

# ***POSTAL BULLETIN***

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PB 22062, November 1, 2001

# **USPS IS AT WAR AGAINST TERRORISM**

**WORKING TO KEEP EMPLOYEES, THE PUBLIC  
AND THE MAIL SAFE**

**PAGE 3**



**UNITED STATES  
POSTAL SERVICE®**

**CONTENTS**

The *Postal Bulletin* is also available on the World Wide Web at <http://www.usps.com/cpim/ftp/bulletin/pb.htm> for customers and at <http://blue.usps.gov> for employees.

<b>USPS Is at War Against Terrorism</b> .....	3
<b>Administrative Services</b>	
Correction: Telephone Number to Use When Ordering From the Material Distribution Center ...	7
New Software Package: Forms Automation Software .....	7
<b>Customer Relations</b>	
Mail Alert .....	8
<b>Domestic Mail</b>	
DMM Revision: Postage Meters (Postage Evidencing Systems) .....	9
DMM Revision: Refunds and Exchanges for Metered Postage .....	24
DMM Revision: Zebra Codes on Tray Labels .....	27
DMM Revision: Labeling List Changes .....	28
DMM Revision: Pickup Service .....	29
POM Revision: National Color-Code Policy for Standard Mail .....	29
Revised Form: PS Form 5541, <i>Pickup Service Statement</i> .....	33
Operation Dear Abby Mail for Members of the Armed Forces — Suspended for 2001 .....	35
Announcement: <i>MoversGuide.com</i> — Address Management Launches New Change-of-Address Web Site .....	35
<b>Fraud Alert</b>	
Counterfeit Postal Money Orders .....	39
Invalid Express Mail Corporate Account Numbers .....	40
Missing, Lost, or Stolen U.S. Money Order Forms .....	43
Missing, Lost, or Stolen Canadian Money Order Forms .....	48
Counterfeit Canadian Money Order Forms .....	50
800 Number Available to Verify Canadian Money Orders .....	50
Withholding of Mail Orders .....	50
<b>Domestic Mail (continued)</b> .....	51
Pilot Test Extended: Priority Mail Drop Shipment With Delivery Confirmation .....	51
APO/FPO Changes .....	52
<b>Finance</b>	
Handbook Revision: F-12, <i>Relocation Policy</i> .....	52
Handbook Revision: F-15, <i>Travel and Relocation</i> ..	53
Correction: New International Reply Coupons, Item Number 330600 .....	53
Form W-5 Renewal .....	54

2002 Social Security and Medicare Tax Withholding .....	54
Federal Tax Withholding Exemption .....	54

**International Mail**

IMM Revision: Termination of International Money Order Service — Zambia .....	55
---	----

**Philately**

Pictorial Cancellations Announcement .....	56
Correction: 2001 Stamps and Postal Stationery (Announcement 01-F) .....	60
Special Cancellation Die Hubs .....	60

**Post Offices**

Post Office Changes .....	61
Veterans Day Poster .....	67

**Postal Employees**

Correction: Handbook EL 801, <i>Supervisor's Guide to Safety</i> — Ordering Information .....	69
Clarification: RIF Competitive Areas for the U.S. Postal Service .....	69
Thrift Savings Plan Policy Changes, TSP Open Season, and <i>PostalEASE</i> .....	70
Thrift Savings Plan Policy Changes, TSP Open Season, and <i>PostalEASE</i> Poster .....	73

**Purchasing and Materials**

Revised Form: PS Form 3553, <i>Coding Accuracy Support System (CASS) Summary Report</i> — Do You Know Why? .....	77
Ordering Instructions: Mandatory Sources for Custodial Products .....	78
Contract Awarded: Information Technology Support Services .....	81

**Retail**

Refunds for Meter Stamps .....	81
What's in Store .....	82

<i>Postal Bulletin</i> Distribution .....	87
---	----

**Postal Bulletin Index**

Semiannual Index .....	PB 22055 (7-26-00)
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The *Postal Bulletin* is published biweekly; information is effective for one year unless it changes a permanent directive or unless otherwise specified.



# USPS Is at War Against Terrorism

The United States Postal Service is working to keep employees, the public, and the mail safe from the threat of anthrax or other biohazards moving through the mail. Postal Service employees find themselves on the front lines of a war against terrorism that has touched where we work and left us saddened at the deaths of two of our colleagues and the illnesses of others.

This is an unprecedented assault on the U.S. mail. It requires an unprecedented response from the Postal Service. New safety measures are being implemented. Technologies that screen and sanitize the mail are being purchased. Millions of gloves and face masks are being distributed to employees nationwide. Postal Service officials are front and center keeping the public informed. The Postal Service is using every means available to keep the mail as safe as humanly possible during this crisis.

"We in the Postal Service are at war," says Postmaster General Jack Potter, "a war against terrorism. Our job is to win that war."

The safety and health of employees is of utmost concern, says Potter. The Postal Service is engaged in a four-part effort to combat the terrorist threat through education, investigation, intervention, and prevention. All employees have a role in keeping the mail safe and moving. Be aware. Be vigilant. Stay informed. Listen to stand-up talks. Read employee publications. Watch USPS TV and Postal Vision. Log on to [www.usps.com](http://www.usps.com) for the latest information. A fact sheet on the Web site is updated twice daily. The Postal Service is keeping you informed. Use this information.

This is a war being fought on two battlefields, one abroad and the other here at home, says Potter. "Rest assured that we intend to win this fight against those who have attacked our country and our way of life."

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## Anthrax Claims Lives of Two Postal Service Employees

"We mourn the loss of two of our own who died in the fight against terrorism," says PMG Jack Potter.

The Centers for Disease Control confirmed that Joseph P. Curseen, Jr., 47, of Clinton, Maryland, and Thomas L. Morris, Jr., 55, of Suitland, Maryland, died of inhaled anthrax. Curseen was a mail processor with 15 years of USPS service. Morris, a distribution clerk, had worked for the Postal Service for 28 years. Both employees worked at the Brentwood mail processing facility in Washington, DC.

"They died serving our country," says Potter.

Flags at Postal Service facilities nationwide are flying at half-staff in their honor.

## The Postal Service Adopts Tough New Safety Measures

Concrete steps are being taken to protect employees and the public and guard against biological threats. These steps include:

- The Postal Service purchased 86 million pairs of gloves made of vinyl and Nitrile, a high-grade industrial plastic, to supply three pairs per employee per day throughout the nation. Use of the gloves isn't mandatory but is encouraged.
- The Postal Service purchased 4 million face masks that filter out microbes in the air, including anthrax spores.
- The Postal Service is switching its mail cleaning process from a forced-air system to a vacuuming system.
- The Postal Service is looking at state-of-the-art equipment to sanitize the mail during processing.
- Information telephone lines are being set up for each Postal Service district. Numbers will be posted in employee publications when they are available.
- The Postal Service is broadcasting a video for employees on USPS TV featuring union officials who discuss steps the Postal Service is taking to protect employees and the public.

Additional measures are being explored and will be put in place as warranted.

# Suspicious Mail Alert Poster

Study this poster. Know the procedures for dealing with a suspicious letter or package. Need a copy? You can download one from [www.usps.com](http://www.usps.com).

**UNITED STATES POSTAL SERVICE**

**SUSPICIOUS MAIL ALERT**

**If you receive a suspicious letter or package:**

**PERSONAL!**

CHIEF EXECUTIVE OFFICER  
222 N. HARVIE ST.  
PHILADELPHIA, PA 20565

Operations Manager  
122 M ST.  
Savills, MO

DO NOT X RAY TAPE ENCLOSED

Operations Manager  
5032 D 1st  
Annapolis, MD

Operations Manager  
122 M ST.  
Savills, MO

Operations Manager  
5032 D 1st  
Annapolis, MD

No return address  
Restrictive Markings

Possibly mailed from a foreign country  
Excessive postage

Misspelled words  
Addressed to title only  
Incorrect title  
Badly typed or written

Lopsided or uneven  
Strange odor  
Rigid or bulky

Oily stains, discolorations, or crystalization on wrapper  
Excessive tape or string

**1** Handle with care. Don't shake or bump.

**2** Isolate it immediately.

**3** Don't open, smell, touch, or taste.

**4** Treat it as suspect. Call local law enforcement authorities.

**If a parcel is open and/or a threat is identified . . .**

**For a Bomb:**  
Evacuate Immediately  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**For Radiological:**  
Limit Exposure - Don't Handle  
Evacuate Area  
Shield Yourself From Object  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**For Biological or Chemical:**  
Isolate - Don't Handle  
Evacuate Immediate Area  
Wash Your Hands With Soap and Warm Water  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

# In America's Mailbox

These postcards have been sent to every residence and business in America. They include information about what to look for in suspicious letters and packages.



**UNITED STATES POSTAL SERVICE.**

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**What should make me suspect a piece of mail?**

- It's unexpected or from someone you don't know.
- It's addressed to someone no longer at your address.
- It's handwritten and has no return address or bears one that you can't confirm is legitimate.
- It's lopsided or lumpy in appearance.
- It's sealed with excessive amounts of tape.
- It's marked with restrictive endorsements such as "Personal" or "Confidential."
- It has excessive postage.

**What should I do with a suspicious piece of mail?**

- Don't handle a letter or package that you suspect is contaminated.
- Don't shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water.
- Notify local law enforcement authorities.

# A \$1 Million Reward Offered

The Postal Inspection Service and the FBI jointly announced that an award of up to \$1 million is being offered for information leading to the arrest and conviction of those responsible for mailing letters containing anthrax.

In partnership with *America's Most Wanted*, confidential telephone calls can be directed to the *America's Most Wanted* telephone bank at 1-800-CRIME TV or to their Web site at [www.amw.com](http://www.amw.com).



## SPECIAL REWARD

# Up to \$1 million



For information leading to the arrest and conviction of the individual(s) responsible for the mailing of letters containing anthrax to Tom Brokaw at NBC and Senator Tom Daschle:



The mailings took place in the Trenton, NJ, area on or about Sept. 18 and Oct. 9, 2001.

Anyone having information, please contact America's Most Wanted at 1-800-CRIME TV or [www.amw.com](http://www.amw.com).

All information will be held in strict confidence. Reward payment will be made in accordance with the conditions of Postal Service Reward Notice 296, dated February 2000.

## Mailroom Security Video Available

The Postal Service has produced a special Mailroom Security video and is offering it to our business customers who call to request it. Customers may order the video directly via a special toll-free number (1-877-702-6215) or through our regular toll-free stamp product line (1-800-STAMP 24).

One video and a workroom poster are sent to each customer, and customers are encouraged to make as many copies of the video as they need. There are no shipping and handling charges nor any charge for the video.

— *Public Affairs and Communications, 11-1-01*

## Administrative Services

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### CORRECTION

### Telephone Number to Use When Ordering From the Material Distribution Center

The telephone number for ordering from the Material Distribution Center (MDC) was incorrectly shown as 1-800-322-0317 in the following issues of the *Postal Bulletin*:

- 22057 (8-23-01, page 95)
- 22059 (9-20-01, page 94)
- 22060 (10-4-01, page 63)

The correct telephone number to use when ordering from the MDC is **1-800-332-0317**.

— *Policies and Procedures Information, Public Affairs and Communications, 11-1-01*

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### NEW SOFTWARE PACKAGE

### Forms Automation Software

The long awaited replacement for F3 Fill, JetForm Corporation's FormFlow 99 Filler, will be deployed during November 2001. The initial deployment will include the following forms previously available in F3 Fill:

- PS Form 990, *Vacancy Announcement* (March 1994)
- PS Form 1221, *Advanced Sick Leave Authorization* (May 1993)
- PS Form 2013, *Sensitive Security Clearance Processing Request* (July 1994)
- PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness* (June 1995)
- PS Form 3970-T, *Donated Leave Transfer* (November 1991)
- PS Form 5309, *Incident Report* (April 1998)
- PS Form 7381, *Requisition for Supplies, Services, or Equipment* (September 2001)
- PS Form 8139, *Your Role in Protecting the Security of the United States Mail* (October 1992)
- PS Form 8194, *Record of Environmental Consideration* (October 1997)
- PS Form 8216, *Statistical Programs Planning Calendar for Monitoring Data Collectors* (February 1998)

FormFlow 99 Filler and F3 Fill will co-exist until all current F3 Fill forms have been converted and are available in FormFlow 99 Filler.

### Benefits

Automated forms play an integral role in reducing costs for the Postal Service. Not only do they decrease the amount of paper stored in warehouses, but automated forms also decrease the time required to complete and process forms. With the deployment of FormFlow 99 Filler, Postal Service forms will continue to be available to everyone — initially through the Local Area Network (LAN) and then via the Postal Service Intranet and Internet.

As the previous corporate standard, F3 Fill allowed users to complete and print automated Postal Service forms on their desktops. F3 Fill, for its time, was state of the art. It gave form designers and programmers the ability to develop automated forms that were easier to complete and standardize. F3 Fill, however, did not keep up with the quickly changing IT industry. The lack of upgrades and unavailable features became a source of frustration for the form designers and end users.

## FormFlow 99 Filler Features

JetForm Corporation's FormFlow 99 Filler offers:

- Streamlined functionality for calculations.
- A much-needed spell check feature.
- The ability to send forms and data electronically.
- Tabbing functionality for visually impaired users.
- Detailed help for filling each area of a form.

- Electronic signatures.
- The ability to save and capture data in a variety of formats, including XML.

If you have questions about the deployment of FormFlow 99 Filler, ask your local IT support team.

— *Online Services,  
Public Affairs and Communications, 11-1-01*

## Customer Relations

### Mail Alert

The mailings below will be deposited in the near future. Offices should honor the requested home delivery dates. Mailers wishing to participate in these alerts, for mailings of 1 million pieces or more, should contact Business Service Network Operations at 800-419-2769 at least one month preceding the requested delivery dates. The Postal

Service also offers electronic Mail Alerts via ADVANCE. For more information, see the *ADVANCE Notification & Tracking System Technical Guide* on the Internet at <http://www.ribbs.usps.gov/files/advance/ADVTECH.PDF> or contact the National Customer Support Center at 800-458-3181.

Title of Mailing	Class and Type of Mail	Requested Delivery Dates	Number of Pieces (Millions)	Distribution	Presort Level	Comments
JC Penney Clearance	Standard/Flat	11/08–11/10	2.8	Nationwide	Car-Rt	Perry Judds
JC Penney Holiday Jewelry	Standard/Flat	11/10–11/14	5	Nationwide	Car-Rt	Harte-Hanks
JC Penney Super Saturday	Standard/Flat	11/10–11/14	20	Nationwide	Car-Rt	Harte-Hanks
JCP The Gift Shop	Standard/Flat	11/10–11/14	6.5	Nationwide	Car-Rt	RR Donnelley
The Sportsman's Guide November Gift	Standard/Flat	11/12–11/16	1.2	Nationwide	Car-Rt, 3/5-Digit	Quebecorworld, Franklin, KY
JCP Pre-Holiday Earned	Standard/Postcard	11/14–11/16	14	Nationwide	Car-Rt	Harte-Hanks
The Swiss Colony	Standard/Flat	11/14–11/17	1	Nationwide	Car-Rt, 3/5-Digit, Basic, Barcoded	Quad Graphics, Lomira, WI; 9 1/4" x 6 1/2" catalog; catalog has die cut cover and a personalized (address) underwrap.
Bill Graham Letter	Standard/Letter	11/15–11/30	2.1	Nationwide	3/5-Digit, Basic, Barcoded	Minneapolis, MN; 3 7/8" x 7 1/8" envelope.

