office Records

Follow these procedures for handling receipts and office records:

a. Mark the sender’s receipt and the office registration record “COD” and show separately the amount of COD charges, COD fee, and postage paid, in addition to particulars required to be kept of registered mail.

b. Detach the mailing office’s and sender’s receipt part of COD forms and attach to registered receipts. Give customer both the registered and COD receipts.

c. In individual registration receipts, use Form 3806, Receipt for Registered Mail. Enter the COD data on the back of the receipt.

814.43 Dispatch From Post Offices

Dispatch registered COD mail with “COD” written opposite the entry of mail. Do not enter the amount of COD charges on the dispatch record. If the dispatch does not consist entirely of registered COD mail, write “COD” opposite the entry of each registered COD article.

814.44 Handling and Delivery

Follow these procedures for handling and delivery of registered COD mail:

a. Include the mail with other registered mail, and process under the methods required for handling other registered mail.

b. Handle the charges collected in the same manner as charges collected on unregistered COD mail.

814.5 Express Mail COD

Express Mail COD is assigned and delivered under 814. After the money order or check is sent to the mailer, the clerk attaches the Express Mail delivery receipt from the appropriate Label 11 to the Form 3816, COD Mailing and Delivery Receipt, removed from the Express Mail article. The clerk sends the Express Mail receipt and COD form to the Express Mail unit for recording. The Express Mail unit then sends the receipt and form to the claims and inquiry unit for filing with the rest of the COD forms.

For offices that keep the COD forms, the Express Mail unit must make a photocopy of the COD form for filing with the Express Mail delivery receipt. Once completed, the COD form is returned to the delivery office. The COD forms with the Express Mail delivery receipts attached must be kept for 2 years from the date of mailing.
Special Delivery

815.1 Points
Special delivery mail receives immediate delivery at the office of address during prescribed hours to the following points (if delivery cannot be made under any of these provisions, the post office delivers the article as ordinary mail):

a. Points within a radius of 1 mile of any post office, station, or branch, except contract and rural stations and branches.

b. Points within the city delivery limits of any post office with this service, including customers of rural routes residing within the 1-mile limit.

c. Residences on rural routes if the road is passable and within ½ mile of the rural route; otherwise, mail is left in the box. The carrier makes the delivery on the regular trip.

d. Customers of nonpersonnel rural units if their residence is within ½ mile of the unit and if the road leading to the residence is passable. Otherwise, the mail is left in the customer's box at the unit.

e. Points within ½ mile of a highway contract route by the route carrier, who may make such delivery on a regular trip if the deviation from the regular route does not delay the carrier in meeting schedule requirements.

f. Customers with boxes erected on the city delivery boundary line and if the customer lives no more than three blocks beyond and there is a passable walk or street to the residence or business. If there is no passable walk or street, the carrier leaves the article in the box if the box can accommodate it. Otherwise, the carrier leaves a notice in the box.

815.2 Delivery Hours
Special delivery hours are as follows:

a. City Delivery Offices
   (1) Hours. Normal hours of delivery begin at 7:00 a.m. and end at 11:00 p.m. or midnight, contingent on the last major mail receipt. Depending on local conditions, first-trip delivery may begin as early as 6:00 a.m. or as late as 8:00 a.m. Delivery on the first trip should be completed within 4 hours of the special delivery messenger’s departure from the office.

   (2) Ordinary Mail. Special delivery messengers should leave the delivery unit before the regular letter carriers serving the same territory. Try to deliver special delivery mail before ordinary mail.

   (3) Business Districts. Deliver special delivery mail in business sections by regular letter carrier on the first trip if delivery can be made before 10:00 a.m. and before the special delivery messengers.

b. Noncity Delivery Offices. Normal hours of special delivery are 7:00 a.m. until the closing hour of the post office. Unless there is a demand for
earlier delivery, postmasters may authorize messengers to depart as late as 8:00 a.m. on the first trip. Deliver special delivery mail arriving after the office is closed, but no later than 9:00 p.m., if the postmaster or an employee is on duty.

c.  *Sundays and Holidays.* Schedule deliveries as needed, but not to exceed a maximum of three trips: one each in the morning, afternoon, and evening.

d.  *Outside Regular Delivery Hours.* If special delivery mail arrives outside regular delivery hours, notify customers by telephone if practicable.

e.  *Unusual Conditions.* Postmasters and USPS employees must exercise diligence and ingenuity to deliver special delivery mail promptly.

815.3  **Frequency**

Make a maximum of four daily citywide trips for special delivery. If unusual conditions exist and postmasters believe they need additional trips, obtain authority from the district manager, Customer Service and Sales. Establish fixed schedules to coordinate with major mail receipts to ensure that the maximum number of available special delivery mailpieces are delivered on each trip. Establish an additional midmorning trip in the central business sections if needed. One of the citywide trips should be in the mid- or late afternoon to provide delivery of all available special delivery mailpieces to firms before the normal closing hour. The last citywide trip should connect with the last major mail receipt. However, messengers should not leave after 9:00 p.m.

815.4  **Delivery Procedures**

815.41  **To Addressee**

Follow these procedures for delivery to addressees:

a.  Deliver ordinary mail sent as special delivery mail to the addressee or to anyone authorized to receive the mail.

b.  At city delivery offices, deliver special delivery mail (other than registered and insured) addressed to a post office box or to general delivery to the box or hold for delivery through the general delivery window. When special delivery mail is addressed to a street address and the addressee usually receives mail through a post office box, deliver the mail as addressed.

c.  At offices without city delivery service, deliver all special delivery mail to the residence or place of business of the addressee, unless the addressee files a written request that such mail be held for delivery through the general delivery window.

815.42  **In Receptacles**

Follow these procedures for delivery to receptacles:

a.  When no one is at an address to receive mail, and the messenger determines that the occupants are absent for not more than 1 day, the
messenger leaves the mail and a completed notice on Form 3849, *Delivery Notice/Reminder/Receipt.*

b. When mail cannot be delivered under 815.42a, the messenger leaves Form 3849 under the door, between the door and doorjamb, or in the receptacle, stating where the special delivery mail is held.

815.43 **By Rural and Highway Contact Route Carriers**

If delivery is attempted and cannot be made to a customer’s residence or place of business, deposit the special delivery matter in the customer’s box and leave a notice of nondelivery on Form 3849 at the residence or place of business.

815.44 **At Military Facilities**

No special delivery service is provided by military personnel at military posts. Special delivery by messenger is made only to addresses such as officers’ homes, headquarters, hospitals, and so forth, where it is definitely known that delivery can be made.

82 **Supplemental Mail Services**

821 **Certificates of Mailing**

821.1 **Procedures**

821.11 **At Time of Mailing**

821.111 **Mailer Preparation**

Certificates of mailing must be prepared by the mailer, using a typewriter, ink, or ballpoint pen. Individual and firm mailing book certificates must show the names and addresses of the sender and addressee, and may show the amount of postage paid. Mailers may also place identifying invoice or order numbers on the certificate.

821.112 **Rural Carriers**

Mailers on rural routes and nonpersonnel rural units may provide mail to the rural carrier with the fee for the certificate. The carrier obtains the certificate at the post office, attaches the stamps, cancels them by postmark, and delivers the certificate to the mailer on the next trip.

821.12 **After Mailing**

To obtain an additional certificate after mailing, the mailer must present the original certificate and an additional certificate endorsed “Duplicate,” or a copy showing the original dates of mailing. The additional certificate must be postmarked to show the current date.
Return Receipts

Delivery

Procedures

Delivering Employee

The delivering carrier or window clerk must obtain on the Form 3811, Domestic Return Receipt, either the signature or the authorized signature stamp of the individual or organization receiving the article in item 6. The recipient must also print his or her name in item 5. Except when following 823.1, do not make restricted delivery (to addressee or authorized agent only) unless requested on Form 3811. The delivery employee must complete the date of delivery if the addressee has not already done so. Complete the addressee’s address in item 8 only if requested in item 1. The delivering employee must examine the card for completeness and make any necessary corrections. USPS employees must give return receipts to the clearing clerk daily.

Clearing Employee

The clearing clerk must check all return receipts to make sure that they are properly signed and dated. If the mailer requested restricted delivery, the clearing employee should check to see that delivery was not made to an agent, except under 823.2. If delivery was improper, the addressee must sign a second return receipt. Prompt corrective action must be taken with delivery employees if return receipts are improperly handled or completed. A properly completed return receipt must be mailed no later than the first workday after delivery. Undeliverable articles must be handled under 68.

Signature Stamps

Federal or State Officials

A return receipt on mail addressed to a federal or state official may be signed for with a stamp showing the name and location of the accepting organization (for example, “The White House, Washington, DC”).

Large Companies or Organizations

A return receipt addressed to a large, well-known company or organization may be signed for with signature stamps approved by the postmaster. The company must provide the post office with a written statement saying that the person whose name appears on the stamp is the same as the person who is authorized to accept accountable mail. A sample of the authorized employee’s signature must be submitted and verified against that appearing on the stamp.
Restricted Delivery

823.1 General
Deliver mail marked “Restricted Delivery” only to the addressee or to the person authorized in writing as the addressee’s agent to receive the mail.

823.2 Special Circumstances
Restricted delivery mail is usually handled as follows for addressees under these circumstances:

a. Famous Personalities and Corporate Executives. To famous personalities and executives of large organizations, the mail is normally delivered to an agent authorized to sign for such mail.

b. Government Officials. To officials of executive agencies or members of the legislative and judicial branches of the government of the United States or of the states and possessions and their political subdivisions, or to members of the diplomatic corps, the mail is delivered either to the addressee or a person authorized to receive the addressee’s mail by the addressee or by regulations or procedures of the agency or organization.

c. Military Personnel. To the commander, staff sections, or other officials of military organizations by name and title, the mail is delivered to the unit mail clerk, mail orderly, postal clerk, assistant postal clerk, or postal finance clerk when such individuals are designated on DD Form 285, Appointment of Unit Mail Clerk or Mail Orderly, to receipt for all mail addressed to the units for which they are designated. If the individual accepting mail is designated on DD Form 285 to receipt for ordinary mail only, then restricted delivery mail addressed to the commander, or other official by name and title, is delivered to the mail clerk only if authorized by the addressee under 823.3.

d. Inmates. To an inmate of a city, state, or federal penal institution, in cases where a personal signature cannot be obtained, the mail is delivered to the warden or designee.

e. Minors or Persons Under Guardians. To minors or to persons under guardianship, the mail may be delivered to their parents or guardians.

823.3 Agent Authorization

823.31 Standing Authorization
Addressees who regularly receive restricted delivery mail may authorize an agent by use of Form 3801, Standing Delivery Order, or by a letter to the postmaster. The notation, “This authorization is extended to include restricted delivery mail,” must be made by the addressee on Form 3801 (in the area provided for signatures of authorized agents) or in the letter to the postmaster.
823.32 **Form 3849 Authorization**

A Form 3849, *Delivery Notice/Reminder/Receipt*, may be left for the authorization if the post office has no standing delivery order or letter on file. The addressee may enter the name of the person designated in the “Let this person sign for my article” block on the back of the form, and sign the authorization. The agent must sign for receipt of the article on the front of the form in the normal manner.

823.4 **Addresses**

823.41 **Addressed to Two or More Persons**

Mail addressed to two or more persons is handled as follows:

a. *Jointly Addressed.* When mail is addressed to two or more persons jointly (as shown by the word “and” or symbol “&” connecting their names), all addressees or their agents are notified to be present to accept delivery together. The delivery receipt obtained and the return receipt, if any, must be signed by all joint addressees or their agents. The mail may then be delivered to any of the addressees or their agents unless one or more addressees or their agents object, in which case delivery is not made until all the addressees or their agents sign a statement designating who is to receive the mail.

b. *Addressed “In Care Of.”* Either person may sign for mail addressed to one person in care of another.

823.42 **Identification**

The addressee (or agent) must provide proof of identification if the addressee (or agent) is not known to the delivering employee.

824 **Return Receipt for Merchandise**

824.1 **Procedures**

Return receipt for merchandise mail for delivery by carriers must be taken out on the first trip after it is received, unless the addressee requests the postmaster to hold such mail at the post office. Return receipt for merchandise mail must be delivered to the addressee or authorized representative. A signature must be obtained on Form 3849, *Delivery Notice/Reminder/Receipt*. If the mailer shows on the mailing label that delivery is to be made without obtaining the signature of the addressee or the addressee’s agent, sign the return receipt in the “Signature: (Addressee or Agent)” block, sign Form 3849 in the “Received By” block, and leave the article. Form 3849 should be initialed and dated in the “Delivered By” block. Similarly, if the addressee authorizes unprotected delivery, articles should be delivered under 617.2. The carrier should complete Form 3849 and the return receipt as above.
824.2 Rural Delivery
For delivery by rural carriers or at personnel and nonpersonnel rural units, see 65.

824.3 Highway Contract Route Delivery
Highway contract route carriers deliver return receipt for merchandise mail if required by the contract, but delivery is made only at the customer’s box or along the route.

824.4 Delivery Records
The delivery records must be held for 2 years. After that period, the records are destroyed.

824.5 Notice of Arrival
The carrier must leave a notice of arrival on Form 3849 if he or she cannot deliver the return receipt for merchandise article for any reason. The article is brought back to the post office and held for the addressee. If the article is not called for within 5 days, a second and final notice on Form 3849 must be issued. If the article is not called for or its redelivery requested, it is returned at the expiration of the period stated by the sender, or after 15 days if no period is stated.

824.6 Delivery at Post Office
Hold return receipt for merchandise mail at a place convenient for the public to call if addressed for box or general delivery or for firm callers, or if Form 3849 was left for addressee to call. Place Form 3849 in post office boxes for box service customers. Use Form 3883, Firm Delivery Book, for firms or other customers who receive an average of three or more return receipt for merchandise articles at one delivery.

824.7 Carrier Controls
824.71 Assignment
Send return receipt for merchandise mail, including that for firms, to a unit or employee designated to assign it for delivery. Assign as follows:

a. Individual Pieces. Offices with 190 or more revenue units must use Form 3867, Accountable Mail Matter Received for Delivery, to show the total number of pieces given to each carrier. Carriers should sign Form 3867.

b. Firm Mail. Prepare Form 3883 in duplicate for addressees who receive an average of three or more pieces at one time.

c. Specials. Assign special delivery return receipt for merchandise separately for special delivery service, following the rules in 824.71a and 824.71b.
824.72 Clearance
The clearing clerk must clear carriers and messengers in the following manner:

a. Have carriers or messengers account in bulk for all return receipts for merchandise articles charged to them, either by signed receipts or returned articles. If any article or return receipt is not accounted for, make an immediate report to the supervisor. Endorse the chargeout record when clearing is complete.

b. Sign and give back to the carrier or messenger Form 3821, Clearance Receipt, which is prepared and submitted when accounting for certified and return receipt for merchandise articles and return receipts assigned for delivery.

c. If return receipt for merchandise articles returned undeliverable by a carrier or messenger are forwarded or returned, show disposition on Form 3867 and prepare a disposition record on Form 3849 including the name of the addressee. File Form 3849 with the delivery receipts.

d. Examine all return receipts. Make sure that they are properly signed and that the date of delivery is entered. If delivery was improper, have the carrier or messenger obtain the addressee’s signature on another receipt card and destroy the original after the duplicate is signed. Mail the receipts no later than the next workday.

e. It is the supervisor’s responsibility to take prompt corrective action with the delivering employee if return receipts or delivery receipts are not obtained or properly completed.

f. If the mail is not delivered in 5 days, issue a second and final notice to the addressee on Form 3849 marked “FINAL NOTICE.” Send it through regular channels with the addressee’s ordinary mail.

824.73 Delivery to Military Installations
Return receipt for merchandise mail addressed for delivery at military installations within the continental United States must be delivered to the military installations in the same manner as numbered insured mail.

824.74 Filing Delivery Receipts
See 813.42 for instructions on filing delivery receipts.

824.75 Undeliverable
Handle return receipt for merchandise mail that is undeliverable or to be forwarded under 65.

824.8 Acceptance Procedures
824.81 Individual Mailings
The window clerk should verify individual mailings as follows:

a. Compare name and address of addressee on the article and on Form 3804, Return Receipt for Merchandise.
b. Make sure the article bears the proper endorsement.

c. Examine the return receipt card to determine whether the proper blocks in instructions to the delivering employee are checked and whether the card is securely attached. Make sure the address is completed by the sender (mailer).

d. Make sure the proper postal charges are paid by stamps or meter strip affixed; endorse mail if special delivery.

e. Postmark receipt part and give to the sender. Initial by the entry on the receipt, in ink, the time the article is mailed if requested by the sender.

f. Deposit article in mail. Do not return to the sender.

824.82 Large-Volume Mailings

The following steps are in addition to any other acceptance and verification procedures required for the method of postage payment used.

a. Randomly select return receipt for merchandise articles from the mailing and match the return receipt for merchandise number against Form 3877, Firm Mailing Book for Accountable Mail. Select a random sampling, as follows:

<table>
<thead>
<tr>
<th>Articles in Mailing</th>
<th>Sampling Size Number of Articles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–299</td>
<td>10 percent of mailing</td>
</tr>
<tr>
<td>300–1,999</td>
<td>30 articles</td>
</tr>
<tr>
<td>2,000–3,999</td>
<td>40 articles</td>
</tr>
<tr>
<td>4,000–5,999</td>
<td>50 articles</td>
</tr>
<tr>
<td>6,000–7,999</td>
<td>60 articles</td>
</tr>
<tr>
<td>8,000–9,999</td>
<td>70 articles</td>
</tr>
<tr>
<td>10,000–99,999</td>
<td>100 articles</td>
</tr>
</tbody>
</table>

b. On each article selected for sampling, do the following:

(1) Make sure that the article is properly endorsed.

(2) Verify that the postage and fees are correctly paid and entered on the FMB.

c. If the postage and/or fees on a sample article are not correct, take an entire new sampling, the same size as the original. If the second sampling is correct, accept the mailing and make a postage and/or fee adjustment for the incorrect amount. If the second sampling has an error, return the mailing to the mailer for correction.

d. Collect any postage and/or fees due from the mailer.

e. Postmark and sign the FMB in ink and give it to the mailer. Enter the time that the articles are mailed if requested to do so by the mailer, and place your initials in ink by the entry.

f. Perform these verifications on all mailings.

g. Deposit articles in mail. Do not return to mailer.
824.83 **Filing an Inquiry**
Senders may file an inquiry for loss or rifling by submitting Form 1510, *Mail Loss/Rifling Report*, at any post office.