— *Business Service Network Operations, Sales, 11-1-01*



# Domestic Mail

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## DMM REVISION

### Postage Meters (Postage Evidencing Systems)

Effective January 1, 2002, *Domestic Mail Manual* (DMM) P030 is revised to include policies and regulations pertaining to more secure postage evidencing systems, such as digitally printing meters that use a Postal Security Device (PSD), digitally printing meters that generate information-based indicia (IBI), and PC Postage™ systems. The revision replaces the current P030. The term “postage evidencing system” is the collective term used in policies that affect postage meters and other postage metering systems such as those that use PSD, those that generate IBI, and PC Postage systems. For consistency, the process used to apply postage with any postage evidencing system can still be called “metering”; such mail can still be called “metered mail”; indicia printed by a postage evidencing system (“indicia”) can still be referred to as “meter stamps” or “meter impressions”; and postage value in a postage evidencing system can still be referred to as “meter units.”

Significant changes to DMM P030 include:

- We added a section to define the basic characteristics of all secure postage evidencing systems and to identify the distinguishing features of the different system types.
- We included regulations that pertain to the new forms of postage evidencing systems including PC Postage systems.
- We are retiring manually reset meters. Such a meter may be installed only as a replacement for an existing manually reset meter of the same type to fulfill the remaining lease or rental period. We no longer allow alternative meter resetting locations for manually reset meters.
- We limited check in and check out of remote reset meters to the licensing post office, unless the on-site meter program is used.
- We revised the standards throughout to reflect the reduced role of the licensing post office in license applications, postage evidencing system check in and check out, and postage evidencing system resetting. These customer transactions shift from the licensing post office to the provider.
- We replaced the section on meter setting with four separate sections, one for each distinct set of financial transactions and procedures, depending on system type.
- We added regulations stating that a license to use a postage evidencing system may be cancelled when the user does not abide by the terms of the lease or rental contract with the provider, or if there is no postage evidencing system applied to the license for 60 days or more.
- We now allow postage evidencing systems returned to the provider to be shipped via Priority Mail with Delivery Confirmation.
- We now use the term “fraud warning” for the cautionary labels on postage evidencing systems that contain basic reminders on use of the system, warn against system tampering or misuse, and note penalties.
- The inspections and examination schedule for postage evidencing systems is now the same for both domestic systems and those used outside the country. Any system may be inspected on a more frequent basis under special circumstances.
- We included procedures for each type of system for refunding unused postage value remaining in a postage evidencing system when it is checked out of service.
- We added a new restriction that different forms of postage may not be mixed on a First-Class letter-size mailpiece since stamps, indicia printed with fluorescent ink or on labels with fluorescence, and indicia that include a facing identification mark (FIM) are each treated differently in facing and cancellation.
- We simplified the requirements for labels to be used with postage evidencing systems by requiring only that the fluorescent tagging on the label be sufficient to face and process the mail. We also added a requirement to use only Postal Service-approved fluorescent ink and to use only those labels approved by the Postal Service for the given postage evidencing system with that system.
- We added an option to identify the licensing post office in the indicia using only the 5-digit ZIP Code.
- We added a requirement that other matter printed by postage evidencing systems must not emulate valid indicia. This requirement applies to both letterpress and digital indicia.

- The revised regulations for date accuracy allow customers the same options whether the metered mail is submitted at the retail window or deposited in a collection box.
- We revised the regulation on deposit of mail to clarify the requirements. We no longer limit deposit of single-piece-rate mail outside the area served by the licensing post office to a “handful” of mail. All single-piece-rate metered mail may be deposited in any collection box, unless specially marked boxes are available adjacent to the collection box. All metered Express Mail items and metered Priority Mail items (including zone-rated mail) can now be deposited in any collection box, unless specially marked boxes are available adjacent to the collection box.

We will incorporate these revisions into the printed and online versions of DMM Issue 57. The online version of the DMM is available via Postal Explorer at <http://pe.usps.gov>.

**Domestic Mail Manual (DMM)**

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**P Postage and Payment Methods**

**P000 Basic Information**

\* \* \* \* \*

*[Revise heading and text of P030 to read as follows:]*

**P030 Postage Meters (Postage Evidencing Systems)**

**Summary:** P030 describes the use and regulations for postage meters (postage evidencing systems) to prepare metered mail.

**1.0 BASIC INFORMATION**

**1.1 Definition**

Postage evidencing systems are secure postage metering systems that generate indicia imprinted on or affixed to a mailpiece to evidence prepayment of postage. The USPS regulates these systems and their use to protect postal revenue. Only USPS-authorized manufacturers or product service providers (“providers”) may design, produce, and distribute the systems. Misuse of a postage evidencing system to avoid payment of postage is punishable by law. The major components of a postage evidencing system are:

- a. Funds registers and accounting functions to store and maintain postal financial data. Two funds registers are required:
  - (1) The descending register that records the postage value remaining in the postage evidencing system.

- (2) The ascending register that increases as postage is printed. This register records the total value of all postage printed during the life of the postage evidencing system unless it is reset to zero by the provider during servicing between customers or when it reaches its maximum limit.
- b. Indicia generated by the system to show evidence of postage prepayment on the mailpiece. Indicia are also called “meter stamps” or “metered postage.”
- c. USPS and provider infrastructure to support user licensing and customer information, ensure proper payment for postage, set and reset the system with postage value, and provide for inventory management. Provider and USPS interface to accomplish these functions.

**1.2 Types**

Generation 1 postage evidencing systems use industry-standard electronic components for managing the registers and accounting for postal funds. Generation 2 postage evidencing systems use a USPS-approved electronic component called a “Postal Security Device (PSD)” for managing the registers and accounting for postal funds. All PSDs must meet USPS performance criteria and must have a self-disabling feature that prohibits the printing of postage when specific programmed requirements are not met. For all Generation 2 postage evidencing systems the provider and USPS infrastructure must interface to support licensing and customer information, ensure proper payment for postage, and provide for inventory management. The systems are categorized as follows:

- a. Traditional postage meter — a Generation 1 postage evidencing system:
  - (1) The industry-standard electronic components used for managing registers and accounting for postal funds may or may not include a self-disabling feature that prohibits the printing of postage when specific programmed requirements are not met.
  - (2) Indicia are printed either by a letterpress or digital printing process. Letterpress indicia are generated by the impact of a hard, inked printing die on the print surface. Digital indicia are generated electronically and produced on the print surface by a nonimpact technology, such as an ink jet, thermal, or laser printing process.
  - (3) The provider and USPS infrastructure systems for all Generation 1 postage evidencing systems interface to support licensing and customer information and to provide for inventory management. Generation 1 postage meters can be either manually reset (the meter must be physically taken to the USPS for resetting) or remotely

reset. Remotely reset meters are replacing manually reset meters in accordance with a phased USPS retirement plan. The USPS infrastructure currently supports payment for postage for all Generation 1 postage evidencing systems, both manually reset and remotely reset. The provider infrastructure supports payment for postage for remotely reset meters but does not support payment for postage for manually reset meters.

- b. PSD Meter — a Generation 2 postage evidencing system:
  - (1) A PSD Meter must use a USPS-approved PSD.
  - (2) The indicia generated by a PSD Meter must be digital indicia approved by the USPS.
  - (3) A PSD Meter must be reset using an electronic connection between the provider's postage resetting system and the postal registers in the PSD.
- c. Information-Based Indicia (IBI) Meter — a Generation 2 postage evidencing system:
  - (1) An IBI Meter must use a USPS-approved PSD.
  - (2) An IBI Meter must generate information-based indicia (IBI). IBI are digital indicia that include human-readable information and a USPS-approved two-dimensional barcode or other USPS-approved symbology, with a digital signature and other required data fields.
  - (3) An IBI Meter must be reset with an electronic connection between the provider's postage resetting system and the postal registers in the PSD.
- d. PC Postage (TM) system — a Generation 2 postage evidencing system:
  - (1) A PC Postage system must use a USPS-approved electronic PSD.
  - (2) The indicia generated by a PC Postage system must be IBI.
  - (3) A PC Postage system must be reset with postage value using a personal computer to establish an electronic connection between the provider's postage resetting system and the postal registers in the PSD. The user must employ a personal computer to access critical infrastructure functions.

**1.3 Authorized Providers**

Postage evidencing systems are available only from authorized providers. All postage evidencing systems and PSDs remain the property of the USPS-authorized provider and are available only through a lease or rental agreement with

the provider or its authorized agent. The USPS holds providers responsible for the control, secure operation, distribution, maintenance, inspection, and replacement of postage evidencing systems and PSDs throughout their entire life cycle. The provider is also responsible for the secure disposal or destruction of postage evidencing systems and PSDs at the end of their useful life. The following providers are authorized:

ASCOM HASLER MAILING SYSTEMS INC  
 19 FOREST PKWY  
 SHELTON CT 06484-6140  
 800-243-6275  
[www.ascom-usa.com](http://www.ascom-usa.com)

FRANCOTYP POSTALIA INC  
 140 N MITCHELL CT STE 200  
 ADDISON IL 60101-5629  
 800-341-6052  
[www.fp-usa.com](http://www.fp-usa.com)

NEOPOST  
 30955 HUNTWOOD AVE  
 HAYWARD CA 94544-7084  
 800-624-7892  
[www.neopostinc.com](http://www.neopostinc.com)

PITNEY BOWES INC  
 1 ELMCROFT RD  
 STAMFORD CT 06926-0700  
 800-322-8000  
[www.pitneybowes.com](http://www.pitneybowes.com)

PSI SYSTEMS ENVELOPE MANAGER SOFTWARE  
 247 HIGH ST  
 PALO ALTO CA 94301-1041  
 800-576-3279 X140  
[www.envmgr.com](http://www.envmgr.com)

STAMPS.COM  
 3420 OCEAN PARK BLVD STE 1040  
 SANTA MONICA CA 90405-3035  
[www.stamps.com](http://www.stamps.com)

**1.4 Licensee**

The licensee of a postage evidencing system is the person or entity authorized by the USPS to lease or rent a system. The licensee cannot own a postage evidencing system or PSD and may possess a postage evidencing system only under a valid lease or rental agreement with an approved provider or its agent. The licensee is responsible for the control, maintenance, and use of the postage evidencing system in accordance with USPS regulations. The base or host component of the mailing equipment that supports the postage evidencing system or PSD may be sold, leased, or rented at the discretion of the provider and the customer, in accordance with the product approval as granted by the USPS.

**1.5 Possession of a Postage Evidencing System**

No person or entity other than an authorized provider, its authorized agent, the USPS, or a licensee may have a postage evidencing system or PSD in their possession. Any person or entity must immediately surrender a postage evidencing system or PSD to the provider, the provider's

agent or to the USPS upon termination of a lease or rental agreement.

### 1.6 Use of a Postage Evidencing System

No person or entity other than an authorized provider may use a postage evidencing system until the provider initializes the system or, where applicable, the USPS sets and seals the system, performs the required validations, and checks the system into service. Once the postage evidencing system is properly in service, it may be used by the licensee or others authorized by the licensee. The licensee is responsible for control and use of the system.

### 1.7 Classes of Mail

Postage may be paid by imprinting or affixing indicia generated by a USPS-approved postage evidencing system on any class of mail except Periodicals. Such mail is called "metered mail" and is entitled to all privileges and subject to all conditions applying to the various classes of mail.

## 2.0 LICENSING

### 2.1 Procedures

To possess and use a postage evidencing system, the user must apply for and be granted a license by the USPS. A single license allows the licensee to use multiple postage evidencing systems for metered mail deposited in the licensing post office in accordance with 11.0. A postage evidencing system can be licensed to only one post office. The user must submit a separate application, be granted a separate license authorization, and have a separate postage evidencing system for each licensing post office where the user intends to deposit mail. The procedures are as follows:

- a. The applicant submits to the provider all data required for the license, including the city name, state and ZIP Code of the licensing post office where the user intends to deposit the metered mail.
- b. The provider submits the required information to the USPS electronically.
- c. The USPS notifies the provider after granting the license.
- d. The USPS can cancel the licensee's authorization to rent or lease postage evidencing systems if an active system is not associated with the license for 60 days or more. The customer must reapply for a license to resume the use of a postage evidencing system. Exceptions may be granted to seasonal users.

### 2.2 Licensee's Agreement

By applying for a USPS license to rent or lease a postage evidencing system, the applicant agrees that the license may be revoked immediately and the provider notified by

the USPS to withdraw the postage evidencing system from service for the following reasons:

- a. The postage evidencing system is used in any fraudulent or unlawful scheme or enterprise.
- b. The postage evidencing system is not used for 12 consecutive months.
- c. The licensee fails to exercise sufficient control of the postage evidencing system or PSD or fails to comply with the regulations for its care or use.
- d. The licensee fails to abide by the terms and conditions of the authorized provider's lease or rental agreement.
- e. The postage evidencing system or PSD is taken or used outside the United States, its territories or possessions, except as specifically authorized under these regulations by the manager of Postage Technology Management, USPS Headquarters.
- f. Mail is deposited at other than the licensing post office (except as permitted under 11.0).

### 2.3 Refusal to License a User

The USPS notifies both the applicant and the provider in writing when authorization for a license is refused. Any applicant refused authorization may appeal the decision under 2.5. The USPS may refuse authorization for a license for the following reasons:

- a. The applicant submitted false information on the license application.
- b. The applicant violated any regulation regarding the care or use of a PSD, postage evidencing system, or the indicia generated by a system that resulted in the revocation of the applicant's postage meter or postage evidencing system license within 5 years before the date the applicant submits the application.
- c. There is sufficient reason to believe that the applicant will use the postage evidencing system or PSD in violation of USPS regulations.

### 2.4 Revocation of a License

The USPS can revoke the user's license when the user does not fulfill the responsibilities for the care and use of a PSD, postage evidencing system, or the indicia generated by a system. The USPS notifies the licensee's provider(s) of the revocation so that the provider(s) can notify the licensee, cancel the lease or rental agreement(s), and withdraw all postage evidencing systems from service. The notification is sent by certified mail. Revocation takes effect 10 calendar days after the licensee receives the revocation notice unless, within that time, the licensee appeals the decision under 2.5. A license is subject to revocation for the

reasons listed in 2.2, or if there is probable cause to believe that it is to be used in violation of USPS regulations.

**2.5 Appeal Process**

An applicant who is refused a license, or a licensee whose license is revoked, may file a written appeal with the manager of Postage Technology Management, USPS Headquarters (see G043), within 10 calendar days after receiving notification of the decision.

**3.0 LICENSED USER’S RESPONSIBILITIES**

**3.1 Signed Lease or Rental Agreement with Financial Agreement for Resetting**

The licensee must enter into a lease or rental agreement with the provider that includes provisions for resetting the postage evidencing system with postage and an authorized postage payment process under which the licensee agrees to make payment for postage using a payment method approved by the USPS. The USPS is not a party to the lease or rental agreement but use of a postage evidencing system is subject to the regulations of the USPS and the terms and conditions of the lease or rental agreement and the payment process.

**3.2 Custody**

A postage evidencing system or PSD that is in the possession or custody of a licensee must remain in that user’s custody until it is returned to the authorized provider, to its authorized agent, or to the USPS, or is seized by the U.S. Postal Inspection Service for violation of Federal law.

**3.3 Update Licensee Information**

The licensee must update required license application information with the provider whenever there is any change in the licensee’s name, address, telephone number, licensing post office, location of the postage evidencing system, or location of the PSD. The USPS will update the license information based on the receipt of updated information submitted by the provider.

**3.4 Relocation of Licensee**

When a licensee notifies the provider of a change of the licensing post office in accordance with 3.3, the provider will perform the appropriate accounting functions to withdraw the postage evidencing system from service at the original licensing post office and install it and then re-authorize it for use at the new licensing post office, or issue another postage evidencing system for use at the new location.

**3.5 Required Resetting**

All postage evidencing systems must be reset at least once every 3 months. A zero value reset will meet this requirement.

**3.6 Transaction Files**

Some postage evidencing systems generate records of transactions relating to indicia creation, funds transfer (including postage value downloads), and system or PSD audits. For postage evidencing systems that do not maintain automated transaction records, licensees are encouraged to maintain their own records of the readings of the ascending and descending registers for each day of operation. Transaction records are important in the validation of requests for refunds in the case of system malfunction.