824.84 **Delivery Verification**
Mailers may obtain a copy of the delivery record by sending a written request to the post office of address. The fee is $6.60 for each copy requested and must be sent with the request. Mailers may not obtain a return receipt after mailing.

825 **Mailing List Services**

825.1 **Correction of Mailing Lists**
Mailing lists submitted by members of Congress, federal agencies, departments of state governments, municipalities, religious, fraternal, and recognized charitable organizations, and mailing lists used by concerns or persons for the solicitation of business-by-mail will be corrected as frequently as requested. Postal employees must not compile mailing lists, including occupant lists. Persons other than postal employees may not copy or record by any other means names or addresses from city or rural carrier cases.

825.2 **Furnishing Address Changes to Election Boards and Registration Commissions**
Residential change-of-address information is available to duly constituted election boards or registration commissions using permanent registration.

825.3 **Address Card Arrangement**
Arrange address cards in sequence of carrier route delivery, without charge.

825.4 **Reference**
See DMM A900 for additional information.

826 **Change-of-Address Orders/Forwarding Mail**

826.1 **Change-of-Address**
Encourage customers to file a change-of-address order prior to a temporary absence or permanent removal. If the change is permanent, they should complete Notice 8-A, *Change-of-Address Kit*, which contains the necessary forms for normal needs. They should return the completed Form 3575, *Change of Address Order*. See 68 for handling mail that is undeliverable-as-addressed.
826.2 **Split Forwarding Policy**

Customers filing a temporary change-of-address may elect to have specified classes of mail forwarded to a new address and other classes delivered as addressed. Under the same temporary conditions, specified classes of mail may be forwarded and other classes held at the delivery unit of the post office of the original address.

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83 **Money Orders**

831 **Issuance**

831.1 **Issuance Procedures**

831.11 **General**

Money orders must be issued on the money order imprinter provided to issuing offices or by other authorized postal systems. Handwritten issuance is prohibited.

831.12 **Imprinter Preparation**

At the start of a duty tour, the issuing clerk receipts for blank money order sets by signing control registers kept on Item O-137a. At the workstation, the clerk verifies that the issue ID is correct and sets the appropriate date on the imprinter. (The setting from left to right is year, month, and day, for example, 920617 for June 17, 1992.)

831.13 **Imprinting Money Order**

Before imprinting each money order, clerks must verify that the proper data is set. Set the five amount keys to the requested amount (never more than $700) and verify the money setting displayed in the windows on the top of the imprinter. Next, completely insert the form set into the imprinter. Finally, imprint the money order by pulling the lever all the way forward.

831.14 **Completing Transaction**

Remove the imprinted form set and move the amount keys back to their asterisk position. Detach the voucher and verify that the date, office number, and amount are legible on all parts. (See 831.3 for spoiled orders.) Both customer and clerk should verify the dollar amount. Collect payment for the dollar amount and the fee. After collection of the dollar amount and fee, give the customer the rest of the form set (customer receipt, money order, and the carbons). Place the voucher in the proper receptacle for end-of-day reporting.

831.15 **Inoperable Imprinter Procedures**

Manual issuance of money orders is not permitted. Inoperable imprinters must be replaced or restored to service as quickly as possible. In the event an imprinter is deemed inoperable and in need of service, refer to the operator’s manual. There is a manufacturer’s warranty on the imprinters. While service is disrupted, customers must be advised of the anticipated time...
that service is to be restored and of the location of nearby facilities where service is available. Also, they are allowed to apply on Form 6387, *Rural Money Order Transaction Application*, for immediate issuance of an order when service is restored. In such instances, procedures as prescribed for issuance to rural customers in 831.2 apply, except that mailing of order to payee, and order and/or customer receipt to customers are at Postal Service expense.

831.16 **Owner Responsibilities**

The owner is responsible for completing the information of both the money order and the customer’s receipt. The USPS does not guarantee a 100 percent refund if the customer’s receipt is not presentable when a claim for refund is made on a lost or stolen money order. Buyers must fill in the names and addresses of the payee and the buyer on the money order and the customer’s receipt. This should be done promptly to protect the buyer’s rights if inquiries are made later. Money orders are to be made payable to one identifiable person, firm, or agency. Customers may make money orders payable to themselves.

831.2 **Issuance to Rural Customers**

831.21 **Procedures**

The following list outlines how to provide money order service to rural route customers. These procedures also apply to any highway contract carriers whose contract requires money order service.

a. The carrier supplies Form 6387, *Rural Money Order Transaction Application*, on request.

b. The customer completes the application part of Form 6387, returns the entire form to the carrier, and pays for the money order. The carrier completes and detaches the customer receipt part of Form 6387 and returns it to the customer with instructions to save it in case there are future questions about the transaction. (Exception: If unable to make correct change, the carrier gives the change to the customer on the next delivery trip.)

c. The money order request is processed at the post office when the carrier returns.

d. On the next trip, the carrier delivers the money order, the customer receipt part of the money order form set, and the application part of Form 6387 in an addressed envelope.

831.22 **Mailing**

A customer may request the post office to mail the money order to the payee. A USPS employee completes the money order and mails it to the payee. No extra charge is made for this service. However, the customer must provide a stamped, addressed envelope large enough to hold the money order without folding. The carrier delivers the application part of Form 6387 and the customer receipt part of the money order form set in an addressed envelope on the next trip. Blank money orders must never be mailed.
831.23 **Form 6387 for Rural Carriers**
Postmasters must furnish rural carriers Form 6387 for transacting money order business.

831.24 **Nonpersonnel Rural Units**
The procedures outlined in 831.21 must be followed in providing money order service to customers of nonpersonnel rural units. Customers should meet the carrier at the station or branch. A supply of applications is kept at the station or branch.

831.25 **Issuance to Highway Contract Route Customers**
If required to do so by the contract, highway contract route carriers accept money and applications for money orders and give receipts for the money on Form 6387. Unless an intermediate office is involved, the application and money must be turned in for issuance of the money order at the post office where the carrier’s trips begin and end. If possible without delay to the issuance of the money order or to the proper dispatch of mail, the carrier submits the money order application and money to the intermediate office for issuance. When the money order is not issued before the carrier leaves the post office, the carrier must be given a receipt on Form 1096, Receipt, for the funds turned in. In all other respects, money order procedures for highway contract route carriers are the same as for rural carriers.

831.3 **Spoiled or Incorrectly Prepared Money Orders**

831.31 **Issuance of New Money Order**
A new money order must be issued for the following reasons:

a. **Post Office Error.** The blank money order stock is defective or a money order has been ruined during imprinting.

b. **Customer Error.** A money order has been spoiled during completion or by accidental mutilation.

831.32 **Procedures**
Treat a spoiled or incorrectly prepared order as follows:

a. **On Date of Issue.** Handle the spoiled order as follows:

   (1) **Customer’s Receipt.** Recover and destroy immediately.

   (2) **Voucher Copy.** Destroy immediately for money orders spoiled on the day of issuance.

   (3) **Money Order.** Stamp or mark “Spoiled” in the “Pay to” or “From” area. Be sure not to obliterate any imprinted data. When the office number or date do not appear or are illegible, write them on the order below and outside the read band. Do not stamp, mark, or write in the upper one-third of the money order. Do not intermingle a spoiled money order with the voucher copies of issued orders. Do not attach anything to the spoiled orders. Each clerk must identify and submit the spoiled money orders as a
831.33 Fee

Fees for spoiled money orders are handled as follows:

a. No fee is charged, whether the customer or the USPS clerk made the error.

b. To account for the noncollected fee, the amount of the money order is entered in AIC 100, Domestic Money Order — Value; the amount of the fee that should have been collected is entered in AIC 101, Domestic Money Order — Fee; and offset the entry to AIC 586, Fee Offset — No Fee Money Order. Submit the customer’s receipt for the incorrectly prepared money order with Form 1412-A to support the “Fee Offset” entry.

832 Cashing

832.1 Examination of Order by Postal Employee

832.11 Procedure

When accepting a money order from a customer, examine the order as follows:

a. Determine whether the money order is already reported as stolen. If so, try to delay the customer while notifying local police, nearest postal inspector, or postal inspector-in-charge. Hold the order for instructions.
b. Ensure that the money order is properly imprinted and drawn by the issuing office. Orders are payable in the amount imprinted by the machine and for no more than the allowed maximum.

c. Determine whether the money order bears any alterations or erasures. Require positive identification. Hold money order to light and examine. Ensure that in direct light there are no areas (especially the dollar amount) where more light passes through the form, because this could mean that the money order has been altered. If the cashier believes a money order is altered, the cashier must contact the postmaster or the postmaster’s representative. If the postmaster also believes the money order is altered, then the Inspection Service must be notified immediately.

d. Ensure that the money order is presented by the payee, endorsee, or buyer. (A duplicate money order is payable only if presented by the payee or by his or her endorsee.) Money orders bearing rubber-stamped endorsements may be accepted from responsible individuals or business firms if a specimen of the endorsement to be used is filed with the postmaster over the signature of the individual, or an authorized officer of the company accepting responsibility for the payment of orders so endorsed.

832.12 ASC Verification

If in doubt about the date or amount on a domestic money order, verify the information by sending an inquiry to:

MONEY ORDER BRANCH
ACCOUNTING SERVICE CENTER
US POSTAL SERVICE
PO BOX 82453
ST LOUIS MO  63182-9453

or by telephoning the Money Order Branch at 314-436-5075.

832.2 Identification of Payee

When presenting a money order for payment, the payee must sign in the presence of a USPS employee. If the payee is not personally known to the USPS employee, the payee must provide identification. Normally acceptable forms of identification are driver’s permits, military identification cards, or other credentials with the signature of bearer and serial numbers or other indicia that can be traced to the holder. Social Security cards are not acceptable. The USPS may refuse payment on any money order when the payee’s identity is not proven to the satisfaction of the USPS employee.

832.3 Disposition of Paid Orders

Put the office dating stamp and initials on the back of the money orders paid and handle them as USPS funds. When a customer regularly presents many money orders for payment, write to the Money Order Branch for special handling instructions.
832.4 **Foreign Money Orders**

See IMM 391.5 for the procedures for cashing money orders issued by foreign countries.

833 **Photocopy or Replacement of Paid Money Orders**

After the Money Order Branch has received Form 6401, *Money Order Inquiry*, the following procedures apply:

a. If the money order has been cashed, a photocopy is sent to the customer filing the inquiry. A photocopy can be obtained only within 2 years of the money order payment date.

b. If the money order has not been cashed, the Money Order Branch sends a replacement money order after 60 days from the date of purchase. A replacement order is sent to the payee designated in the “Send Refund To” part of Form 6401.

834 **Wrong Payment**

834.1 **Through Error Only**

If a money order intended for one person or firm is paid to another by a USPS error, the following procedures apply:

a. The Money Order Branch advises both the issuing office and the correct payee, by letter, that a new money order is to be issued by the issuing office.

b. The issuing office, after reissuing a new money order to the correct payee, places the amount of the money order in suspense.

c. The issuing office initiates collection from the endorser of the original money order.

d. The issuing office should keep the letter and photocopy from the Money Order Branch until the amount in suspense is cleared.

e. Any fee paid by the customer for the copy of the original money order should be refunded by the postmaster.

834.2 **Through Alleged Forgery**

When improper payment is alleged, the buyer or payee must notify the Money Order Branch, St. Louis Accounting Service Center. On notification, the Money Order Branch sends the payee a claim/questionnaire form to be completed only by the payee. As soon as the Money Order Branch receives the photocopy of the improperly cashed money order and the completed claim/questionnaire form, the buyer or payee is reimbursed if the claim is deemed valid, unless the domestic money order was sent to a foreign country. Reimbursement for a domestic money order sent to a foreign country requires a longer processing period. This is because a refund is required from the presenting institution before the buyer or payee can be reimbursed.
835 Nonpostal Money Orders

835.1 By Postal Employees
Postmasters and employees must not sell nonpostal money orders, checks, or similar instruments for the transmission of money.

835.2 By Contract Units
Nonpostal money orders sold by contract and personnel rural stations and branches are separate from the USPS operations and must not be identified with that function.

836 Payments to Banks Through Federal Reserve System

836.1 General
All money orders are forwarded through the Federal Reserve banking system. Commercial banks provide this service.

836.2 Presentation for Payment
Banks may present money orders for payment through the Federal Reserve system.

836.3 Definitions
836.31 Money Order
Money order means a U.S. Postal Money Order.

836.32 Federal Reserve Bank
Federal Reserve bank means a Federal Reserve bank or branch thereof that presents a money order for payment by the Postmaster General.

836.33 Presenting Bank
Presenting bank means a bank that presents a money order to a Federal Reserve bank and receives credit for it from the Federal Reserve bank.

836.34 Reclamation
Reclamation means the action taken by the Postmaster General to obtain refund of the amounts of paid money orders.

836.35 Examination
Examination includes examination of money orders for indicia of theft, forged endorsements, forged signatures or initials of issuing employees, raised amounts, and other material defects by electronic methods and visual inspection for defects that cannot be electronically discovered.
836.36 Stolen Money Order

Stolen money order means a U.S. Postal Money Order stolen from a post office, classified or contract station or branch, or USPS employee before it is officially issued by the post office, classified or contract station or branch, or USPS employee in discharging his or her official duties.

836.4 Payment

The Postmaster General has the usual right of a drawee to examine money orders presented for payment by banks through the Federal Reserve system and to refuse payment of money orders. The Postmaster General also has a reasonable time after presentation to make each examination. Provisional credit is given to the Federal Reserve bank when it furnishes the money orders for payment by the Postmaster General. Money orders are deemed to be paid only after examination is fully completed, subject to the Postmaster General’s right to make reclamation under 836.6.

836.5 Endorsements

The presenting bank and the endorser of a money order presented for payment are deemed to guarantee to the Postmaster General that all prior endorsements are genuine, whether an express guarantee to that effect is placed on the money order. When an endorsement is made by a person other than the payee, the presenting bank and the endorser are deemed to guarantee to the Postmaster General, in addition to other warranties, that the endorser was not authorized to endorse the money order in behalf of the payee.

836.6 Reclamation

The Postmaster General has the right to demand refund from the presenting bank of the amount of a paid money order if, after payment, the money order is found to have been stolen, to bear a forged or unauthorized endorsement, or to contain any material defect or alteration that was not discovered on examination. Such right includes, but is not limited to, the right to reclaim the amount by which the genuine money order, bearing a proper endorsement, has been raised. Such right must be exercised within a reasonable time after the Postmaster General discovers that the money order has been stolen, bears a forged or unauthorized endorsement, or is otherwise defective. If refund is not made by the presenting bank within 60 days after demand, the Postmaster General takes such actions as may be necessary to protect the interests of the United States.
84 Other Delivery Services

841 Post Office Box Service

841.1 Purpose and Definition

841.11 General

Post office box service is a premium service offered for a fee to customers requiring more than free carrier or general delivery. Post office boxes allow customers to obtain their mail during the hours the box lobby is open. Post office box service does not include alternate means of delivery established to replace, simplify, or extend carrier delivery service.

841.12 Obtaining Service

841.121 Application

Procedures for applying for post office box service are as follows:

a. Form 1093, Application for Post Office Box or Caller Service, is used to apply for post office box service. Blank applications are available at any post office. An applicant must complete all spaces on the form that require customer-provided information and submit the completed form to any postal facility that provides window service to the public. The facility where the application is submitted need not be the same as that at which the post office box service is desired. Furnishing false information on the application or refusal to furnish required information may be sufficient reason for denial of the application or discontinuance of service.

b. The employee accepting an application must do the following:

   (1) Complete the verification in 841.122a or 841.122b.
   (2) Date the application on the reverse side with an Item 570, All Purpose Dating Stamp.
   (3) If post office box service is desired at a postal facility other than that at which the application is submitted, forward the application to the postmaster of the facility where the service is desired.

c. The postmaster of the facility where box service is provided must do the following:

   (1) Approve or deny the application.
   (2) Notify the applicant of the decision and the reason for any denial.
   (3) If the application is approved, assign a box number on receipt of the proper fee. Normally, if the address shown on the application is a local address, a box number is assigned at the facility serving that address; or, if an out-of-town address is shown, a box number is assigned at the main office station. Other arrangements may be made at the postmaster's discretion.

d. A waiting list must be kept of post office box applicants when the desired box size is not available.
841.122 Verification

An application for post office box service may not be approved until the applicant is verified. Verification criteria are as follows:

a. Known Applicant. The application of a known applicant is verified on submission of Form 1093.

b. Unknown Applicant

(1) An unknown applicant must present valid identification with the application. Social Security cards are not acceptable as identification. The following are examples of acceptable identification:

(a) Driver’s license.
(b) Military, government, or an established corporate identification card.
(c) Passport.
(d) Other credential showing the applicant’s signature and a serial number or other indicia that can be traced to the bearer.

(2) Consider an application verified if there is no discrepancy between information on the application and on the identification presented. If the information on the application does not match that on the identification, verification procedures must be followed to substantiate that the applicant resides or conducts business at the address shown. Complete this verification within 3 workdays.

c. Assignment. A box is assigned immediately after approval of the application and payment of the box fee.

841.123 Changing Locations

Post office box service may be transferred without payment of an additional fee to a box of the same size and fee group at a different facility of the same post office. To obtain such a transfer, the box customer must submit a new application on Form 1093 to either the location where service was originally provided or to the facility where post office box service is desired. A box customer may transfer no more than once in a semiannual payment period and must submit a Form 3575, Change of Address Order, at the time of transfer. Form 1091-A, Post Office Box Fee Register, must be endorsed at both the old and new locations to show that service and payment period are transferred. Any requests involving a change to a box of a different size, fee group, transfer to a different post office, or more than one transfer in any semiannual payment period must be handled as a new transaction, with the current service subject to the refund provisions of 841.31. The exchange of information between facilities required by this section should be made by telephone if possible.

841.124 Minors

Post office box service may be provided to minors unless parents or guardians object in writing to the postmaster.
Restrictions on Use

Permissible Matter
Only matter that passes through the mail or official USPS notices may be placed in a post office box.