**3.7 Inspection and Examination**

The licensee must, upon request, make immediately available for examination and audit by the provider or by the USPS any postage evidencing system or PSD in the licensee’s possession and any corresponding transaction records. The USPS can perform physical or remote examination of any postage evidencing system or PSD. The licensee must meet the requirements for provider inspections and USPS examinations. All postage evidencing systems are inspected in accordance with the Postage Evidencing Systems Inspection and Examination Schedule below.

Postage Evidencing Systems Inspection and Examination Schedule			
Security Level	Postage Evidencing System	Provider Inspection	USPS Examination Requirements
1	Manually reset postage meter	Every 6 months	Must bring to post office for examination when not reset within 3 months
2	Remote reset postage meter with letter-press or digital indicia, but without self-disabling feature	Annually or every 6 months when there is no setting activity in 6 months	Examinations in special circumstances
3	Remote reset meter with letterpress indicia and self-disabling feature	Every 2 years or every 6 months when there is no setting activity in 6 months	Examinations in special circumstances
4	Remote reset postage meter with digital indicia and self-disabling feature	Every 2 years or enhanced inspection process when approved by USPS	Examinations in special circumstances
5	PSD Meter, IBI Meter, or a PC Postage system	Inspections in special circumstances	Examinations in special circumstances

**3.8 Quality Assurance**

Some PC Postage systems print indicia with a printer that may also be used for nonpostal applications. Users of such systems must forward a mailpiece bearing an indicium

produced by the postage evidencing system and associated printer to the provider for quality assurance evaluation. The licensee must forward a quality assurance mailpiece to the provider when the system is installed, when there is a change to the printer connected to the system, and at least once every 12 months thereafter, in accordance with provider directions.

### **3.9 Labels With Fraud Warning and Serial Number**

The licensee must ensure that the fraud warning label placed by the provider on the postage evidencing system or its housing is not removed or destroyed while the postage evidencing system is in the licensee's possession. The fraud warning contains basic reminders on leasing or rental and use of the postage evidencing system, warnings against system tampering or misuse resulting in nonpayment of postage owed, and the penalties for such system misuse. The USPS does not authorize postage evidencing systems for use without this fraud warning. When the postage evidencing system has a serial number or barcode equivalent on the system housing, the user must ensure that neither the serial number nor the barcode is removed or destroyed while the postage evidencing system is in the licensee's possession.

### **3.10 Custody of Suspect Postage Evidencing Systems or PSDs**

The USPS may conduct unannounced, on-site examinations of postage evidencing systems or PSDs reasonably suspected of being manipulated or defective. A postal inspector may immediately withdraw a suspect postage evidencing system or PSD from service for physical and/or laboratory examination. The inspector withdrawing a suspect postage evidencing system or PSD issues the licensee a written acknowledgement of receipt of the item; forwards a copy to the provider; and, if appropriate, assists in obtaining a replacement postage evidencing system or PSD. Unless there is reason to believe that the postage evidencing system or PSD is fraudulently set with postage, existing postage in the postage evidencing system or PSD is refunded to the licensee, in accordance with established refund procedures, when it is withdrawn from service.

### **3.11 Defective Postage Evidencing System or PSD**

A defective postage evidencing system or PSD is one that is inoperable or inaccurately reflects its proper status. A faulty postage evidencing system or PSD may not be used under any circumstance. The procedures for dealing with a defective system are as follows:

- a. The licensee must immediately report any defective postage evidencing system or PSD to the provider.

- b. The provider must begin the retrieval process for any defective postage evidencing system or PSD within 2 business days of notification by the licensee.
- c. The provider may supply the licensee with a replacement postage evidencing system or PSD unless there is a reasonable basis for suspecting actual or attempted tampering.
- d. The provider may not authorize or issue a refund for monies remaining on the faulty postage evidencing system or PSD until the faulty system is in the possession of the provider and has been carefully inspected.

### **3.12 Missing Postage Evidencing Systems or PSDs**

The licensee must immediately report to the provider the loss or theft of any postage evidencing system or PSD or the recovery of any missing postage evidencing system or PSD. The report must include the system identification number and the date, location, and details of the loss, theft, or recovery. In the case of suspected theft, the licensee must submit a copy of the police report to the provider upon request. The provider will report all details of the incident to the manager of Postage Technology Management, USPS Headquarters, in accordance with established procedures.

### **3.13 Returning a Postage Evidencing System or PSD**

A licensee in possession of a faulty or retired postage evidencing system or PSD, or a licensed user who no longer plans to keep a postage evidencing system or PSD in their possession for any reason, must return it within 3 business days to the provider to be withdrawn from service. Postage evidencing systems and PSDs must be shipped by Priority Mail with Delivery Confirmation unless the manager of Postage Technology Management, USPS Headquarters, gives written permission to ship by another means or service.

### **3.14 Approval for Use of Postage Evidencing Systems at Military Post Offices**

A person authorized by the Department of Defense to use the services of an overseas military post office, such as an APO or FPO, can use a USPS-approved postage evidencing system. For such users, the APO or FPO will be designated as the licensing post office on their user license. These users must deposit the mail prepared with their system at the licensing post office. All USPS policies and regulations regarding postage evidencing systems apply.

### 3.15 Approval for Use of Postage Evidencing Systems Outside the United States

The manager of Postage Technology Management, USPS Headquarters (see G043), must give approval to the provider before the provider may place a postage evidencing system with a licensee who plans to use the system outside the customs territory of the United States to print evidence of U.S. postage. The procedures and conditions are as follows:

- a. Licensees must maintain a permanent, established business address in the United States.
- b. Postage evidencing systems used in foreign locations may be leased or rented only from those providers who have an authorized dealer or representative in the country where the postage evidencing system is to be located. The only exception is for those PC Postage systems for which the PSD remains in the custody and possession of the provider rather than the licensee.
- c. Licensees are subject to all USPS regulations and U.S. statutes pertaining to mail, mail fraud, and misuse of postage evidencing systems.
- d. All postage evidencing systems authorized by the USPS for use in foreign locations must have enhanced security features that include remote reset and a self-disabling feature that prevents printing of postage when specific programmed requirements are not met. Only those systems specifically approved in writing by the manager of Postage Technology Management, USPS Headquarters, may be used outside the customs territory of the United States.
- e. Potential users must submit to the provider all data required for a license to lease or rent postage evidencing systems outside the country. The provider will annotate the application to state that it is for the foreign use of a U.S. postage evidencing system and show where the system is to be located. The provider must submit the application to the manager of Postage Technology Management, USPS Headquarters, for review and approval. Once an application is approved and the license authorized, Postage Technology Management will designate the licensing post office and notify the provider and the licensee. The license can be used for multiple postage evidencing systems as long as they all belong to the same licensed user and are licensed at the same licensing post office. Mailers who already have a USPS license to lease or rent postage evidencing systems must apply separately to participate in this program.

- f. The provider selected by the licensee must agree in writing to all terms and conditions established by the USPS pertaining to the distribution of U.S. postage evidencing systems outside of the United States. Once the postage evidencing system is installed, the provider must provide the information on system placement directly to the manager of Postage Technology Management, USPS Headquarters.
- g. Mail to be metered must be metered with U.S. postage and must be entered at the licensing post office.
- h. Postage evidencing systems located outside the United States must be remotely reset at least once every 3 months. A reset for zero postage satisfies this requirement. The Postage Evidencing System Inspection and Examination Schedule (3.7) applies to all systems, however special circumstances may be invoked to inspect systems placed outside the country on a more frequent basis. Failure to make the postage evidencing system available for inspection may result in the revocation of the foreign use license.

### 3.16 Address Management System CD-ROM

For postage evidencing systems designed to access the USPS Address Management System (AMS) CD-ROM, the licensed user must maintain address quality by ensuring the CD-ROM is updated at least once every 6 months.

## 4.0 MANUALLY RESET GENERATION 1 POSTAGE METERS

### 4.1 Initial Setting, Check In, and Installation

A manually reset meter may be installed only as a replacement to complete the current lease or rental term for an existing meter of the same make and model. All manually reset meters will be taken out of service in the near future and replaced by remotely reset meters in accordance with a phased USPS retirement plan. Before delivering a manually reset postage meter to the licensee, the provider must present the meter and a completed PS Form 3601-C, Postage Meter Activity Report, to the licensing post office to have the meter set, sealed (if applicable), and checked into service by the post office where it is to be regularly set or examined, unless the meter is serviced through the on-site meter service program described in 4.5. The installation process for manually reset meters is completed when the data from PS Form 3601-C is transmitted to the appropriate postal information systems.

### 4.2 Check Out and Withdrawal

When a manually reset meter is withdrawn from a user, the provider must present the meter and a completed PS Form 3601-C to the licensing post office to have the meter checked out of service by the post office where it was

regularly set or examined, unless the meter was serviced through the on-site meter service program described in 4.5. The manager of Postage Technology Management, USPS Headquarters, may allow the provider to check out a specifically designated manually reset meter model from service without USPS participation when the provider uses a USPS-approved process to transfer the postage remaining on the meter directly to a remotely reset meter. The withdrawal process for manually reset meters is completed when the data from PS Form 3601-C is transmitted to the appropriate postal information systems.

#### **4.3 Location of Setting**

Except under 4.5, a manually reset meter must be set at the licensing post office. Alternative meter setting locations are no longer allowed. A meter may not be set at a contract postal unit.

#### **4.4 Payment for Postage Settings**

Payment must be made for postage at the time of resetting. Payment may be in cash or by check, USPS-approved debit card, or money order. Payment is subject to USPS standards and procedures.

#### **4.5 On-Site Meter Service Program**

The on-site meter service program, where available, allows qualified USPS employees to set or examine manually reset meters and check them into or out of service at a licensee's place of business within the area served by the licensing post office, or at a facility of the provider or their agent. Only the licensee's meters participating in the on-site meter service program may be serviced at that location. A fee is charged for each meter set, examined, or checked into or out of service at a licensee's place of business, unless a USPS employee qualified to service meters is regularly assigned to that licensee's location for other postal administrative duties. The licensee must pay applicable postage and on-site meter service fees in R900 by check at the time of the meter service for manually reset meters. A fee is charged for each meter examined or checked into or out of service at a facility of the provider or their agent. The provider must pay applicable postage and on-site meter service fees in R900 by check at the time of the meter service. Fees are charged in accordance with R900.14.

#### **4.6 Postage Transfer or Refund**

After USPS verification, unused postage in a manually reset meter checked out of service may be transferred to another of the licensee's meters licensed at the same post office, or the licensee may request a refund. Refunds are granted in accordance with P014.

#### **4.7 Postage Adjustment for a Faulty Meter**

To request a postage adjustment for a faulty manually reset meter, the licensee must present to the provider the meter and the licensee's transaction records, if any. After examining a meter to be checked out of service for apparent faulty operation affecting the ascending or descending registers, the provider must report the malfunction to the manager of Postage Technology Management, USPS Headquarters. The report must contain all applicable meter documentation (including the setting history and transaction records, if any) and a recommendation about the appropriate postage adjustment, if any. When the electronic redundant memory data, as examined by the provider, is inconclusive with respect to the appropriate postage adjustment, the provider must include an analysis of the licensee's recent mailing history supporting the recommended postage adjustment, the reason for the memory failure, and the method used to determine the lost register values. At the same time the report is made to the USPS, the provider must notify the licensee of the proposed postage adjustment. A licensee may appeal a postage adjustment to the manager of Postage Technology Management, USPS Headquarters (see G043), within 60 calendar days of the date that the provider submitted the postage adjustment recommendation to the USPS and notified the user.

### **5.0 REMOTE RESET GENERATION 1 POSTAGE METERS**

#### **5.1 Initial Setting, Check in, and Installation**

A remote reset Generation 1 postage meter is checked into service in the presence of a postal employee qualified to check in postage evidencing systems. The meter is checked into service at the licensing post office unless the on-site meter service program (see 5.6) is used. The provider must furnish the postal employee with the meter and a completed PS Form 3601-C. The check in process for a remote reset Generation 1 postage meter is completed when the required data is transmitted to the appropriate postal information systems, and may be completed concurrently with or prior to installation of the meter at the licensee's location. The manager of Postage Technology Management, USPS Headquarters, may allow the provider to check in a specifically designated meter model without USPS participation when the provider uses a USPS-approved process in which the information to complete the check in process is captured directly from the postage evidencing system. The installation process for these meters is completed when the provider transmits required data to the appropriate postal information systems.



## 5.2 Check Out and Withdrawal

A remote reset Generation 1 postage meter is checked out of service in the presence of a postal employee qualified to check out postage evidencing systems. The meter is checked out of service at the licensing post office unless the on-site meter service program (see 5.6) is used. The provider must furnish the postal employee with the meter and a completed PS Form 3601-C. The check out process for a remote reset Generation 1 postage meter is completed when the required data is transmitted to the appropriate postal information systems. The manager of Postage Technology Management, USPS Headquarters, may allow the provider to check out a specifically designated meter model from service without USPS participation when the provider uses a USPS-approved process in which the information to complete the check out process is captured directly from the postage evidencing system. In this instance, the provider must examine the meter before a refund can be issued for the postage remaining in the meter. The withdrawal process for remote reset meters is completed when the provider transmits required data to the appropriate postal information systems.

## 5.3 Location of Setting

A remote reset Generation 1 postage meter is reset telephonically at the location of the meter.

## 5.4 Payment for Postage Settings

For a remote reset Generation 1 postage meter, the licensee may deposit funds only by check, electronic funds transfer, or automated clearinghouse transfer, in accordance with USPS standards and procedures.

## 5.5 Resetting

To reset a remote reset Generation 1 postage meter, the following conditions must be met:

- a. The licensee's account must have sufficient funds to cover the desired postage increment, or the provider must have agreed to advance funds to the licensee.
- b. The licensee must give the provider identifying information and system audit data as required by the USPS and in accordance with the provider's resetting specifications. Before completing the resetting, the provider must verify the identifying data, authenticate the user's license, conduct the postage evidencing system audit, and ascertain whether the user's account contains sufficient funds to cover the desired postage increment.
- c. After the resetting transaction is completed, the provider must document the transaction for the licensee, including the balance remaining in the licensee's account, unless the provider gives the user a monthly statement documenting all transactions for the period and the balance after each transaction.

## 5.6 On-Site Meter Service Program

The on-site meter service program, where available, allows qualified USPS employees to check remote reset Generation 1 meters into or out of service at a facility of the provider or their agent. Meters to be serviced are accompanied by PS Form 3601-C. A fee is charged for each meter examined or checked into or out of service at a facility of the provider or their agent. The provider must pay applicable postage and on-site meter service fees in R900 by check at the time of the meter service for remote reset Generation 1 meters. Fees are charged in accordance with R900.14.

## 5.7 Postage Transfer or Refund

After USPS verification, unused postage in a remote reset Generation 1 postage meter checked out of service may be transferred by the USPS to another of the licensee's postage evidencing systems licensed at the same post office, or to the customer's meter resetting account, or the licensee may request a refund. Refunds for unused postage in the meter and for any unused balance in the licensee's account are granted in accordance with P014.

## 5.8 Postage Adjustment for Faulty Meters

To request a postage adjustment for a faulty remote reset Generation 1 postage meter, the licensee must present to the provider the meter and the licensee's transaction records, if any. After examining a meter checked out of service for apparent faulty operation affecting the ascending or descending registers, the provider must report the malfunction to the manager of Postage Technology Management, USPS Headquarters. The report must contain all applicable meter documentation and a recommendation regarding the appropriate postage adjustment, if any. When the electronic redundant memory data, as examined by the provider, is inconclusive as to the need for a postage adjustment, the provider must include an analysis of the licensee's recent mailing history supporting the recommended postage adjustment, the reason for the memory failure, and the method used to determine the lost register values. At the same time the report is made to the USPS, the provider must notify the licensee of the proposed postage adjustment. A licensee may appeal a postage adjustment to the manager of Postage Technology Management, USPS Headquarters (see G043), within 60 calendar days of the date that the provider submitted the postage adjustment recommendation to the USPS and notified the user.

## 6.0 PSD METERS AND IBI METERS

### 6.1 Initialization, Authorization, Check In and Installation

All PSD Meters and IBI Meters use a PSD to maintain postal registers and authorize the printing of evidence of postage. Before the licensee can print evidence of postage, these postage evidencing systems must be initialized and

authorized by the provider. The initialization process installs PSD-specific information that does not change over the life cycle of the PSD. The authorization process sets user-specific information. The provider reauthorizes the PSD when certain user-specific information changes. PSD Meters and IBI Meters are checked into service by the provider. The information necessary to complete the check in process is captured directly from the postage evidencing system. The installation process for these meters is completed when the required data is transmitted to the appropriate postal information systems.

### 6.2 Check Out and Withdrawal

When a PSD Meter or IBI Meter is no longer used, the licensee notifies the provider and arranges to return the meter to the provider. The provider checks the meter out of service. The provider must examine the meter before a refund can be issued for any postage remaining on the meter. The information to complete the check out process is captured directly from the postage evidencing system. The withdrawal process for a PSD Meter or IBI Meter is completed when the required data is transmitted to the appropriate postal information systems.

### 6.3 Location of Setting

A PSD Meter or IBI Meter is reset remotely at the location of the meter by means of a connection between the provider's resetting system and the postal registers in the PSD.

### 6.4 Payment for Postage Settings

For PSD Meters and IBI Meters the licensee may deposit funds only by check, electronic funds transfer, or automated clearinghouse transfer, in accordance with USPS standards and procedures.

### 6.5 Resetting

To reset a PSD Meter or IBI Meter the following conditions must be met:

- a. The licensee's account must have sufficient funds to cover the desired postage increment, or the provider must have agreed to advance funds to the licensee.
- b. The licensee must provide identifying information and system audit data as required by the USPS and in accordance with the provider's resetting specifications. Before completing the resetting, the provider must verify the identifying data, authenticate the user's license, conduct a remote postage evidencing system audit, and ascertain whether the user's account contains sufficient funds to cover the desired postage increment.
- c. After the resetting transaction is completed, the provider must document the transaction for the licensee, including the balance remaining in the licensee's account, unless the provider gives the user a monthly

statement documenting all transactions for the period and the balance after each transaction.

### 6.6 Postage Refund

Unused postage in a PSD Meter or IBI Meter will be refunded to the licensed user along with any unused balance in their account under P014.

### 6.7 Postage Adjustment for Faulty PSD Meters and IBI Meters

When the licensee requests a postage adjustment for a faulty PSD Meter or IBI Meter, the meter must first be withdrawn from service and physically examined by the provider. The provider will compare the data in the PSD registers with the data from the system transaction records. After examining a PSD Meter or IBI Meter withdrawn from service for apparent faulty operation affecting the ascending or descending registers, the provider must notify the licensee of the proposed postage adjustment, if any. At the same time the user is notified, the provider must report the malfunction to the manager of Postage Technology Management, USPS Headquarters. The report must contain all applicable documentation (including a copy of the transaction records) and a recommendation for any appropriate postage adjustment. The licensee may appeal a postage adjustment to the manager of Postage Technology Management, USPS Headquarters (see G043), within 60 calendar days of the date that the user is notified of the proposed postage adjustment recommendation.

## 7.0 PC POSTAGE SYSTEMS

### 7.1 Initialization, Authorization, Check In, and Installation

All PC Postage systems use a PSD to maintain postal registers and perform postal functions. Before the licensee can print evidence of postage using a PC Postage system, the system's PSD must be initialized and authorized by the provider. The initialization process installs PSD-specific information that does not change over the life cycle of the PSD. The authorization process sets user-specific information. The provider reauthorizes the PC Postage system PSD when certain user-specific information changes. The installation and check in process for a PC Postage system is completed when the data required by the USPS is transmitted to the appropriate postal information systems.

### 7.2 Check Out and Withdrawal

When a PC Postage system is no longer used, the licensee notifies the provider. The provider withdraws the system from service and transmits the required data to the appropriate postal information systems to check it out of service. A PSD in the custody of the licensee must be returned to the provider for examination before a refund can be issued for any postage remaining on the PSD.

### 7.3 Location of Setting

A PC Postage system is reset remotely using a personal computer with a connection between the provider's resetting system and the postal registers in the PSD.

### 7.4 Payment for Postage Settings

For a PC Postage system, the USPS will accept payment only in the form of credit card or automated clearinghouse debit, in accordance with USPS standards and procedures.

### 7.5 Resetting

To reset a PC Postage system the following conditions must be met:

- a. The licensee must initiate payment to the USPS sufficient to cover the desired postage increment before requesting a postage value download to reset the system.
- b. The licensee must provide identifying information and system audit data as required by the USPS and in accordance with the provider's resetting specifications. Before completing the resetting, the provider must verify the identifying data, authenticate the user's license, conduct a postage evidencing system audit, and ascertain whether payment to the USPS sufficient to cover the requested postage value download was initiated by the licensee.
- c. The provider will supply the licensee with documentation of the reset transaction and the balance in the descending register, if any.

### 7.6 Postage Refunds

The USPS provides refunds for the entire postage value balance remaining on the PSD of a PC Postage system that is withdrawn from service and is in the possession of the provider. Refunds are requested and paid through the provider in accordance with P014.

### 7.7 Postage Adjustment for Faulty PSD

When the licensee requests a postage adjustment for a faulty PSD of a PC Postage system, the PSD must first be withdrawn from service and physically examined by the provider. The provider will compare the data in the PSD registers with the data from the system transaction records. After examining a PSD withdrawn from service for apparent faulty operation affecting the ascending or descending registers, the provider must notify the licensee of the proposed postage adjustment, if any. At the same time the user is notified, the provider must report the malfunction to the manager of the Postage Technology Management, USPS Headquarters. The report must contain all applicable documentation (including a copy of the transaction records) and a recommendation for any appropriate postage adjustment. The licensee may appeal a postage adjustment to the manager of the Postage Technology Management, USPS

Headquarters (see G043), within 60 calendar days of the date that the user is notified of the proposed postage adjustment recommendation.

## 8.0 INDICIA — GENERAL INFORMATION

### 8.1 Amount of Postage

The value of the indicia affixed to each mailpiece must be either the exact amount due or another amount permitted by standard. Refunds for overpayment must meet the standards in P014.

### 8.2 Refunds for Unused Indicia

Refunds for indicia amounts already printed on an envelope or label but not mailed are made in accordance with P014.

### 8.3 Mixed Forms of Postage Evidencing

Different forms of evidence of prepayment of postage may not be mixed on letter-size, single-piece-rate mailpieces. In particular, postage stamps and indicia generated by a postage evidencing system may not be used on the same mailpiece; indicia generated by a postage evidencing system that uses a facing identification mark (FIM) to face the mail may not be used on the same mailpiece as indicia printed with fluorescent ink; and IBI may not be used on the same mailpiece as letterpress indicia or non-IBI digital indicia.

### 8.4 Use of Indicia

Valid indicia produced by a postage evidencing system can be used only to show evidence of payment for postage or other services provided by the USPS. Indicia for zero postage must not be affixed to any item delivered by another carrier. In any illustration of information-based indicia (IBI) produced by an IBI Meter or a PC Postage system, and not intended to be used as postage, the two-dimensional barcode must be rendered unreadable.

## 9.0 INDICIA

### 9.1 Approved Designs

The manager of Postage Technology Management, USPS Headquarters, must approve the design (type, format, and content) of all indicia that will be produced by a postage evidencing system. This approval shall include all elements in the indicium required by USPS regulations and the postage evidencing system performance criteria and applies to the entire area within the indicium boundary (9.4).

### 9.2 Legibility

Indicia must be legible. Illegible or unreadable (unscannable) indicia are not acceptable as payment of postage. Should there be a need to place multiple indicia on an envelope (e.g., for redate or postage correction) the indicia must not overlap each other. Overlapping indicia are not

acceptable as payment of postage. Reflectance measurements of the indicia and the background material must meet the standards in C840.5.

### 9.3 Position

Indicia must be printed or applied in the upper right corner of the envelope or address label. Indicia must be at least 1/4 inch from the right edge of the mailpiece and 1/4 inch from the top edge of the mailpiece, and must not infringe on the areas reserved for the FIM, POSTNET barcode, or optical character reader (OCR) clear zone. Indicia must be oriented with the longest dimension parallel to the address. When a FIM is printed with the indicia, the position of the FIM must meet the requirements in C100.5.0.

### 9.4 Boundaries

The USPS controls what is printed within the boundaries of indicia. The boundaries are defined as follows:

- a. For letterpress indicia, the boundaries are determined by the dimensions of the printing die used by the postage evidencing system to print postal information. Licensees may obtain an additional printing die from the provider, often called the "ad plate," for additional text to be included when printing indicia. The ad plate may contain postal markings (9.7) or other printed matter (9.8).
- b. For digital indicia, including IBI, the boundaries are defined by the right edge of the envelope, the top edge of the envelope, and the bottom edge and the left edge of any USPS-required indicium element printed by the postage evidencing system. A 1/2-inch clear zone, within which nothing shall be printed by the postage evidencing system, must surround the indicium boundaries to the left of and below all elements of the indicium.

### 9.5 Contents

Unless otherwise approved by the manager of Postage Technology Management, USPS Headquarters, the following information must be included in indicia:

- a. The city, state, and 5-digit ZIP Code of the licensing post office; the postage evidencing system serial number or PSD identification number; identification of the provider; the date of mailing; the words "US Postage," and the postage amount.
- b. As an alternative to the city, state, and 5-digit ZIP Code of the licensing post office, just the ZIP Code of the licensing post office; in this case, the words "Mailed from ZIP Code" may be added to the indicia.
- c. For multiple indicia on a given mailpiece, information showing the licensing post office in each indicium.
- d. For digital indicia, including IBI, the class of mail and presort level.

- e. For IBI, the required data elements of the two-dimensional barcode in accordance with the performance criteria for the given postage evidencing system.
- f. For special indicia, including the date correction or redate indicia, the postage correction indicia, indicia for APO/FPO, and the indicia for prepaid reply mail, information as required by 10.0.

### 9.6 Format

Arial font must be used for all postal information in the indicia. The postage amount must be at least 10-point type size. For all other required information, the type size must be at least 8 points. The mail class or endorsement, the postage amount, and the words "US Postage" must be in bold type and all letters must be capital letters. The words "US Postage" must be the most prominent and conspicuous printed matter in the indicia other than the postage amount. The remaining required information (city, state, and 5-digit ZIP Code; the date; and the PSD ID) need not be capitalized or bold. The type size used for all other text printed in the indicia must be no greater than 8 points and must not be in bold type.

### 9.7 Postal Markings

The postal marking that may be included in indicia vary by indicia type, as follows:

- a. Letterpress indicia may include postal markings related to the class of mail and presort level, or ancillary service endorsement, in accordance with postal regulations. When placed in the ad plate area, only the postal marking may be printed, and it must fill the ad plate area as much as possible. All words must be in bold capital letters at least 1/4 inch high or 18-point type, and legible. Exceptions are not made for small ad plates that cannot accommodate a permissible marking.
- b. Digital indicia may include ancillary service endorsements.

### 9.8 Other Matter Printed by Postage Evidencing Systems

Other printed matter must not infringe on the areas reserved for the FIM, POSTNET barcode, or optical character reader (OCR) clear zone. The matter that may be printed is based on indicia type, as follows:

- a. For letterpress indicia only, advertising matter, slogans, and return addresses may be printed with the indicia within space limitations. Licensed users must obtain the ad plates for printing this matter from the authorized provider. Ad plate messages must be distinguished by the inclusion of the name of the mailer or words such as "Mailer's Message." The ad plate must not be obscene, defamatory of any person or

group, or deceptive, nor may it advocate unlawful action. The ad plate must not emulate any form of valid indicia or payment for postage.

- b For postage evidencing systems that print digital indicia, including IBI, an approved indicium shall include within its boundaries only postal markings and text required or recommended by USPS regulation, except that the indicium may identify the provider. Other matter may be printed only outside the boundaries of the clear zone (9.4) surrounding the indicium. Such printed matter may not be obscene, defamatory of any person or group, or deceptive, and it must not advocate any unlawful action. The printed matter must not emulate any form of valid indicia or payment for postage.

### 9.9 Ink

All indicia printed by Generation 1 postage evidencing systems must be printed with USPS-approved fluorescent ink. Failure to use fluorescent ink may lead to the revocation of the user's license. Generation 2 postage evidencing systems must use fluorescence to ensure that the mail is faced during processing, unless otherwise approved by the manager of Postage Technology Management (G043). Generation 2 postage evidencing systems that do not print with fluorescent ink must use an alternative USPS-approved method to ensure that the mail is faced during processing. Approved methods include use of a facing identification mark (FIM) for indicia printed directly on letter-size First-Class Mail (9.10) or printing indicia on USPS-approved labels (9.11). The ink or alternative facing method used is specified in the indicia approval granted by the manager of Postage Technology Management, USPS Headquarters.

### 9.10 Facing Identification Mark

The facing identification mark (FIM) serves to orient and separate certain types of First-Class Mail during the facing and canceling process. Letter-size First-Class Mail with IBI printed with nonfluorescent ink directly on the envelope by an IBI Meter or a PC Postage system must bear a USPS-approved FIM D unless it is courtesy reply mail. The FIM must meet the format, dimensions, print quality, and placement specified in C100.5.

### 9.11 Adhesive Label or Tape

When indicia are printed on adhesive tape or on a label for application to the mailpiece, the tape or label used, including the label stock itself as well as the use of fluorescent ink to print indicia and the format and placement of any fluorescence on the label stock, must be approved by the manager of Postage Technology Management, USPS Headquarters. Failure to use the label approved by the USPS for use with the system may result in revocation of

the postage evidencing system license. The label must meet the following requirements:

- a. The label must be a pressure-sensitive, permanent label. The label is subject to the corresponding standards in C810.6.2 for minimum peel adhesion. The applied label must adhere well enough that it cannot be removed in one piece. A face stock/liner label (also called a "sandwich" label) must not be used for printing indicia for postage evidencing.
- b. The label must meet the reflectance requirements in C840.5.0.
- c. The label must be large enough to contain the entire indicia.
- d. Indicia printed on a label must be the same as the indicia approved by the manager of Postage Technology Management for printing directly on an envelope. The label must not include any image or text other than those allowed by USPS regulation, unless approved by the manager of Postage Technology Management.
- e. For labels or tapes applied to standard letter-size envelopes and postcards sent as First-Class Mail, the indicia must be printed with fluorescent ink (9.9), or the label must have fluorescent tagging that is sufficient to enable the USPS to face and process the mail, as verified by postal testing of each label design. The fluorescent tagging must meet a minimum fluorescent emission intensity of at least 20 phosphor meter units (PMUs), with a maximum of 70 PMUs. The visible color of the fluorescent tagging may be any color that meets the fluorescence requirements. The fluorescent tagging shall exhibit no noticeable change (i.e., no more than 10%) in its emission when exposed to elevated temperature and high humidity conditions.
- f. The label must be placed on the envelope so that the position of the indicium meets the requirements in 9.3.
- g. When a label is applied to an envelope that already has a FIM, the label must not cover the existing FIM.

### 9.12 Complete Date

Indicia must include the month, day, and year for all First-Class Mail, registered, certified, insured, COD, and special handling mail, whether the indicia is printed directly onto the mailpiece or onto a separate label or tape. For prepaid reply postage see 10.4. The date format must be in accordance with 9.6. The year must be represented by four digits. The date (day, month, or year) may be shown in indicia for Standard Mail and Package Services, except that labels for use with a PC Postage system must include the month, day, and year in all uses.