Mail Accumulation
Regulations concerning mail accumulation in post office boxes are as follows:

a. Time Limit. Box customers must remove mail promptly from their boxes. If mail is to accumulate for more than 30 days and an overflow condition is probable, the customer must make arrangements in advance with the postmaster. Postmasters should not take remedial action if the accumulation of mail is not an operational problem beyond 30 days.

b. Overflow. When the mail accumulation for a customer’s post office box is more than the box can hold (a condition defined as overflow) on 12 of any 20 consecutive business days (excluding Saturdays, Sundays, and national public holidays), the customer must change to a box of sufficient capacity or use caller service (see 842.116a). Items too large to fit in a customer’s empty box are not counted as overflow. Disregard overflows if prior arrangements are made for an expected accumulation of mail or because of unusual circumstances that interrupt the normal removal of mail from the box. Such instances may occur when individual box customers are on vacation (not applicable to firm, corporate, association, or institutional box customers) or for other valid reasons. Also disregard an overflow that occurs because of a box customer using Express Mail reshipment service. The postmaster determines the sufficiency of a reason and follows these procedures for evaluating overflow:

(1) A check of the mail volume for a box must be conducted when any employee or supervisor assigned to the box section observes an overflow for that box. Postmasters must instruct employees in the box section to report such overflows to their supervisors.

(2) Besides the checks resulting from the ongoing observations, a check must be scheduled for a 5-day period twice each year at every postal facility that offers post office box service to the public. All facilities need not be checked in the same 5-day period. During each of these checks, all post office boxes in a facility must be observed for 5 consecutive days, excluding Saturdays, Sundays, and national public holidays. As far as practicable, these checks must be scheduled at different times each year so that all the weeks in each 6-month check period are eventually sampled. Do not schedule a check in the same week nor in the week succeeding that of the previous year.

(3) Use Form 1532, Semiannual Check of Overflow Mail, as the record of all such volume checks. Complete a separate Form 1532 for only those boxes in which an overflow is observed. If none is observed, endorse a single blank Form 1532 to state that no overflows were observed for any box during the regularly
scheduled check and place the form in the file. Record overflows on section 1 of Form 1532 and continue observations over a 5-day period. During this 5-day period, if Form 1532 shows any box with an overflow for 3 or more days, complete the notice on section 3 of Form 1532 for each overflow and deliver it to the box customer. After section 3 is issued, continue the observations and record them by completing section 1 and continuing through section 2 of Form 1532. Keep Form 1532 for 1 year.

(4) Discontinue a check if the box is in overflow for fewer than 3 of the first 5 days or less than 12 of the full 20-day test period. When a check is discontinued because of an insufficient number of overflow days in the test period, complete block 1 on section 4 of Form 1532 and deliver the form to the box customer who had previously received section 3.

(5) If a check shows an overflow on 12 of the 20 days in the test period, notify the customer by completing block 2 on section 4 of Form 1532. Give the customer 5 days to respond to the notice and to make arrangements under the options listed in section 3 of Form 1532. If caller service is adopted, follow the procedures in 842.116a. Any customer who is released from caller service because of a follow-up check in 842.116a(2) is subject to the checks required by 841.122b(1) and 841.122b(2) on resumption of box delivery.

841.133 **Unlawful Activity**

No post office box may be used for, or in connection with, a scheme or enterprise that does any of the following:

a. Violates any federal, state, or local law.
b. Breaches an agreement with a federal, state, or local agency whereby the box customer has agreed to discontinue a specified activity.
c. Violates or attempts to evade any order of a court or administrative body.

841.134 **Forwarding**

Boxes may not be used when the sole purpose is, by subsequently filing change-of-address orders, to have mail forwarded or transferred to another address by the USPS, free of charge.

841.135 **Holding Period**

The holding period for mail addressed and deliverable to a post office box is detailed in 683.26.

841.2 **Fees**

841.21 **Notices**

841.211 **Date of Placement in Boxes**

Place Notice 32-A, *PO Box Fee Due (FIM B Marking)* or Notice 32-B, *PO Box Fee Due (FIM C Marking)* in boxes 20 days before the fee is due. If a box
customer is temporarily out of town and has filed a temporary forwarding order, send the notice to the customer.

841.212 Release to Government Agencies
Postmark notices before release to government agencies paying fees on an annual basis. Notices must include the box numbers and the amount due for 1 year.

841.22 Past-Due Box Fee Procedures
The procedure for handling past-due box fees is as follows:

a. Plug the lock or change the combination if a post office box customer fails to pay the fee by the due date or submits a change-of-address order or otherwise indicates that the service is ended.

b. Prevent access to a key-type lock by securing according to Exhibit 841.22b. If key stops are available, use them. If they are not available, use a paper clip. Key stops are a discontinued item.

c. Continue to distribute the mail to the box for up to 10 days. If after that time the customer has not paid the fee or given other instructions, remove the mail from the box. Treat that mail and any subsequent mail addressed to the customer at that box as undeliverable mail, unless it is possible to deliver it by carrier or general delivery.

d. After 10 days, close the box if the customer has not paid the fee or given other instructions.

e. If the customer pays the fee, unplug the lock or notify the customer of the new combination.

Exhibit 841.22b
Plugging Post Office Box Lock
841.3 Refund of Box Fee

841.31 Calculation of Amount

When a post office box is closed or surrendered, the unused part of the fee may be refunded as follows:

a. No refund is made for any Group 3 fee.

b. For Group 1 or 2 fees (except Group 2, Box Sizes 1 and 2):
   (1) Process refunds under DMM P014.
   (2) Refund the entire fee for a semiannual payment period after the period in which service is discontinued.
   (3) Determine refunds for the payment period in which service is discontinued as follows:
      (a) For service discontinued any time within the first 3 months (i.e., on or before the last day of the third month) of the semiannual payment period, refund one-half the semiannual fee for the discontinued box.
      (b) For service discontinued any time after the third month (i.e., on or after the first day of the fourth month) of the semiannual payment period, do not refund any part of the semiannual fee.

c. For Group 2, Box Sizes 1 and 2:
   (1) Process refunds under DMM P014.
   (2) Determine refunds for the payment period as follows:
      (a) For service discontinued any time within the first 6 months (i.e., on or before the last day of the sixth month) of the annual payment period, refund one-half the annual fee for the discontinued box.
      (b) For service discontinued any time after the sixth month (i.e., on or after the first day of the seventh month) of the annual payment period, do not refund any part of the annual fee.

841.32 Surrendered Boxes

Consider a box surrendered if any of the following occur:

a. The box customer submits a permanent change-of-address order.

b. The box customer refuses or fails to pay the proper fees by the due date.

c. The box customer submits a written notice to discontinue service.

841.33 Boxes Not Surrendered

Do not consider a box surrendered if any of the following occur:

a. The box customer dies or disappears before the end of the period for which the box is issued.

b. The box customer submits a temporary change-of-address order.
c. A change-of-address order is submitted by any person other than the box customer for mail going to the box.

841.34 **Boxes in Discontinued or Relocated Postal Facilities**

Former post office box customers of discontinued or relocated postal facilities may obtain a refund of unused box fees when additional travel of ¼ mile (.4 kilometer) or more (from the address listed on the applicable Form 1093, *Application for Post Office Box or Caller Service*) is required to obtain equivalent service. For refunds processed under this section, refund one-sixth of a semiannual fee for each month remaining in the period. If the effective date of the facility discontinuance falls on or before the 15th of the month, compute the refund from the first day of that month. If the effective date is after the 15th of the month, compute the refund from the first day of the following month.

841.35 **Reassignment of Closed or Surrendered Box**

A box may be issued to another customer 15 days after it is closed by a final decision of the USPS (see 841.8), 11 days after surrender under 841.32b, and immediately following its surrender under 841.32a or 841.32c.

841.4 **Keys**

841.41 **Fee**

Issue keys for key-type post office boxes to box customers on receipt of $1 for each key. This fee applies to all keys, including those initially issued to new box customers.

841.42 **Number**

Provide box customers of key-type post office boxes with as many keys as they need if proper payment is made for each key issued (see 841.41).

841.43 **Restrictions**

Customers using post office boxes may not obtain or use any keys except those issued by the USPS.

841.44 **New Keys**

Box customers may obtain additional or replacement keys by filling out Form 1094, *Request for Post Office Box Key or Lock Service*, and paying the key charge at the time of application (see 841.41).

841.45 **Worn or Broken Keys**

Worn or broken keys are replaced at no charge if the keys are returned.

841.46 **Refund of Key Fee**

After terminating box service, the USPS refunds to box customers the purchase price for up to two keys if the keys are returned to the post office where the box was issued.
841.47 Acceptance of Orders for Additional or New Keys
Postmasters must not hold orders for new or additional keys (on Form 1094) more than 24 hours. Key orders should not be consolidated unless the keys are for an entire unit of boxes.

841.48 Key Inventory Maintenance
At least three keys must be provided for each key-locking post office box. Keep at least one key on hand at all times for issuance to customer on submission of Form 1094. After issuing the spare key, order a replacement. Withdraw keys over reserve requirements, tag them to show the key or lock number, file them numerically, and store them in a safe place.

841.49 Notice to Return Keys
When a box customer surrenders a box and fails to return all keys, send Form 1099, Notice to Return Keys, to the former box customer’s new address.

841.5 Locks
841.51 Broken Locks
Do not use or issue boxes with broken locks. When the lock on an assigned box is broken, replace the lock and issue the same number of keys (at no charge) as issued for the broken lock. Do not require box customers to change boxes or box numbers because of failure of USPS equipment.