### 9.13 Date Accuracy

The date of mailing in the indicium must be the actual date of deposit, except that mail entered after the day's last scheduled collection from the licensing post office or collection box may bear the actual date of entry or the date of the next scheduled collection from the licensing post office or collection box. Authorized dispatch-prepared presort mail accepted after midnight may bear the previous day's date. When the licensee knows the mail will not be tendered to the USPS on the date of mailing shown in the indicium, the user should use a date correction indicium (10.1).

## 10.0 SPECIAL INDICIA

### 10.1 Date Correction or Redate

A date correction or redate indicium is required for any mailpiece not deposited by the date of mailing in the indicium as required by 9.13. Only one date correction indicium is permitted on a mailpiece. The date correction or redate indicium may be printed on a USPS-approved label instead of directly on the mailpiece. Formats are as follows:

- a. For all postage evidencing systems except PC Postage systems, a date correction must show the actual date of deposit and zero postage value ("0.00"). The date correction is placed on the nonaddress side in the upper right corner or on the address side in the lower left corner of letter-size mail. On flats or parcels, it must be placed next to the original indicium. The mailer may use an ink jet printer to correct the date in the indicia on pieces in barcoded mailings if the text, preceded by two asterisks and showing the actual date of deposit, city, state, and 3-digit ZIP Code of the mailing office, is placed above the address block and below the indicia.
- b. For PC Postage systems, a date correction or redate indicium includes only the actual date of deposit and the word "REDATE," instead of a postage value. On letter-size mail, redate indicia must be placed on the nonaddress side at least 3/4 inch from the bottom edge of the mailpiece and not on an envelope flap. On flats or parcels, it must be placed next to the original indicium. The redate or date correction must not include the FIM or the two-dimensional barcode.

### 10.2 Postage Correction

Indicia for additional postage must be placed on a shortpaid mailpiece to correct postage. The postage correction may be printed on a USPS-approved label instead of directly on the mailpiece and must contain all of the elements required for indicia in 9.5. Formats are as follows:

- a. For all postage evidencing systems except for PC Postage systems, the postage correction indicium is placed on the nonaddress side in the upper right corner or on the address side in the lower left corner of

letter-size mail. On flats or parcels, it must be placed next to the indicium.

- b. For a PC Postage system, the word "CORRECTION" must be printed in the postage correction and it must not include a FIM. On letter-size mail, the PC Postage correction indicium must be printed on the non-address side at least 3/4 inch from the bottom edge of the mailpiece and not on an envelope flap. On flats or parcels, it must be placed next to the original indicium. The postage correction indicium may be printed on a USPS-approved label instead of directly on the mailpiece.

### 10.3 APO/FPO Meters

Postage evidencing systems used by military (APO/FPO) post offices must show the military branch and address format for each location (e.g., "ARMY APO AE 09102"). Exceptions are made only for postage evidencing systems used in fleet post offices on board U.S. naval vessels that may show the name of the ship instead of the standard wording for Navy meters (e.g., "USS SARATOGA (CV-60) 34078-2740").

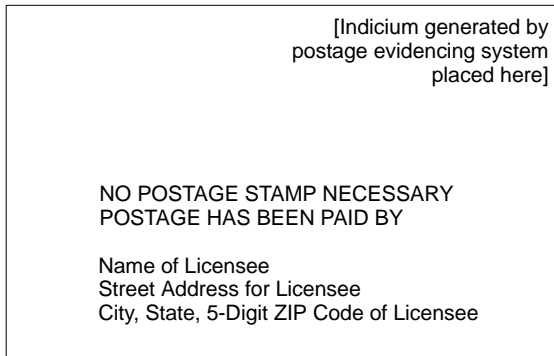
### 10.4 Reply Postage

Indicia generated by any postage evidencing system may be used to prepay reply postage on Express Mail; on Priority Mail when the rate is the same for all zones; on First-Class Mail cards, letters, and flats up to a maximum of 13 ounces; and on single-piece-rate Media Mail and Library Mail, under the following conditions:

- a. The postage amount must be enough to prepay the postage in full.
- b. Indicia may be printed directly on the mailpiece or on a label and must be positioned in accordance with 9.3. An applied label must meet the standards in 9.11.
- c. Indicia used to prepay reply postage, except for IBI generated by a PC Postage system, must not show the date.
- d. IBI generated by a PC Postage system to prepay reply postage must show the date the licensee printed the indicium and must include the words "REPLY POSTAGE."
- e. The mailpiece must be pre-addressed for return to the licensee. Prepaid reply mail is delivered only to the address of the licensee. When the address is altered, the mail is held for postage.
- f. Except for those PC Postage systems with the capability to print an address for the given class or size of mailpiece, the address side of reply mail may be prepared by any photographic, mechanical, or electronic process or combination of such processes (other than handwriting, typewriting, or handstamping). For

those PC Postage systems with the capability to print destination addresses for the given size and class of mailpiece, the address must be prepared using the PC Postage system.

- g. The words "NO POSTAGE STAMP NECESSARY POSTAGE HAS BEEN PREPAID BY" must be printed above the address.
- h. For barcoded letter-size First-Class Mail reply mail for all postage evidencing systems except PC Postage, FIM C is used (C100.5). For PC Postage, FIM D is required for prepaid reply mail when the indicium is printed directly on the mailpiece.
- i. The address side must follow the style and content as described in this section and shown in the example below. Nothing may be added except a return address, FIM, or barcode.



**11.0 MAILINGS**

**11.1 Preparation of Metered Mail**

Metered mail is subject to the preparation standards that apply to the class of mail and rate claimed.

**11.2 Notification of Metered Mailings Presented in Bulk**

Mailers who present presorted First-Class Mail, Standard Mail, Parcel Post in bulk quantities, Presorted Bound Printed Matter, Carrier Route Bound Printed Matter, or Presorted Media Mail using metered postage must complete Form 3615. Completion of this form is for record keeping only. If an applicant has a completed Form 3615 on file for other services, notification to present metered mail in bulk is annotated on the existing application. There is no fee for this service.

**11.3 Combination**

Metered mail may be combined in the same mailing with mail paid by other methods only if authorized by the USPS.

**11.4 Where to Deposit**

Metered mail may be deposited in the following locations, except that certain special services require that the mail be presented directly to a USPS employee (see S900).

- a. The licensee may deposit metered mail at a post office acceptance unit, retail unit, or other location designated by the postmaster of the licensing post office (i.e., the post office shown in the indicia).
- b. Metered mail may be deposited in any street collection box under the jurisdiction of the licensing post office, except where specially marked collection boxes are available adjacent to the standard collection box.
- c. Express Mail, Priority Mail, and single-piece-rate First-Class Mail may be deposited in any street collection box or other such place where mail is accepted, except where specially marked collection boxes are available adjacent to the standard collection box.
- d. Metered mail may be deposited at other than the licensing post office under D072.
- e. International mail may be deposited in accordance with the *International Mail Manual (IMM)*.
- f. A licensed user authorized to use an APO or FPO as the licensing post office may deposit mail only at the licensing APO or FPO.
- g. All other licensee's who have USPS approval to use a postage evidencing system outside the country may deposit mail only at their domestic licensing post office.

**11.5 Irregularities**

The USPS examines metered mail to detect irregularities in preparation and dating.

**12.0 AUTHORIZATION TO PRODUCE AND DISTRIBUTE METERS (POSTAGE EVIDENCING SYSTEMS)**

Title 39, Code of Federal Regulations, part 501, contains information concerning authorization to produce and distribute postage meters (postage evidencing systems); the suspension and revocation of such authorization; performance standards, test plans, testing, and approval; required production security measures; and standards for distribution and maintenance. Further information may be obtained from the manager of Postage Technology Management, USPS Headquarters (see G043 for address).

\* \* \* \* \*

DMM REVISION

**Refunds and Exchanges for Metered Postage**

Effective January 1, 2002, *Domestic Mail Manual* (DMM) P014, Refunds and Exchanges, is revised to clarify the refund policy for metered postage. These changes are being made in conjunction with changes to P030, Postage Meters (Postage Evidencing Systems; see page 9). The term “postage evidencing system” is the collective term used in policies that affect postage meters and other postage metering systems such as those digitally printing meters that use a Postal Security Device (PSD), those digitally printing meters that generate information-based indicia (IBI), and PC Postage™ systems. For consistency, the process used to apply postage with any postage evidencing system can still be called “metering”; such mail can still be called “metered mail”; indicia printed by a postage evidencing system (“indicia”) can still be referred to as “meter stamps” or “meter impressions”; and postage value in a postage evidencing system can still be referred to as “meter units.”

The significant changes to DMM P014 include:

- We will no longer allow customers to convert unused postage stamps into meter settings. The customer option to convert unused postage stamps to permit imprint advance deposit accounts has not changed.
- We clarified the charge for refunds of unused indicia printed by a postage evidencing system on unmailed envelopes. Refunds will be made for the full value of the indicia; however, there may be a charge for processing.
- We clarified the refund process for each type of postage evidencing system. The Postal Service handles refunds for all postage evidencing systems except for PC Postage systems. Refunds for PC Postage are processed through the system provider.
- We clarified the refund process for unused postage value remaining in a postage evidencing system for three different situations: (1) the system is checked out and withdrawn from use, (2) the system is faulty through no fault of the user, and (3) the system is damaged by fire, flood, etc.
- We reduced the time limit for obtaining a refund for unused postage evidencing system indicia from 1 year to 60 days for all postage evidencing systems except for PC Postage systems. The time limit for PC Postage systems was increased from 10 days to 30 days.

We will incorporate these revisions into the printed and online versions of DMM Issue 57; the online version is available via Postal Explorer at <http://pe.usps.gov>.

**Domestic Mail Manual (DMM)**

\* \* \* \* \*

**P Postage and Payment Methods**

**P000 Basic Information**

**P010 General Standards**

\* \* \* \* \*

**P014 Refunds and Exchanges**

\* \* \* \* \*

**1.0 STAMP EXCHANGES**

\* \* \* \* \*

**1.7 Stamps Converted to Other Postage Forms**

*[Revise 1.7 to read as follows:]*

A customer may submit postage stamps for conversion to an advance deposit for permit imprint mailings, subject to these conditions:

- a. Only full panes of postage stamps (or coils of stamps in the original sealed wrappers) are accepted for conversion. Accepted stamps include commemorative stamps issued no more than 1 year before the requested conversion date or regular stamp issues not officially withdrawn from sale.
- b. A request for stamp conversions must be made in writing to the district manager of Customer Service and Sales in the district where the customer’s post office is located. The customer’s request must include:
  - (1) Name, denomination, quantity, and value of stamps for which conversion is requested.

\* \* \* \* \*

- c. The amount of postage applied to a permit imprint advance deposit account through conversion is the full face value of the stamps.

\* \* \* \* \*

- e. No part of any amount applied to a permit imprint advance deposit account from the conversion of postage stamps is later refundable in cash or by any other means.

\* \* \* \* \*

**2.0 POSTAGE AND FEES REFUNDS**

**2.1 Refund Standards**

\* \* \* \* \*



[Revise item b to read as follows:]

- b. 3.0 for refund requests for postage evidencing systems and metered postage. Metered postage is printed by a postage evidencing system (P030). Refunds may be requested for unused indicia, unused postage value remaining in a postage evidencing system, and the unused balance in a postage payment account.

\* \* \* \* \*

[Revise heading and text of 2.5 to read as follows:]

**2.5 Refunds for Metered Postage**

A refund for complete, legible, and valid, unused indicia printed on unmailed envelopes, wrappers, or labels is made under 3.2 when they are submitted by the licensee within 60 days from the dates shown on the indicia except for indicia produced by PC Postage™ systems. For PC Postage systems, the unused indicia must be submitted within 30 days from the dates shown in the indicia. For all indicia, except those produced by a PC Postage system, the licensee submits the indicia to the licensing post office and the USPS processes the refund. USPS charges 10% of the face value of the indicia if the total is \$250 or less. If the total face value is more than \$250, the charge is \$10 per hour for the actual hours to process the refund; the minimum charge is \$25. The licensee submits indicia produced by a PC Postage system to the system provider for refund processing. The provider may charge for processing refund requests.

\* \* \* \* \*

**2.8 Applying for Refund**

[Revise 2.8 to read as follows:]

Except for refunds for metered postage under 2.5, the customer must apply for a refund on Form 3533; submit it to the postmaster; and provide the envelope, wrapper, or a part of it showing the names and addresses of the sender and addressee, canceled postage and postal markings, or other evidence of postage and fees paid for which the refund is requested.

**2.9 Ruling on Refund Request**

[Revise 2.9 to read as follows:]

Refunds are decided as follows:

- a. Metered postage, except for PC Postage systems. The postmaster at the licensing post office grants or denies requests for refunds for metered postage under 3.2.a. The licensee may appeal adverse decisions through the manager of Postage Technology Management, USPS Headquarters (G043).

- b. PC Postage systems. The system provider grants or denies requests for refunds for indicia printed by PC Postage systems under 3.2.b, using established USPS criteria. The licensee may appeal adverse decisions through the manager of Postage Technology Management, USPS Headquarters.
- c. Optional Procedure (OP) mailing. A mailer’s request for a refund for an Optional Procedure (OP) mailing must be submitted to the RCSC manager.
- d. All other postage. The local postmaster grants or denies all other requests for refunds under 2.0. The customer may appeal adverse decisions through the postmaster to the RCSC.

\* \* \* \* \*

[Revise headings and text of 3.0 to read as follows:]

**3.0 REFUND REQUEST FOR POSTAGE EVIDENCING SYSTEMS AND METERED POSTAGE**

**3.1 Unused Postage Value in Postage Evidencing Systems**

The unused postage value remaining in a postage evidencing system checked out and withdrawn from service may be refunded depending upon the circumstance and USPS ability to make a responsible determination of the actual or approximate amount of the unused postage value. If the postage evidencing system is withdrawn for faulty operation that is not the fault of the licensee, a final postage adjustment or refund will be withheld pending the system provider’s report of the cause to the USPS and the USPS determination of whether or not a refund is appropriate, and if so, the amount of the refund. If the postage evidencing system is damaged by fire, flood, etc. postage may be refunded or transferred only if the registers are legible or the register values can be reconstructed by the system provider based on adequate supporting documentation, there is proof of denial of the licensee’s insurance claim in cases where the loss was insured against, and the licensee provides a statement on the cause of the damage. Refunds for specific postage evidencing systems are handled as follows:

- a. For a manually reset meter being checked out and withdrawn from service, unused postage value may be transferred to another of the licensee’s meters licensed at the same post office, or the licensee may request a refund. The USPS must examine a manually reset meter and verify the amount before any remaining funds are cleared from the meter and a refund or credit is initiated for unused postage value, or additional money is collected to pay for postage value used, based on what is found. The provider may check out and withdraw a specifically

designated manually reset meter model from service without USPS participation when the provider uses a USPS-approved process to transfer the postage remaining on the meter directly to a remotely reset meter. Licensees may also submit their own transaction records, if any, or a system-generated register as supporting documentation.

- b. For a remote reset postage evidencing system being checked out and withdrawn from service, the unused postage value remaining on the system may be transferred by the USPS to another of the licensee's postage evidencing systems licensed at the same post office, or to the licensee's postage payment account, or the licensee may request a refund. The USPS must examine the meter and verify the amount before a refund or credit is initiated for the unused postage value or additional postage is collected, based on what is found, unless the provider has a USPS-approved system for automated transfer of funds from one meter to another. In this instance, the provider must examine the meter before a refund can be issued for the remaining postage balance. The licensee may also submit transaction records or a system-generated register as supporting documentation.
- c. For a PSD Meter or IBI Meter being checked out and withdrawn from service, an amount equivalent to the postage value remaining on the system will be refunded to the licensed user along with any unused balance in the licensee's postage payment account. The provider must examine a PSD Meter or IBI Meter and verify the amount before a refund or credit is initiated for the unused postage value or additional postage is collected, based on what is found. The licensee may also submit transaction records, if any, or a system-generated register as supporting documentation.
- d. For a PC Postage system that is checked out and withdrawn from service, the USPS refunds the entire unused postage value remaining on the PSD for the user's system. The refund is issued through the licensee's provider. The licensee must notify the provider of the intent to withdraw the system. To determine the remaining postage value on the PC Postage system, the licensee has the PC Postage system generate a refund request indicium for transmittal to the provider for verification. A refund can be issued only when the system PSD is in the provider's possession.