841.52 Changing Locks
Always change the lock immediately when a key-type box is surrendered.

841.53 Changing Combinations
When a keyless box is surrendered, change the combination before reassignment.

841.6 Record of Box Customers
841.61 Files
Keep a record of boxes and box customers on Form 1091-A, Post Office Box Fee Register, filed as follows:

a. A Form 1091-A for each vacant box in numeric sequence.
b. A Form 1091-A for each box issued, by the month the fee is due, and in numeric sequence within the month.

841.62 Inventory
Prepare and keep a master list of all post office boxes installed at each facility. The master list must be compared against all Forms 1091-A on file by July 1 of each year. When a Form 1091-A is not on file for an issued box, a new form must be prepared and the proper post office box fees collected. When a Form 1091-A is not on file for a vacant box, a new form must be prepared and placed in the vacant box file. An equivalent, existing post office
box inventory system or diagram showing all installed boxes may be used instead of a master list.

841.63 Verification
Facilities charging Group 1 fees under DMM D910 must review their inventory list for box customers charged Group 2 fees to ensure that those customers are still eligible for those fees. Postmasters or their designees must ask all Group 2 box customers holding a box for more than a year to verify that the information on their Forms 1093 is current or to update their forms. If the box customer is no longer eligible for the Group 2 fees, but has already paid those fees for the current or next period, the customer is not charged the difference. The facility must charge the Group 1 fee, however, beginning with the next period for which the fee is due.

841.7 Operations
841.71 Placing in Boxes
Place mail addressed to post office boxes in proper boxes immediately after distribution. If the flow of the mail allows and no lengthy delays occur, attempt to place larger items (such as newspapers, catalogs, and magazines) in boxes before placing smaller items such as letter mail and flats in the boxes.

841.72 Withdrawal From Boxes
Mail may be delivered to authorized persons who forget their keys or cannot open their boxes. Mail should not, however, be handed out to persons properly supplied with keys who can open their boxes but who make it a practice of requesting that their mail be given to them.

841.73 Delivery by Carrier
Do not remove mail from boxes of address for delivery by carrier unless box service is discontinued due to failure to pay fees.

841.74 Standards — Box Service
If postmasters find that safety and security provisions allow it and there is sufficient public demand, they may keep the box lobby open to the public 24 hours a day.

841.75 Change-of-Address Orders
841.751 Standard Procedure for Facilities Without a Central Mark-Up System
Procedures for change-of-address orders for facilities without a central mark-up system are as follows:

a. When the number of Forms 3575, Change of Address Order, averages five or more per month, keep a change-of-address order book (Item O-391-M) in the box and caller section.

b. Use a separate Form 1564, Address Change Sheet, for each letter of the alphabet separated by Item O-89B, Index.

c. As Forms 3575 are received, post pertinent information by date on an appropriate sheet. Make proper entries on Form 1564 when former box
customers fail to furnish forwarding orders at the time they surrender a post office box or when a box is closed for nonpayment of fee.

d. Keep one set of Forms 1564 at the office providing the service.

e. After making the entries on Form 1564, file Forms 3575 chronologically by month, or alphabetically to permit withdrawal at the end of the month after requests are 2 years old. (See 682.13 for forwarding time limit.)

f. If the number of requests on Form 3575 averages fewer than five a month, the same procedure is followed, except that Forms 3575 may be filed in alphabetical order and used for reference in lieu of a register.

841.752 Flag Boxes

Procedures for change of address for flag boxes are as follows:

a. White labels identify post office boxes for which there are no entries on Form 1564. Use a colored label or a colored dot or tab applied to a white label to identify all boxes for which there are entries on Form 1564, and for which mail may be received addressed to other than the current box customer.

b. If a box has changed hands more than three times in the last year, use any reasonable means, in addition to colored labels or dots, to identify this box as one that probably receives mail addressed to other than the current box customer.

c. If desired, the dates on which colored labels should be replaced with white labels, or dots or tabs removed from white labels, may be shown on the labels. Except for these dates, labels should show only information on the name of the current box customer. No data on the forwarding address of the former box customer may be placed on labels either before or after issuance of the box.

d. Case all mail addressed to color-coded boxes, other than that addressed to or in care of the current box customer, to a single separation for determination of forwarding address from Form 1564. If no forwarding address is on record, distribute the mail to the boxes as addressed, unless the box customer of record advises that mail for the addressee must not be placed in the box.

e. Treat mail rejected by the box customer as undeliverable, unless it may be readily delivered by carrier.

f. Replace colored labels with white labels or remove colored dots or tabs from white labels immediately following the termination of a forwarding or change-of-address order or as soon as it is apparent that color-coding no longer is needed.

841.753 Who May File

Change-of-address orders may be filed only by the box customer or authorized representatives of the organization listed on the Form 1093. Forwarding of mail for other persons is the responsibility of the box customer.
841.8 **Refusal to Provide Service, Termination of Service, and Surrender of Service**

841.81 **Refusal to Provide Service**
A postmaster may refuse to issue a post office box under any of the following circumstances:

a. The applicant submits a falsified application for box service.

b. Within the 2 years immediately preceding submission of the application, the applicant physically abused a box or violated a regulation on the care or use of a box.

c. There is substantial reason to believe that the box is to be used for purposes that violate 841.123.

841.82 **Termination of Service**
A postmaster may close a post office box when the box customer has done any of the following:

a. Falsified the application for the box.

b. Physically abused the box.

c. Violated any regulation on the care or use of the box.

841.83 **Postmaster’s Determination**

841.831 **Basis for Issuance**
When postmasters are satisfied that an application to begin service should be denied under 841.81, or that service to a box customer should be ended under 841.82, they issue a written *Determination*.

841.832 **Content**
The *Determination* must state the reasons for its issuance and contain the following statement:

“You may file a petition opposing this *Determination* within 20 days (Sundays and holidays included) after the date you receive it. Your petition must be in writing and include a statement of your reasons for opposing the *Determination*. Your petition, signed by you or your attorney, must be filed in triplicate at the post office address given above. This filing may be accomplished by certified mail, or by delivering the petition to the above address. Obtain and keep a written receipt to show that your petition was timely filed. Your petition is forwarded to the Recorder, Judicial Officer Department, USPS Headquarters, for action under 39 CFR 958. If you do not file a timely petition, this *Determination* becomes the final decision of the USPS.”

841.833 **Delivery**
The postmaster’s *Determination* must be delivered to the applicant or box customer by certified mail or any other method if a signed receipt is obtained from the addressee. If such delivery cannot be made within 15 days after issuance of the *Determination*, it must be delivered as ordinary mail, and the
postmaster must make a written record of the date of such delivery and the prior attempts made to deliver it.

841.84 Petition by Applicant or Box Customer

841.841 Procedure

The procedure for applicant or customer petition is as follows:

a. The applicant or box customer may file a petition opposing the postmaster’s Determination within 20 days (Sundays and holidays included) after delivery, under the instructions in the Determination and 39 CFR 958.

b. The filing of a petition prevents the postmaster’s Determination from taking effect and transfers the case to the USPS Judicial Officer Department. Thereafter, if a final decision on the merits is rendered by the Judicial Officer Department pursuant to 39 CFR 958, it constitutes the final decision of the USPS.

841.842 Effective Date

The procedure for the postmaster is as follows:

a. After delivery of the Determination, the postmaster must take no action to implement it for the 20-day period allowed for filing a petition, and an additional 7 days. If no petition is received by the 27th day, the Determination takes effect, becoming the final decision of the USPS. The postmaster should keep documentation establishing the date and method of delivery of the Determination for at least 1 year.

b. After receiving a petition, even if late or nonconforming, the postmaster must immediately forward two copies to the USPS Recorder, Judicial Officer Department. He or she also forwards a report to:

CHIEF COUNSEL
CONSUMER PROTECTION LAW
US POSTAL SERVICE
475 L’ENFANT PLAZA SW
WASHINGTON DC  20260-1147

The report includes the evidence on which the postmaster’s Determination was based and the proof of delivery of the Determination to the customer.

841.85 Surrender of Service

A post office box is surrendered when the box customer does at least one of the following:

a. Submits a permanent change-of-address order.

b. Fails or refuses to pay the pertinent fees due.

c. Submits a written notice to discontinue the service.

841.86 Mail Addressed to Closed Box

When a post office box is closed by a final USPS decision, the postmaster must notify the box customer in writing that mail addressed to the box number is thereafter to be forwarded according to a valid change-of-address order if one is submitted, or transferred to general delivery for holding for the
forwarding time limit. After the applicable period, all mail so addressed is handled as undeliverable. However, this procedure does not preclude compliance with a sender’s request for a specific retention period under DMM F030.

842 Caller Service

842.1 Purpose and Definitions

842.11 General

842.111 Assignment of Number

Except under 842.118 for origin caller service, a caller number is assigned to the caller for each separation used, and the caller must use the term Post Office Box (P.O. Box) and the assigned number in the mailing address immediately above the city, state, and ZIP Code. Lack of a ZIP Code on the mail or use of a ZIP Code other than that assigned to the box section that provides the caller service can delay delivery. Mail without a box number is delivered to the street address if shown on the mailpiece. If no street address is shown, the mail may be treated as undeliverable as addressed. Mail bearing both a street address and a box number is delivered under DMM A010.

842.112 Group 2 Noncity Delivery

Caller service at Group 2 noncity delivery offices is available only under DMM D920.

842.113 Client Mail

A customer may obtain caller service to receive the mail of a client. A caller number issued to such a customer is considered as held by the customer and not the client. All restrictions or regulations in DMM D042 apply to the provision of caller service under this section.

842.114 No Physical Box

No physical post office box may be used to provide a number for a caller. When a customer is converted to caller service, the following apply:

a. If the customer is using a post office box number, the post office box number remains with the physical post office box and a caller service number is assigned before caller service may begin.

b. All other customers are assigned a caller number before caller service may begin.

c. Assign caller service numbers as required in 141.43.

842.115 Local Restrictions

Caller service may be restricted by postmasters with approval of the district manager, Customer Service and Sales, if local conditions justify such restrictions.
842.116 **Permitted Uses**

Customers must use caller service under the following conditions:

a. When a mail volume check, required by 841.122b, shows an overflow for 12 out of 20 days and the customer does not change to a box of sufficient capacity, the following provisions apply:

(1) Determine the caller service payment period starting date as specified by 842.216 for a new payment period but, for this section, compute the fee relative to the date on which the 12th overflow day occurred. Determine the caller service payment period independently from the issue period for any boxes held by the customer. When Form 1091-B, *Register for Caller Service Fees*, is prepared, it must be flagged or identified to show that the caller service is required under 841.122b.

(2) A customer required to use caller service because of 841.122b may submit a written request no more frequently than once in each semiannual payment period for a follow-up check to determine whether the overflow condition still exists. The USPS conducts a follow-up check under 841.122b, with the following modifications:

(a) Conduct a follow-up check at any time after the first month (subject to the minimum frequency of once in any semiannual payment period).

(b) Conduct follow-up checks for the full 20-day test period. Do not use section 3 of Form 1532, *Semiannual Check of Overflow Mail*, in a follow-up check.

(c) Measure the volume of mail against the capacity of the customer's box if the actual box is kept. If the box is given up, measure the test for overflow against the capacity of other vacant boxes in the facility.

(d) If the record of a follow-up check on Form 1532 shows at least 12 out of 20 days overflow, notify the customer by completing block 3 of section 4 to show that caller service must be continued into the next payment period. If the record shows less than 12 days' overflow, notify the customer by completing block 4 of section 4 to show that caller service may be discontinued after the current payment period and delivery reverted at that time to any available box large enough to hold the customer's mail.

(3) Any customer released from caller service because of the follow-up check in this section is immediately subject to the checks required by 841.122b, on resumption of box delivery.

b. See DMM D910 concerning the required use of caller service.

c. Consider governmental organizations (e.g., departments, agencies, commissions, bureaus, divisions, etc.) as separate customers for this section. The various departments or schools within educational institutions are also separate customers for this section.
842.117 **When Provided to Customers**

Caller service may be provided to customers under the following conditions:

a. To a new customer planning to receive (or expected to receive) too much mail to be accommodated in the largest box available in the facility.

b. To customers who, at their option, want a post office box when none is available, and postmasters determine that such service would not adversely affect normal USPS operations.

c. To any customer who wants caller service instead of post office box service, even though boxes of adequate size may be available, when the provision of such service would not adversely affect normal USPS operations.

842.118 **Accelerated Reply Mail**

Accelerated reply mail (ARM) (origin caller service) may be obtained if all the following conditions are met:

a. Origin caller service must be obtained at an originating mail processing facility that can process prebarcoded mail.

b. The caller’s mail must meet all the requirements for prebarcoded First-Class Mail in DMM E140. The mail must also be certified by the mailpiece design analyst at the origin facility where ARM is requested. The barcode on the mailpiece must represent the ZIP+4 code or the mailer’s unique 5-digit ZIP Code printed on the mailpiece.

c. The caller’s mail must bear a facing identification mark (FIM A), as set forth in Publication 25, *Designing Letter Mail*.

d. Caller service must also be obtained at the destinating postal facility. The address on all mailpieces to be received through ARM must be the post office box address assigned where destination caller service is authorized. Mailpieces that show a dual address must show only the post office box on the line immediately above the city, state, and ZIP Code line.

e. The mailer may either pick up ARM at the origin facility caller service window or have it reshipped, by Express Mail Custom Designed Service, to the destination caller service address or to another address specified by the mailer in the Custom Designed Service Agreement (see DMM D500). To change the destination address on the Custom Designed Service Agreement, the mailer must provide a 30-day advance notice and submit an amended ARM application, completing only the Applicant Information (1 through 8) and Express Mail Reship (12 through 17) sections.

f. An applicant for ARM must comply with 842.12.

g. An applicant who is a commercial mail receiving agent must also comply with DMM D042.
842.12 Obtaining Service

842.121 Application

The procedure for ARM application is as follows:

a. A Form 1093, Application for Post Office Box or Caller Service, is used to request caller service. Customers may obtain blank applications at any post office. An applicant must complete all spaces on the form that require customer-provided information. Furnishing false information or refusing to furnish required information on the application may be sufficient reason for denial of the application or discontinuation of service.

b. A completed application for destination caller service may be submitted to any postal facility that provides window service to the public; the facility need not be the same as that at which the destination caller service is desired.

c. In addition to Form 1093, an applicant for ARM (origin caller service) must also complete Form 8061, Application for Accelerated Reply Mail, and submit both forms to the facility where accelerated reply mail (origin caller service) is desired. Form 8061 may be obtained from the applicant's account representative or from the district manager, Customer Service and Sales.

d. The employee who accepts an application takes the following actions:

   (1) Performs the verification in 842.122a or 842.122b.

   (2) Dates the application on the reverse side with Item 570, All Purpose Dating Stamp.

   (3) If caller service is desired at a postal facility other than that at which the application is submitted, forwards the application to the postmaster of the facility where the service is desired.

e. The postmaster of the facility where caller service is to be provided takes the following actions:

   (1) Approves or denies the application.

   (2) Notifies the applicant of the decision and the reason for any denial.

   (3) If the application is approved, assigns a caller number on receipt of the proper fee. Normally, if the address shown on the application is a local address, a caller number is assigned at the facility serving that address; if an out-of-town address is shown, a caller number is assigned at the main office station. Other arrangements may be made at the discretion of the postmaster.

842.122 Verification of Application for Destination Caller Service

An application for caller service may not be approved until the application is verified. The criteria for verification are as follows:

a. Known Applicant. Consider the application of a known applicant verified on submission of Form 1093.
b. **Unknown Applicant**

(1) An unknown applicant must present valid identification with the application. The following are examples of acceptable identification:

(a) Driver’s license.

(b) Military, government, or an established corporate identification card.

(c) Passport.

(d) Other credential showing the applicant’s signature and a serial number or other indicia that can be traced to the bearer (Social Security cards are not acceptable identification).

(2) Consider an application verified if there is no discrepancy between information on the application and on the identification presented. If the information on the application does not match that on the identification, verification procedures must be followed to substantiate that the applicant resides or conducts business at the address shown. Complete this verification within 3 workdays.

c. **Assignment.** A caller service number is assigned immediately after approval of the application and receipt of the caller service fee.

842.123 **Verification of Application for ARM (Origin Caller Service)**

ARM (origin caller service) must not be provided until the following steps are completed:

a. **Applicant.** The applicant presents valid identification.

b. **Documentation.** If the applicant is applying in behalf of an organization or as an agent for another person or organization, satisfactory documentation to confirm that representation is approved.

c. **Confirmation.** The applicant’s destination caller service number and authorization are confirmed.

d. **Appropriate Facility.** The availability of ARM (origin caller service) at the facility where the service is requested is confirmed.

e. **Scheduling.** On verification of the above information, the applicant must be informed of the beginning date for the ARM (origin caller service). Depending on the schedule for updating the facility’s barcode sortation schemes, the beginning date must be no later than 30 days after the date of approval of the application on Form 8061.

f. **Assignment.** An ARM (origin caller service) number is assigned after approval of the application and receipt of the caller service fee.

842.2 **Fees**

842.21 **Payment**

842.211 **Payment Period**

The USPS has established semiannual payment periods for caller fees. Payment may be made for any period of 6 or 12 consecutive months. The
beginning of a payment period is established on the date of the approval of the application for caller service.

842.212 Fees Paid in Advance
Caller fees must be paid in advance for no less than one and no more than two semiannual periods. Fees may be paid by check to postmasters. Payments for destination caller service sent by mail must be received by the postmaster by the due date. Payments for ARM (origin caller service) must be received at least 45 days before the applicable semiannual period.

842.213 Receipt
A Form 1538, Receipts for Post Office Box/Caller Service Fees, is given for each caller payment, except that callers who hold more than one caller number may be issued one receipt for payment for all their caller numbers. Keep a separate list of multiple-number customers showing numbers used, customer name, fee charged, and normal due date for each. Mark each receipt with the number (count) of caller numbers paid for at one time.

842.214 Change of Payment Period Date
Callers of record may change their payment period by submitting a new application, noting the month they want to use as the start of their revised payment period. The date selected must be before the end of the current payment period. The unused fee for the period being discontinued may be refunded under 842.24, and the fee for the new payment period must be fully paid in advance. A change of payment dates may not be used to circumvent a change in caller-service fees.