### 3.2 Unused Postage Evidencing System Indicia on Mailpieces or Labels

All refund requests for unused postage evidencing system indicia must include proof that the person or entity requesting the refund is the licensee for the postage evidencing system that printed the indicia. Refunds are considered as follows:

- a. Unused postage evidencing system indicia, except for those printed by a PC Postage system, are considered for refund only if complete, legible, and valid. They must be submitted by the licensed user to the postmaster at the licensing post office with Form 3533 within 60 days of the date in the indicia. The refund request must be submitted with the part of the envelope or wrapper showing the addressee's name and address (including the window on a window envelope). Indicia printed on labels or tapes not stuck to wrappers or envelopes must be submitted loose. If a part of the indicia is printed on one envelope or card and the remaining part on another, the two must be fastened together to show that they represent one indicium. Refunds are allowable for indicia on metered reply envelopes only when it is obvious that an incorrect amount of postage was printed on them. Envelopes or address parts of wrappers on mail returned to sender from the mailing office, marked to show no effort was made to deliver (e.g., "received without contents"), must be submitted separately with an explanation.
- b. Unused indicia printed by a PC Postage system are considered for refund only if they are complete, legible, and valid and are submitted to the authorized provider for verification within 30 days of the date of mailing shown in the indicia, with the required documentation. In support of the refund request, indicia printed on an envelope or wrapper are submitted with the part of the envelope or wrapper showing the addressee's name and address (including the window in a window envelope). For indicia printed on a label that is not affixed to an envelope or wrapper, the complete label is submitted loose.

### 3.3 Ineligible Metered Postage Items

The following metered postage items are ineligible for refunds:

- a. Reply envelopes or cards paid at the proper postage rate.
- b. Indicia printed on labels or tape removed from wrappers or envelopes.
- c. Indicia lacking a date, identification of the licensing post office or other necessary information that may be required.

d. Indicia printed on mail dispatched and returned to sender as undeliverable as addressed, including mail marked "no such post office" and mail addressed for local delivery and returned after directory service was given or delivery was attempted.

**3.4 Rounding**

Any fraction of a cent in the total to be refunded is rounded down to the whole cent (e.g., \$4.187 is rounded to \$4.18).

**4.0 REFUND REQUEST FOR EXCESS POSTAGE (VALUE ADDED REFUND) — AT TIME OF MAILING**

\* \* \* \* \*

**4.10 Form 8096 Required**

[Revise 4.10 to read as follows:]

The presenter must provide the USPS with an original Form 8096 completed and signed by each of the presenter's customers who meter any pieces in the mailing for which a VAR is requested, and a list of those customers. If

postage is affixed to the pieces using a postage evidencing system by an intermediate agent (not the presenter of the mailing) for the owner of the pieces, a signed Form 8096 must be on file from the agent whose postage evidencing systems were used to affix the postage. Refund requests are denied if all required Forms 8096 are not provided.

**4.11 Form 8096 Not Required**

Form 8096 is not required for a customer whose mail is metered by the presenter with the presenter's own postage evidencing system. In such cases, the presenter must provide the post office where it submits refund requests with a list, in ascending numeric order, of its own postage evidencing system serial numbers and those of any intermediate agent used for affixing postage to the pieces included in the mailing.

\* \* \* \* \*

— *Postage Technology Management, Retail, Consumers and Small Business, 11-1-01*

*DMM REVISION*

**Zebra Codes on Tray Labels**

Effective November 1, 2001, *Domestic Mail Manual* (DMM) M032 is revised to show that zebra codes (the series of diagonal or vertical marks on barcoded tray labels) are required only on trays of automation letters and flats. They are not required on trays of co-trayed automation and Presorted rate mail prepared under DMM M910. Zebra codes are prohibited on trays containing only non-automation rate mail.

All other standards for barcoded container labels remain the same.

We will incorporate this revision into the printed version of DMM Issue 57 and into the monthly update of the online DMM available via Postal Explorer at <http://pe.usps.gov>.

**Domestic Mail Manual (DMM)**

\* \* \* \* \*

**M Mail Preparation and Sortation**

**M000 General Preparation Standards**

\* \* \* \* \*

**M030 Containers**

\* \* \* \* \*

**M032 Barcoded Labels**

\* \* \* \* \*

**2.0 ADDITIONAL STANDARDS—BARCODED TRAY LABELS**

\* \* \* \* \*

**2.3 Zebra Code**

The zebra code is a series of diagonal or vertical marks to the right of the barcode that serves as a visual indication that a tray contains automation rate mail. The diagonal or vertical marks must each be from 0.25 to 0.375 inch high, and from 0.125 to 0.25 inch wide, separated by blank spaces equal in size to the diagonal or vertical marks. The zebra code is required on tray labels in automation rate mailings; it is not required on co-trayed automation and Presorted rate mailings. The zebra code must not appear on tray labels for nonautomation rate mail.

\* \* \* \* \*

— *Mail Preparation and Standards, Pricing and Classification, 11-1-01*

DMM REVISION

**Labeling List Changes**

Effective November 1, 2001, *Domestic Mail Manual* (DMM) L001 and L606 are revised to reflect changes in mail processing operations. Mailers are *encouraged* to label according to these revised lists immediately, but they *must* comply with these changes no later than January 13, 2002.

We will incorporate these changes into the printed version of DMM Issue 57 and into the monthly update of the online DMM available via Postal Explorer at <http://pe.usps.gov>.

**Domestic Mail Manual (DMM)**

\* \* \* \* \*

**L Labeling Lists**

**L000 General Use**

**L001 5-Digit Scheme — Periodicals Flats and Irregular Parcels, Standard Mail Flats, and BPM Flats**

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label Container To
<b>Change From:</b>	
02457, 81, 82	WELLESLEY HILLS MA 02481
19702, 11-18, 25, 26	NEWARK DE 19711
<b>Change To:</b>	
02457, 81	WELLESLEY HILLS MA 02481
19711-18	NEWARK DE, 19711
<b>Add:</b>	
03045, 46	GOFFSTOWN NH 03045
03234, 58	EPSOM NH 03234
<b>Delete:</b>	
30188, 89	WOODSTOCK GA 30188

\* \* \* \* \*

**L600 Standard Mail and Package Services**

\* \* \* \* \*

**L606 5-Digit Scheme — Standard Mail and Package Services Parcels**

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label Container To
<b>Change From:</b>	
20912, 18	SILVER SPRING MD 20901
32024, 25, 56	LAKE CITY FL 32055
35602, 09, 99	DECATUR AL 35601
70094, 96	WESTWEGO LA 70074
77493, 94	KATY TX 77492
<b>Change To:</b>	
20912, 18	SILVER SPRING MD 20912
32024, 25, 55	LAKE CITY FL 32055
35602, 09, 99	DECATUR AL 35602
70094, 96	WESTWEGO LA 70094
77492-94	KATY TX 77492
<b>Add:</b>	
03234, 58	EPSOM NH 03234
20108-10	MANASSAS VA 20109
20111, 12	MANASSAS VA 20111
20115, 16	MARSHALL VA 20115
20117, 18	MIDDLEBURG VA 20117
20121, 22	CENTREVILLE VA 20121
20132, 34	PURCELLVILLE VA 20132
20141, 42	ROUND HILL VA 20141
20146-48	ASHBURN VA 20147
20151-53	CHANTILLY VA 20151
20155, 56	GAINESVILLE VA 20155
20158, 59	HAMILTON VA 20158
20164, 67	STERLING VA 20164
20165, 66	POTOMAC FALLS VA 20165
20168, 69	HAYMARKET VA 20169
20170, 72	HERNDON VA 20170
20175-77	LEESBURG VA 20175
20181, 82	NOKESVILLE VA 20181
20184, 85	UPPERVILLE VA 20184
20186-88	WARRENTON VA 20186
20190, 95	RESTON VA 20190
22009, 15	BURKE VA 22015
22030, 38	FAIRFAX VA 22030
22040, 43, 46	FALLS CHURCH VA 22043
22079, 22199	LORTON VA 22079
22101, 06	MCLEAN VA 22101
22102, 03	WEST MCLEAN VA 22102
22124, 81	OAKTON VA 22124
22180, 82, 83	VIENNA VA 22180
22191, 94	WOODBIDGE VA 22191
22192, 95	WOODBIDGE VA 22192
22201, 10	ARLINGTON VA 22201
22205, 13	ARLINGTON VA 22205
22209, 19	ROSSLYN VA 22209
22301, 13	ALEXANDRIA VA 22301
22306, 08	COMMUNITY VA 22306
22311, 12	ALEXANDRIA VA 22311
22601-04	WINCHESTER VA 22601
<b>Delete:</b>	
33854-56, 67	LAKE WALES FL 33859

\* \* \* \* \*

DMM REVISION

**Pickup Service**

Effective November 1, 2001, *Domestic Mail Manual* (DMM) D010.1.5 has been revised to reflect the changes made to PS Form 5541, *Pickup Service Statement*, and D010.1.8 has been added to include the availability of pickup service for international products. The addition of D010.1.8 does not reflect new policy; it is an update of information reflecting current policy.

We will incorporate these revisions into the printed version of DMM 57 and into the monthly update of the online DMM, which is available via Postal Explorer at <http://pe.usps.gov>.

**Domestic Mail Manual (DMM)**

	*	*	*	*	*
<b>D</b>	<b>Deposit, Collection, and Delivery</b>				
	*	*	*	*	*
<b>D000</b>	<b>Basic Information</b>				
<b>D010</b>	<b>Pickup Service</b>				
	*	*	*	*	*

**1.0 BASIC STANDARDS**

\* \* \* \* \*

[Revise heading and text of 1.5 to read as follows:]

**1.5 PS Form 5541**

When paying the fee, a customer must sign PS Form 5541. The USPS employee completes the information required on the form.

\* \* \* \* \*

[Add new 1.8 to read as follows:]

**1.8 International Mail**

Certain types of international mail that meet all eligibility and preparation standards required in the *International Mail Manual* may be collected when pickup service is provided.

\* \* \* \* \*

— Information Systems,  
Expedited/Package Services, 11-1-01

POM REVISION

**National Color-Code Policy for Standard Mail**

Effective November 1, 2001, *Postal Operations Manual* (POM) Part 458, Color-Code Policy for Bulk Business Mail (BBM), is revised to include recent updates to the policy.

We will incorporate these changes into the printed version of POM Issue 9 and into the online version available via the corporate intranet at <http://blue.usps.gov>; click on *Information*, then *Policies and Procedures*, then *Manuals*.

**Postal Operations Manual (POM)**

	*	*	*	*	*
<b>4</b>	<b>Mail Processing Procedures</b>				
	*	*	*	*	*
<b>45</b>	<b>Distribution</b>				
	*	*	*	*	*

[Revise 458 to read as follows:]

**458 National Color-Code Policy for Standard Mail**

**458.1 Purpose of this Policy**

This policy is to ensure the timely processing, dispatch, and delivery of Standard Mail within established service standards.

- a. All outgoing, area distribution center (ADC), or sectional center facility (SCF) Standard Mail, regardless of where received (e.g., associate office, processing and distribution center, or other location) must be coded with the color that represents the day the mail is scheduled to be cleared.
- b. All other destinating Standard Mail must be coded with a delivery color that represents the scheduled day of delivery. Once you apply the color code, it remains on the mail until it is taken out for delivery. Apply the delivery color code as outlined in the specific facility portions of this policy.

## 458.2 General Policies

- a. Distribute all Standard Mail within the framework of the approved operating plan. The application of color codes to Standard Mail is based on the arrival of the mail being used in conjunction with the facility critical entry time. "Arrival at the facility" means the day and time the mail arrives on the Postal Service's property.
- b. If Standard Mail is mixed with a higher class of mail (e.g., First-Class Mail) in such a manner as it loses its identity, the Standard Mail must be considered upgraded and treated as the higher class of mail.
- c. If a holiday falls on a scheduled delivery day, apply the normal color code to allow for proper sequencing in any downstream operation.
- d. Color coding must not be the sole indicator used in evaluating what mail constitutes a plan failure (as related to mail condition reporting). Compliance with approved operating plan parameters must be the determining factor.
- e. There are no prohibitions against management agreements being made below the national level which accelerates the color coding and/or delivery expectations for any Standard Mail versus this policy.
- f. Remove color-code tags used to identify Clearance Day targets in outgoing, ADC, and SCF operations before you dispatch the mail to downstream operations. Keep the Delivery Day color codes with the mail until it is taken out for delivery, unless we note otherwise in this policy.
- g. Anytime Standard Mail is sent back upstream (back-flowed) for delivery point sequence (DPS), automated processing, 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. Do not deliver such mail earlier than the date the mailer has requested.

## 458.3 Color-Coding Procedures

Apply color codes to Standard Mail as outlined in the following sections, which are arranged by facility type and sortation level.

### 458.31 Bulk Mail Centers

#### 458.311 Application of Color Codes

The application of color codes to Standard Mail is based on the arrival of the mail being used in conjunction with the facility critical entry time. "Arrival at the facility" means the day and time the mail arrives on Postal Service property. Bulk mail centers (BMCs) 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 the various mechanized sorting systems.

#### 458.312 Outgoing Standard Mail

Code all outgoing Standard Mail with the 1-day color code that represents the day the mail is scheduled to be cleared. After you finish processing the mail, remove the Clearance Day tags used in outgoing operations before you dispatch to downstream operations and facilities.

#### 458.313 Area Distribution Center or Sectional Center Facility Function

If a BMC and another processing center share responsibility for performing the functions of an area distribution center (ADC) or sectional center facility (SCF) (i.e., a 115/185 operation) or the BMC is a designated ADC or SCF, code the mail 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 Service premises, and not when it is extracted or identified from a mechanized operation. After processing is completed, the Clearance Day tags used in the ADC/SCF operation are to be removed 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&DC, Delivery Unit, etc., are to be applied, as appropriate. (see exhibit 458.313)

#### Exhibit 458.313

##### One-Day Clearance Matrix

In accordance with 458.313, the following color-coding procedures must apply:

Receipt Day	Color Code	Clearance Day
Saturday	White	Sunday
Sunday	Blue	Monday
Monday	Orange	Tuesday
Tuesday	Green	Wednesday
Wednesday	Violet	Thursday
Thursday	Yellow	Friday
Friday	Pink	Saturday

When Standard Mail 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, the following procedures must be followed:

- (1) 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.
- (2) 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.

- (3) 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/Centers, and Customer Service Mail Processing Facilities**

**458.321**

The following color-coding procedures must apply in each of the designated operations:

- a. The application of color codes to Standard Mail is based on the arrival of the mail being used in conjunction with the facility critical entry time. Arrival at the facility is defined as the day/time the mail arrives on Postal Service property. These 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.
- b. All outgoing mail, ADC, SCF/Incoming Primary Mail, and carrier route mail must be color coded to indicate scheduled clearance 1 day after receipt at the facility.

**Exhibit 458.321b  
One-Day Clearance Matrix**

Receipt Day	Color Code	Clearance Day
Saturday	White	Sunday
Sunday	Blue	Monday
Monday	Orange	Tuesday
Tuesday	Green	Wednesday
Wednesday	Violet	Thursday
Thursday	Yellow	Friday
Friday	Pink	Saturday

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.

- c. The SCF/Incoming Primary Standard Mail addressed in paragraph b must be totally finalized and processed by the identified Clearance Day.
- d. Facilities which process 3-digit (SCF) Standard Mail only to the 5-digit level must color code that 3-digit Standard Mail for clearance 1 day after receipt at that facility, as listed in Exhibit 458.321. This mail must then be dispatched without color codes, and the proper delivery color code must be applied upon receipt at the facility that performs the secondary distribution.