842.215 Renewal of Service
Fees for renewal of service are as follows:

a. Destination Caller Service. Fees for renewal of destination caller service are due by the last day of the last month of the current period. During the last 30 days of their service period, callers may pay their fees for their next semiannual or annual payment period, as appropriate. Postmasters may accept fee payments more than 30 days in advance.

b. Accelerated Reply Mail (Origin Caller Service). Payment of the fee for renewal of ARM (origin caller service) is due at least 45 days before the last day of the last month of the current period. Payment may be made for the next semiannual or annual period, as appropriate.

842.216 Adjustment for Midmonth Payment
The payment period for a new caller service started on or before the 15th of any month is from the first day of that month. If service is started after the 15th day of the month, compute the period from the first day of the following month.

842.217 Record of Callers
The guidelines for keeping records of callers are as follows:

a. A record of destination service callers must be kept by the authorizing post office using Form 1091-B, Register for Caller Service Fees. Forms 1091-B are filed for each number or group of numbers assigned to the
same caller that falls due in the same month. Forms are filed by the month the payment is due and in numeric sequence.

b. Separate records of accelerated reply mail (origin caller service) also must be kept on Form 1091-B.

c. Prepare and keep a master list of all assigned caller-service numbers, including multiple post office box/caller service users and reserved caller numbers, at each facility. The master list must be compared against all Forms 1091-B on file by July 1 of each year. When a Form 1091-B is not on file for an assigned number, a new form must be prepared and the proper fees collected. When Form 1091-B is not on file for a reserved number, a new form must be prepared and placed in file. An equivalent, existing caller-service number inventory system showing all assigned numbers may be used instead of a master list.

842.22 Notice of Payment Due

Notice 32-A, PO Box Fee Due (FIM B Marking) or Notice 32-B, PO Box Fee Due (FIM C Marking), is distributed to destination caller service customers 20 days before the fee is due. If callers are temporarily out of town, and they have filed a temporary forwarding order, the notices must be sent to them. No advance notice of payment due is provided to accelerated reply mail (origin caller service) customers.

842.23 Past-Due Caller Fee Procedures

842.231 Holding Mail

If a destination caller service customer does not pay the fee by the due date, submit a change-of-address order, or attempt to obtain the mail, the mail is held for no more than 10 days; it is then treated as undeliverable mail unless it can be readily delivered by carrier.

842.232 Delivery to Street Address

If a destination caller service customer fails to pay the fee by the due date, does not submit a change-of-address order, and attempts to obtain the mail within 10 days, the caller or agent must be informed that after the 10th day following the due date if payment or a change-of-address order is not received, the mail is delivered to the street address. The caller or agent must also be informed that the caller loses the use of the post office caller number and may not obtain this mail at the postal facility. The caller should be given the mail until the end of the 10-day period; but, during that period, the caller may not be provided more than one separation (if multiple separations are provided previously).

842.233 Accelerated Reply Mail

If an accelerated reply mail (origin caller service) customer fails to pay the fee at least 45 days in advance, a notice of nonpayment is sent to the caller by certified mail, return receipt requested. If payment is not received by the 30th day before the end of the current payment period, the caller is notified in writing that the barcode sortation scheme is revised to eliminate the separation for the caller. Once that change is made, the caller must reapply to obtain further accelerated reply mail (origin caller service).
842.24 Refund of Caller Service Fee

842.241 Discontinued Number
When a destination caller service number is discontinued, the unused part of the fee for that number may be refunded as follows:

a. Refunds are processed according to DMM D920.
b. Refund the entire fee for a semiannual payment period after the period in which service is discontinued.
c. Determine refunds for the payment period in which service is discontinued as follows:

(1) For service discontinued any time within the first 3 months (i.e., on or before the last day of the third month) of the semiannual payment period, the amount refunded is half the semiannual caller service fee in DMM R900.3.0.

(2) No refund is made when service is discontinued any time after the third month (i.e., on or after the first day of the fourth month) of the semiannual payment period.

842.242 Caller Numbers in Discontinued or Relocated Postal Facilities
Former destination caller service customers of discontinued or relocated postal facilities may obtain a refund of unused caller-service fees when additional travel of a ¼ mile (0.4 kilometer) or more (from the address listed on the applicable Form 1093) is required to obtain equivalent service. For refunds processed under this section, refund one-sixth of a semiannual fee for each month remaining in the payment period. If the effective date of the facility discontinuance falls on or before the 15th of the month, compute the refund from the first day of that month. If the effective date is after the 15th day of the month, compute the refund from the first day of the following month.

842.243 Accelerated Reply Mail
No refund is made for the remaining part of the current fee period if a caller discontinues accelerated reply mail (origin caller service). A refund of fees paid for a future period is made.

842.3 Mail Pickup Hours
Provide caller service during normal hours of business. Caller service may be provided at all other hours during which mail is distributed within the facility if it is consistent with normal operations.

842.4 Refusal to Provide Service, Termination of Service, and Surrender of Service

842.41 Refusal to Provide Service
A postmaster may deny an application of caller service under any of the following circumstances:

a. The applicant submits a falsified application for the service.
b. Within the 2 years immediately preceding submission of the application, the applicant violated a regulation on use of the service.

c. There is substantial reason to believe that the service is to be used for purposes that violate DMM D920.

842.42 **Termination of Service**

A postmaster may end caller service if the caller:

a. Falsifies the application for the service.

b. Violates any regulation on the service.

842.43 **Postmaster’s Determination**

842.431 **Basis for Issuance**

When a postmaster is satisfied that an application for commencement of caller service should be denied under 842.41, or that service to a caller should be ended under 842.42, the postmaster issues a written **Determination**.

842.432 **Content**

The **Determination** must state the reasons for its issuance and contain the following statement:

“You may file a petition opposing this Determination within 20 days (Sundays and holidays included) after the date you receive it. Your petition must be in writing and include a statement of your reasons for opposing the Determination. Your petition, signed by you or your attorney, must be filed in triplicate at the post office address given above. This filing may be accomplished by certified mail, or by delivering the petition to the above address. Obtain and keep a written receipt to show that your petition was timely filed. Your petition is forwarded to the Recorder, Judicial Officer Department, USPS Headquarters, for action under 39 CFR 958. If you do not file a timely petition, this Determination becomes the final decision of the USPS.”

842.433 **Delivery**

The postmaster’s **Determination** must be delivered to the applicant or caller by certified mail or by any other method if a signed receipt is obtained from the addressee. If such delivery cannot be made within 15 days after issuance of the **Determination**, it must be delivered as ordinary mail and the postmaster must make a written record of the date of such delivery and the prior attempts made to deliver it.

842.44 **Petition by Applicant or Caller**

842.441 **Procedure**

The procedure for applicant or caller petition is as follows:

a. The applicant or caller may file a petition opposing the postmaster’s **Determination** within 20 days (Sundays and holidays included) after delivery, under the instructions in the **Determination** and 39 CFR 958.

b. The filing of a petition prevents the postmaster’s **Determination** from taking effect and transfers the case to the USPS Judicial Officer
Department. Thereafter, if a final decision on the merits is rendered by the Judicial Officer Department under 39 CFR 958, it constitutes the final decision of the USPS.

842.442 **Effective Date**

The procedure for the postmaster is as follows:

a. After delivery of the *Determination*, the postmaster takes no action to implement it for the 20-day period allowed for filing a petition, and an additional 7 days. If a petition is not received by the 27th day, the *Determination* takes effect, becoming the final decision of the USPS. The postmaster should keep documentation establishing the date and method of delivery of the *Determination* for at least 1 year.

b. After receiving a petition, even if late or nonconforming, the postmaster immediately forwards two copies to the USPS Recorder, Judicial Officer Department. The postmaster also forwards a report to the Chief Counsel, Consumer Protection Law. The report includes the evidence on which the postmaster’s *Determination* was based and the proof of delivery of the *Determination* to the customer.

842.45 **Surrender of Service**

Caller service is surrendered when the caller does at least one of the following:

a. Submits a permanent change-of-address order.

b. Fails or refuses to pay the pertinent fee due.

c. Submits a written notice to discontinue the service.

842.46 **Disposition of Mail**

842.461 **Destination Caller Service**

When destination caller service is ended by a final USPS decision, the postmaster must give written notice to the caller that mail addressed to him or her at the caller number is thereafter to be forwarded according to a valid change-of-address order if one is submitted, or transferred to general delivery for holding the current time limit for forwarding. After the applicable period, all mail so addressed is handled as undeliverable. However, this procedure does not preclude compliance with the sender’s request for a specific holding period under DMM F030.

842.462 **Accelerated Reply Mail (Origin Caller Service)**

When accelerated reply mail (origin caller service) is surrendered by the customer or ended by the USPS, mail continues to be separated for the accelerated reply mail (origin caller service) until the barcode sortation schemes can be revised to permit the mail to be processed to the destination address on the mail.
General Delivery

Delivery
Place mail endorsed with “Transient, To Be Called for General Delivery,” or similar words in the general delivery case for delivery to the addressee on presentation of identification. Inbound foreign-originated articles can be endorsed “Poste Restante” (French for “General Delivery”).

Retention
Hold general delivery mail for no more than 30 days, unless otherwise requested. Return accountable mail after 30 days under 683.25.

Other Deliveries
In all other cases, provide the services in 841, 842, or 843 to customers who want to call for their mail at a postal unit.

Firm Holdout
See DMM D930.2.0.
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