- e. All Standard Mail which must subsequently receive incoming secondary distribution at the facility performing the ADC or SCF operation must 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) using the following 2-day matrix:

**Exhibit 458.321e  
Two-Day Delivery Matrix**

Arrival/Extraction Day	Color Code	Delivery Day
Saturday	Orange	Tuesday
Sunday	Orange	Tuesday
Monday	Green	Wednesday
Tuesday	Violet	Thursday
Wednesday	Yellow	Friday
Thursday	Pink	Saturday
Friday	Blue	Monday

- f. In situations wherein ADC and SCF mail is, for operational reasons, commingled in the same processing operation, all such mail extracted for the local SCF must be color coded for a scheduled delivery day, also using the 2-day delivery matrix.
- g. When Standard Mail with mailer-requested, in-home delivery dates is retained at the facility for DPS processing, a delivery color code reflecting the last requested in-home delivery date may be affixed, provided the mail is segregated and the in-home delivery day identification placards accompany the mail.
- h. When Standard Mail 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, the following procedures must be followed:
  - (1) 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.
  - (2) 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.
  - (3) 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**

- a. The application of color codes to Standard Mail is based on the arrival of the mail being used in conjunction with the facility critical entry time. Arrival at the facility is defined as the day/time the mail arrives on Postal Service property. These facilities must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises.
- b. 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.

**Exhibit 458.33b****One-Day Clearance Matrix**

Receipt Day	Color Code	Clearance Day
Saturday	White	Sunday
Sunday	Blue	Monday
Monday	Orange	Tuesday
Tuesday	Green	Wednesday
Wednesday	Violet	Thursday
Thursday	Yellow	Friday
Friday	Pink	Saturday

After processing is completed, the Clearance Day tags are to be removed prior to dispatch.

- c. All other destinating Standard Mail received at Delivery Distribution Centers/Units (DDC/DDU), including drop shipment mailings, must be color coded for 2-day delivery as follows:

**Exhibit 458.33c****Two-Day Delivery Matrix**

Receipt Day	Color Code	Delivery Day
Saturday	Orange	Tuesday
Sunday	Orange	Tuesday
Monday	Green	Wednesday
Tuesday	Violet	Thursday
Wednesday	Yellow	Friday
Thursday	Pink	Saturday
Friday	Blue	Monday

- d. DDCs and DDUs which perform secondary distribution for delivery units must also apply a 2-day delivery color code to that mail upon its arrival from upstream facilities.
- e. Whenever a delivery day color code is applied, it must remain on the mail until the mail is taken out by the carrier at the delivery unit.

- f. When Standard Mail is discovered in a DDC/DDU, 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, the following procedures must be followed:

- (1) 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.
- (2) 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.
- (3) 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**

- a. All outgoing mail received from a mailer must be color coded to indicate scheduled clearance 1 day after receipt at the facility.

**Exhibit 458.341a****One-Day Clearance Matrix**

Receipt Day	Color Code	Clearance Day
Saturday	White	Sunday
Sunday	Blue	Monday
Monday	Orange	Tuesday
Tuesday	Green	Wednesday
Wednesday	Violet	Thursday
Thursday	Yellow	Friday
Friday	Pink	Saturday

After processing is completed, the Clearance Day tags used in outgoing operations are to be removed prior to dispatch.

- b. Delivery units not performing secondary distribution will receive Standard Mail from the distribution facility with a color code attached. This color code must remain on the mail until taken out for delivery.
- c. Delivery units doing secondary distribution, receiving Standard Mail requiring secondary distribution (including drop shipment mailings and mail received directly from mailers) must apply the following 2-day delivery color code upon receipt of the mail. This color code must remain on the mail until taken out for delivery.



d. Delivery units receiving mailer-prepared carrier route presort mail from upstream postal facilities or directly from mailers must apply the following 2-day delivery color code upon receipt of the mail. This color code must remain on the mail until taken out for delivery.

**Exhibit 458.341d  
Two-Day Delivery Matrix**

Receipt Day	Color Code	Delivery Day
Saturday	Orange	Tuesday
Sunday	Orange	Tuesday
Monday	Green	Wednesday
Tuesday	Violet	Thursday
Wednesday	Yellow	Friday
Thursday	Pink	Saturday
Friday	Blue	Monday

- e. 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.
- f. Delivery units may receive Standard Mail 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.
- g. Delivery units may receive Standard Mail with a mailer-requested delivery date earlier than the color-coded delivery day. Although this mail must 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.

h. Delivery units may receive Standard Mail with a mailer-requested delivery date that has already passed. Although this mail must remain color coded as outlined in these procedures, the decision regarding the delivery or disposition of this mail must be consistent with the current national policy on this subject.

i. When Standard Mail is discovered within a delivery unit (function 2, function 4, and individual zones may be considered as separate units) 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, the following procedures must be followed:

- (1) 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.
- (2) 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.
- (3) 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.

\* \* \* \* \*

— *Service Management Policies and Programs, 11-1-01*

*REVISED FORM*

**PS Form 5541, Pickup Service Statement**

In preparation for the launch of Web-based on-call pickup service, PS Form 5541, *Pickup Service Statement*, has been revised (see page 34). Internet availability for on-call pickup service will provide customers with a convenient option to request Postal Service Express Mail® service, Global Express Guaranteed™ service, Priority Mail® service, and Parcel Post® service pickup from their home or office. PS Form 5541 has been updated to reflect new services and methods of payment for pickup service as outlined in *Domestic Mail Manual (DMM) D010, Pickup Service*, and *International Mail Manual (IMM) 2, Conditions for Mailing*. The spaces for recording Express Mail label numbers have been removed, and only the quantity of items picked up, by

service, is still required. The form has also been revised from a three-part form to a two-part form, retaining the Customer Copy and Finance Copy. The Express Mail Manager's copy has been eliminated.

The new forms are available from the Express and Priority Mail Supply Centers (800-610-8734). Existing supplies will be depleted before the October 2001 revised designs are distributed.

— *Information Systems,  
Expedited/Package Services, 11-1-01*

United States Postal Service

**Pickup Service Statement**

**Express Mail, Global Express Guaranteed, Priority Mail, or Parcel Post**

**1. Customer Information**

Customer Name \_\_\_\_\_

Company Name \_\_\_\_\_

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP + 4 \_\_\_\_\_

**2. Product Information**

	Quantity
Express Mail _____	_____
Global Express Guaranteed _____	_____
Priority Mail _____	_____
Parcel Post _____ <i>(Domestic or International)</i>	_____
Estimated total weight of all packages <i>(In pounds)</i> _____	_____

**3. Payment Method**

<input type="checkbox"/> Check made payable to "Postmaster"	<input type="checkbox"/> Merchandise Return Label
<input type="checkbox"/> Express Mail Corporate Account No. or Federal Agency No.: _____	<input type="checkbox"/> Postage Due Account
	<input type="checkbox"/> Stamps or Metered Postage <i>(Affix at right)</i>

**4. Affix Stamps or Meter Strip Here *(If applicable)***

5. Customer Signature _____	6. USPS Signature _____	7. Date & Time of Pickup _____
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**Instructions**

Completed by Postal Employee:

1. **Customer Information:** Enter customer name (if applicable), address, suite number, city, state, and ZIP + 4 where pickup is requested. If the ZIP + 4 is not known, enter the ZIP Code.
2. **Product Information:** Enter the quantity of each product to be picked up and enter the estimated weight in pounds for all products.
3. **Payment Method:** Indicate method of payment for pickup service. Be sure to include account number where applicable.

Completed by the Customer:

4. **Affix Stamps or Meter Strip Here:** If applicable.
5. Customer Signature.

Completed by Postal Employee:

6. This space is for the signature of the postal employee who picks up the mailpiece(s).
7. The postal employee enters the date and time and place of the pickup.

NOTE TO POSTAL EMPLOYEE: Provide customer part 2, *Customer copy*; and return part 1, *Finance copy* to office for processing.

## Operation Dear Abby Mail for Members of the Armed Forces — Suspended for 2001

The Department of Defense suspended the Operation Dear Abby program for the 2001 holiday season because of concerns and the risk of cards and letters being introduced into the mail system from unknown sources. Although Operation Dear Abby will be missed this year, the

safety of the men and women of the Armed Forces and the employees of the U.S. Postal Service is paramount.

— *International Network Operations,  
Network Operations Management, 11-1-01*

### ANNOUNCEMENT

## MoversGuide.com — Address Management Launches New Change-of-Address Web Site

MoversGuide.com, an enhanced version of MoversNet, began processing Internet changes of address (COAs) on **August 31, 2001**. MoversGuide.com allows COA orders to be accepted electronically via the Internet, and offers move-related products and services to moving households.

### **MoversGuide.com allows customers filing a COA two options:**

1. Customers can enter their COA information and print out a PS Form WWW-3575 (see page 37), *Change-of-Address Order*, sign the request, and hand it to their local carrier or mail it to their local Post Office.  
or
2. Customers may submit their Internet Change of Address (ICOA) electronically after proper credit card identity validation.

The additional ICOA feature does not change the other currently accepted methods of filing COAs. Delivery units still have a significant role in the COA process. The difference between the existing process and the new ICOA process is that the Computer Forwarding System (CFS) unit will receive the COA before the delivery unit. The delivery unit will not have to send the computer-generated COA to the local CFS unit unless there is a discrepancy in the COA.

### **Existing COA process flow:**

1. The customer presents the PS Form 3575, *Change-of-Address Order*, or PS Form WWW-3575, *Change-of-Address Order*, to a carrier or clerk at his/her local Post Office that serves the old address.
2. The carrier transfers the COA information onto PS Form 3982, *Change of Address*.

3. The local Post Office sends the COA to the local CFS unit.
4. The local CFS manually enters and accepts the COA into the system and applies a yellow CFS label to PS Form 3575.
5. The local CFS unit sends the COA form back to the old Post Office for storage.

### **New Internet COA process flow:**

1. The customer completes an ICOA transaction.
2. The National Customer Support Center in Memphis receives ICOA data and downloads it to the local CFS unit.
3. A local CFS employee reviews and accepts ICOA data into the system, prints out a computer-generated PS Form 3575, and applies a yellow CFS label to PS Form 3575.
4. The CFS sends the *Electronic Forwarding Order Change Notice* with a yellow CFS label to the old Post Office to notify the carrier to forward the mail.
5. The carrier transfers the information from PS Form WWW-3575 onto PS Form 3982 and sends the mail to the CFS for forwarding.
6. The old Post Office stores the computer-generated form with other PS Form 3575s, PS Form WWW-3575s, and so on.

MoversGuide.com allows the delivery unit to receive a COA that has been completed by the customer and has had the ZIP+4 Code validated. This process will help reduce manual mistakes and increase the deliverability of the forwarding address *before* the request gets to the delivery unit.

## Frequently Asked Questions (FAQs) About the ICOA Process

- Q.** Is the ICOA Form and the *Electronic Forwarding Order Change Notice* the same form?
- A.** Yes. The ICOA Form is PS Form 3575, *Electronic Forwarding Order Change Notice*. Same form — different terminology.
- Q.** Is *Electronic Forwarding Order Change Notice* a valid COA request?
- A.** Yes. *Electronic Forwarding Order Change Notice* is a valid COA notification.
- Q.** Will the delivery units receive a signed PS Form 3575 from the customer?
- A.** No. The delivery units should receive an **unsigned** PS Form 3575 **only** from the CFS units.
- Q.** Should the delivery unit routinely send PS Form 3575 to CFS?
- A.** No. The only time the delivery unit will need to send the ICOA form to CFS is when a discrepancy is found. Otherwise, CFS has already accepted the information and does not need another copy. Simply follow the instructions on PS Form 3575.
- Q.** How does the ICOA process prevent someone from changing an address without authorization?
- A.** There are five methods to help prevent an unauthorized COA request:
1. The ICOA application warns that it is a federal offense to make unauthorized COAs.
  2. The ICOA application verifies proof of identity using credit card information by a third-party risk management agency.
  3. The ICOA application also provides an e-mail confirmation, which requires a valid e-mail address. Customers are required to confirm the COA via e-mail.
  4. Address Management sends a Move Validation Letter to the old address confirming the address has been changed. If the COA is unauthorized or incorrect, customers can call their local Post Office.
  5. Customers will receive a Confirmation Notification Letter or a Welcome Kit at their new address. This letter allows them to verify the COA information on-file with the Post Office.

## ICOA Rollout Schedule

Delivery units will begin receiving computer-generated PS Form 3575 and PS Form 3546, *Forwarding Order Change Notice*, from CFS sites by area on the following dates:

31-Aug-01	Maryland, Massachusetts, Virginia
01-Oct-01	Northeast Area (4B) and New York Metro Area (4A); Districts: New York City (100), Westchester (105), Triboro (110), and Long Island (117)
09-Oct-01	Remaining New York Metro Area (4A); Districts: Caribbean (006), Northern New Jersey (070), Central New Jersey (088)
09-Oct-01	Great Lakes Area (4J)
15-Oct-01	Capital Metro Area
22-Oct-01	Eastern Area (4D)
24-Oct-01	Southeast Area (4H)
29-Oct-01	Western Area (4E)
17-Oct-01	Pacific Area (4F)
05-Nov-01	Southwest Area (4G)
15-Nov-01	Remove English version of MoversNet from <a href="http://www.usps.com">www.usps.com</a> ; MoversNet Spanish version will remain active.

— Office of Address Management,  
Chief Technology Officer, 11-1-01

0-06-01.15:04:29

# SAMPLE

PAGE 1

## Electronic Forwarding Order Change Notice

!!! Immediate Processing is Required..... This is a Computer Generated Form 3575 Prepared by the US Postal Service in Response to a Customer Electronic Change of Address Order.....For Immediate Processing !!!

The PS Form 3575 printed below was entered by the customer and telecommunicated to the Computerized Forwarding System(CFS) site. The Forwarding Order Change Notice information has already been entered at CFS. It is now ready to be entered on the PS Form 3982. This sheet should then be folded in half and filed with all other PS Forms 3575/3546 in a central location.

If you have any questions concerning this Form 3575, please contact your CFS unit.

(Carriers: CFS has already processed this Order. Honor this form like a regular signed Form 3575 for mail forwarding purposes.)

### Forwarding Order Change Notice - Form 3575

1. Change of Address for :	Individual		
4. Last Name:	MARTEL	Zone/Route ID:	32254
5. First Name:	NEAL X	Date on 3982:	____ / ____ / ____
2. Start Date:	05/25/00	Expiration Date:	____ / ____ / ____
3. Temp Date:	____ / ____ / ____	Clerk/Carrier Endorsement	
_____			
6. Old Address:	3335 EDGEWOOD AVE APT 12		
8. New Address:	HC 1 BOX 749 BUNNELL FL 321109811		
9. Create Date:	06/01/00		
10. Alternate Extract Codes:	MART335 322544910 1500 03 06/01/00 MARTEL' NEAL X HC 1 BOX 749 BUNNELL FL 321109811		

Transaction Id: 000601120000070

Transaction Code: ADD

# SAMPLE

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# Fraud Alert

## Counterfeit Postal Money Orders

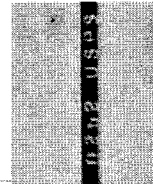
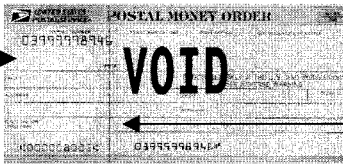
Counterfeit Postal Money Orders are on the increase. Look for these standard security features and NEW wording.

### SECURITY FEATURES:

Hold the money order up to the light and look for these Security Features:



Watermark in oval of Benjamin Franklin



USPS Security Thread with "USPS" repeated in very small letters

If there is no watermark, the money order is **COUNTERFEIT**.

If there is no security thread, the money order is **COUNTERFEIT**.

If there is a dark strip where the security thread should be, but there is no "USPS" lettering in the strip, the money order is **COUNTERFEIT**.

**NEW TEXT:** New wording will be added to the front and back of all Postal Money Orders as follows (in red lettering below):

### FRONT

### BACK



"SEE REVERSE WARNING"



"HOLD TO LIGHT AND CHECK FOR BENJAMIN FRANKLIN WATERMARK AND SECURITY THREAD."

CUT ALONG DOTTED LINE



PULL-OUT SECTION







931083	931567	940291	941315	941838	948088	950057	951044	958947	968419	970657	972971	992330
931135	931735	940346	941584	941856	948095	950184	951892	958977	968527	970808	974105	992643
931213	933311	940737	941592	943001	948352	950679	951933	958995	968764	970850	980786	992710
931233	934014	940784	941621	943005	948376	950773	951962	958997	970024	970894	980879	992730
931368	934288	940796	941629	946371	948430	950889	954467	960092	970370	972461	982346	995900
931372	937531	940814	941646	946523	948519	950895	958724	967306	970439	972790	982348	998016
931399	939503	940853	941704	946551	948654	950910	958847	968005	970543	972797	984258	998309
931431	940287	940992	941770	948084	949313	950958	958857	968253	970631	972919	985086	

— Express and Priority Mail, Marketing, 11-1-01

PULL-OUT SECTION

CUT ALONG DOTTED LINE

## Missing, Lost, or Stolen U.S. Money Order Forms

### Do Not Cash — Upon Receipt, Notify Local Postal Inspectors

This listing will be provided to all Postal Service employees responsible for accepting and cashing Postal money orders. All interim notices should be destroyed when the numbers listed appear in the *Postal Bulletin*. The

actual serial numbers consist of the first 10 digits on the money orders. Check for altered dollar amounts by holding money orders to the light.

010 504 1932 to 010 504 1999	027 965 9487 to 027 965 9499	383 892 1382 to 1399	400 427 1051 to 1999
011 582 1889 to 011 582 1899	028 191 1852 to 0281911999	384 925 3641 to 3654	401 045 1505 to 1549
011 588 2900 to 011 588 3099	028 850 3000 to 028 850 3199	385 568 2331 to 2399	401 045 1571 to 1599
012 579 5675 to 012 579 5699	029 510 1500 to 029 510 1599	385 599 7554 to 7575	401 294 2700 to 2799
013 289 6176 to 013 289 6199	030 687 0903 to 030 687 0999	385 774 2024 to 2099	401 310 9505 to 9599
013 610 0014 to 013 610 0099	031 077 4507 to 031 077 4799	386 624 1412 to 1599	401 382 5312 to 5399
014 932 1000 to 014 932 1099	034 943 0400 to 034 943 0799	386 883 8936 to 8999	402 578 7876 to 7899
014 972 0800 to 014 972 0899	210 221 0548 to 210 221 0599	387 314 5574 to 5599	403 125 6744 to 6799
015 363 0007 to 015 363 0099	227 275 9400 to 227 275 9999	387 837 6300 to 6399	403 260 7000 to 7499
017 028 3200 to 017 028 3299	273 070 8059 to 273 070 8099	388 828 0656 to 0699	403 280 6470 to 6499
018 986 5264 to 018 986 5299	273 775 7700 to 273 775 7899	389 696 2400 to 2799	403 685 8600 to 8699
019 518 2814 to 019 518 2899	302 000 0000 to 302 123 9999	389 846 3104 to 3135	404 003 0300 to 0399
020 844 7307 to 020 844 7399	349 746 2056 to 2099	389 846 3145 to 3195	404 041 8838 to 8899
020 972 8948 to 020 972 8999	350 518 7350 to 7374	389 887 9211 to 9230	404 071 4268 to 4299
022 021 9110 to 022 021 9181	360 011 1690 to 1699	389 887 9234 to 9299	404 347 5356 to 5399
022 037 1411 to 022 037 1499	360 168 6008 to 6099	390 001 3182 to 3199	404 347 5548 to 5599
024 380 4100 to 024 380 4199	360 173 8800 to 8899	390 001 3500 to 3699	404 726 4500 to 4599
024 496 6870 to 024 496 6896	360 324 2326 to 2399	390 545 5974 to 5999	404 961 5001 to 5199
025 092 0987 to 025 092 0999	362 861 3064 to 3099	391 104 6146 to 6199	405 325 0188 to 0198
025 369 5535 to 025 369 5599	373 006 2176 to 2199	391 574 1466 to 1499	406 009 4587 to 4599
025 729 1151 to 025 729 1199	374 768 2600 to 2699	391 783 3020 to 3599	406 260 6830 to 6899
025 729 1643 to 025 729 1799	375 169 4400 to 4599	391 792 6100 to 6199	406 459 6641 to 6999
027 361 0430 to 027 361 0499	375 829 3400 to 3499	392 668 2956 to 2999	406 733 3000 to 3999
027 369 4482 to 027 369 4495	375 851 9100 to 9199	392 854 8500 to 8899	407 545 1557 to 1599
	376 196 0911 to 0999	393 584 7566 to 7699	407 594 0412 to 0599
	378 085 3679 to 3699	393 650 0074 to 0099	407 692 9100 to 9299
	378 351 1063 to 1099	393 838 8316 to 8499	407 959 2190 to 2199
	379 843 5100 to 5199	393 893 6007 to 6099	408 265 2275 to 2288
	380 093 9600 to 9699	394 126 6907 to 6999	408 499 7700 to 7799
	380 165 1165 to 1199	394 189 0405 to 0599	408 499 7900 to 7999
	381 325 4500 to 4599	394 822 3243 to 3278	408 682 8484 to 8599
	381 604 2510 to 2699	394 990 1810 to 1899	408 698 7015 to 7099
	381 645 9525 to 9599	395 343 3264 to 3299	409 072 3941 to 3999
	383 314 3968 to 3999	395 373 3035 to 3099	410 491 2311 to 2399
	383 892 1000 to 1344	395 396 9649 to 9799	410 694 8400 to 8599
		395 970 3240 to 3299	410 775 1500 to 1599
		397 622 4054 to 4099	410 795 7927 to 7999
		397 819 8902 to 8999	410 867 0917 to 0966
		398 149 7200 to 7699	410 867 0970 to 0999
		399 070 0872 to 0899	411 868 1023 to 1199
		399 156 7119 to 7199	411 922 2322 to 2399
		399 203 5064 to 5099	412 193 0900 to 0999
		399 296 9910 to 9999	412 395 8599 to 8699
		399 396 8935 to 8999	412 485 6500 to 6599
		399 792 7775 to 7799	412 485 6610 to 6699
		399 792 8300 to 8399	412 885 5953 to 5999



483 402 2356 to 2399	499 731 6717 to 6799	614 645 1800 to 1899	637 150 1200 to 1299
483 486 5100 to 5199	<b>500 064 1858 to 1869</b>	614 832 1100 to 2099	637 562 5828 to 5899
483 632 1521 to 1599	500 070 5725 to 7799	615 017 7505 to 7599	638 042 1647 to 1699
483 632 2600 to 2799	<b>600 645 3223 to 3299</b>	617 711 6609 to 6699	638 049 4984 to 4999
483 849 1615 to 1699	601 339 1200 to 1399	617 760 5266 to 5299	638 318 1115 to 1199
484 174 4803 to 5299	601 653 5884 to 5899	617 813 3601 to 3699	638 318 1453 to 1499
484 323 8900 to 9199	601 661 7700 to 7799	618 840 9200 to 9299	638 885 0000 to 0299
484 680 5000 to 5038	601 682 5343 to 5399	619 551 7229 to 7299	638 903 4362 to 4373
484 680 5040 to 5074	601 928 1600 to 1699	619 859 3000 to 3099	639 415 1929 to 1999
484 680 5077 to 5099	602 512 2972 to 2999	<b>620 073 9400 to 9499</b>	639 415 2019 to 2099
485 029 4913 to 4999	602 555 2400 to 2799	621 614 7907 to 7930	639 420 6200 to 6299
486 176 0600 to 0699	602 829 7061 to 7099	621 614 7932 to 7999	639 469 3517 to 3799
486 559 7555 to 7599	603 483 9572 to 9599	621 648 8021 to 8199	639 605 2143 to 2199
486 696 3023 to 3199	603 490 7200 to 7299	621 648 8500 to 8599	639 657 8600 to 8799
488 173 7900 to 7999	603 678 7100 to 7199	621 904 8351 to 8599	<b>640 289 7500 to 7599</b>
488 206 4100 to 4199	603 678 7662 to 7699	621 916 1978 to 1989	640 289 7700 to 7999
488 226 0200 to 0299	603 678 7902 to 7999	622 989 8032 to 8099	641 170 4420 to 4499
488 709 3906 to 3999	603 678 8418 to 8499	623 076 9300 to 9399	641 318 3133 to 3199
488 855 8359 to 8399	603 678 8700 to 9999	623 819 5006 to 5099	641 378 6500 to 6999
489 181 8963 to 8999	604 086 0880 to 0899	623 895 8200 to 8399	641 383 8739 to 8799
489 223 2000 to 2099	604 349 1414 to 1499	623 917 0000 to 0099	641 383 8739 to 8799
489 311 1930 to 1999	604 503 7776 to 7799	623 917 0200 to 0299	641 877 3187 to 3299
489 318 6200 to 6300	605 520 9037 to 9099	624 468 5288 to 5299	641 877 3310 to 3399
489 384 0027 to 0099	605 685 4010 to 4099	624 665 3162 to 3198	642 355 8094 to 8199
489 427 0658 to 0899	605 988 6467 to 6499	625 088 6735 to 6799	642 355 8308 to 8999
489 997 5252 to 5299	607 689 7951 to 7960	625 916 9500 to 9799	642 900 0018 to 0099
<b>490 669 5850 to 6099</b>	607 728 1276 to 1299	625 968 8956 to 8999	643 030 6254 to 6299
490 717 7080 to 7099	608 727 7100 to 7199	627 005 3938 to 3999	644 066 0882 to 0899
490 721 6000 to 6099	608 727 7273 to 7599	627 384 3907 to 4099	644 069 0600 to 0699
490 793 1500 to 2099	608 813 9950 to 9999	627 496 7549 to 7599	644 077 7506 to 7699
490 886 8171 to 8199	609 067 5325 to 5399	627 496 7549 to 7599	644 085 8157 to 8199
490 977 9221 to 9240	609 067 5488 to 5499	627 708 3605 to 3699	644 112 9839 to 9899
491 258 8100 to 9099	609 067 5600 to 5699	627 776 2500 to 2599	644 373 9083 to 9099
491 567 1376 to 1399	609 289 6123 to 6199	628 226 3100 to 3199	644 380 1460 to 1499
492 254 4800 to 4899	609 438 4400 to 4499	628 814 4702 to 4799	644 733 4715 to 4799
492 283 5100 to 5199	609 493 1100 to 1199	628 851 9689 to 9699	644 900 9712 to 9799
492 610 6813 to 6899	609 493 1100 to 1199	629 510 7200 to 7299	644 901 0109 to 1299
493 394 5568 to 5599	609 766 8091 to 8999	629 964 4200 to 4294	644 901 1325 to 1399
493 470 2562 to 2599	609 825 4100 to 4115	<b>630 389 3056 to 3071</b>	644 923 6800 to 7799
493 473 7700 to 7799	609 884 2981 to 2999	630 463 0588 to 0599	644 932 4655 to 4699
493 716 2153 to 2199	609 893 1000 to 1099	631 459 9117 to 9199	645 318 7240 to 7499
494 206 2972 to 2999	<b>610 092 3200 to 3299</b>	631 762 9325 to 9399	645 333 1766 to 1799
494 217 3446 to 3999	610 582 4200 to 4299	632 217 4933 to 4999	645 790 8632 to 8699
494 224 0500 to 0599	611 879 6939 to 6999	632 500 0000 to 999 9999	645 821 0657 to 0699
495 145 0600 to 0699	612 291 8013 to 8099	633 110 4165 to 4199	645 930 7948 to 7999
496 209 7425 to 7499	612 751 5171 to 5199	633 110 4303 to 4499	645 975 0737 to 0762
496 213 8728 to 8799	612 751 5226 to 5299	633 438 6429 to 6599	646 242 6200 to 6299
496 474 5226 to 5248	612 751 6083 to 6099	633 588 7173 to 7182	646 270 7639 to 7799
497 053 8517 to 8699	612 751 6268 to 6299	634 725 0700 to 0799	646 798 4000 to 4999
497 854 8673 to 8699	612 751 6572 to 6599	634 803 3239 to 3299	647 048 7035 to 7099
498 449 8888 to 8899	612 774 2111 to 2199	634 807 2474 to 2499	647 049 2900 to 2999
498 929 8285 to 8499	612 774 2254 to 2299	634 827 5900 to 5999	647 398 8300 to 8399
498 936 5310 to 5399	612 774 2500 to 2599	634 886 3428 to 3499	647 398 8481 to 8499
499 016 5425 to 5499	614 469 0979 to 0999	635 559 3449 to 3499	647 437 3000 to 4999
499 440 8575 to 8899	614 474 3000 to 3099	636 289 6214 to 6299	647 811 2188 to 2199
	614 521 3490 to 3499	636 634 8007 to 8042	648 009 6057 to 6099

648 163 5300 to 5499	666 132 8226 to 8299	688 120 9000 to 9999	702 254 9300 to 9399
648 722 5283 to 5299	666 696 2209 to 2299	688 314 3107 to 3191	702 264 7569 to 7599
648 892 3164 to 3199	666 696 2309 to 2399	<b>690 291 1361 to 1371</b>	702 713 1800 to 1809
649 100 3989 to 3999	667 032 9300 to 9399	690 788 2877 to 2899	702 821 5730 to 5799
649 647 0370 to 0399	667 729 5529 to 5599	690 893 5344 to 5399	702 821 5805 to 5899
649 647 0522 to 0599	668 383 8400 to 8699	690 893 5512 to 5599	702 878 0114 to 0199
649 647 5237 to 5399	<b>670 368 3400 to 3499</b>	690 904 1300 to 1599	<b>740 002 7710 to 7719</b>
649 647 9100 to 9299	670 369 7336 to 7399	690 941 6000 to 6199	740 241 9049 to 9099
649 666 7800 to 8299	670 750 7169 to 7199	691 313 6383 to 6399	740 255 1718 to 1799
<b>650 114 7707 to 7719</b>	671 046 6200 to 6399	691 313 6600 to 6699	740 523 7432 to 7449
650 130 3400 to 3599	671 251 5448 to 5499	691 582 8003 to 8099	<b>806 087 1100 to 1499</b>
650 213 0406 to 0499	671 926 5600 to 5799	691 664 1800 to 1999	806 268 9275 to 9299
650 555 1749 to 1799	672 444 2000 to 2999	691 664 2400 to 2499	806 534 3400 to 3477
650 564 1900 to 1999	672 828 3410 to 3499	692 727 9362 to 9399	807 342 3283 to 3399
650 627 4212 to 4299	673 167 5776 to 5799	692 798 1800 to 1899	808 086 7100 to 7199
650 736 2043 to 2099	675 464 3700 to 3799	693 249 0779 to 0799	808 090 3440 to 3499
650 739 1540 to 1699	675 464 4000 to 4199	693 249 0877 to 1699	808 325 5161 to 5699
651 741 4415 to 4499	676 365 5958 to 5999	693 445 0566 to 0999	808 784 8000 to 8299
651 882 2800 to 2899	676 669 1024 to 1099	693 448 8500 to 8999	<b>830 125 0672 to 0699</b>
652 754 6317 to 6399	677 126 6734 to 6799	693 645 9583 to 9599	830 602 5800 to 5999
653 131 4945 to 4999	677 333 9979 to 9999	693 965 4200 to 4299	830 610 3700 to 3799
653 426 3300 to 3399	677 466 1088 to 1099	695 741 2906 to 2999	830 983 3500 to 3599
653 455 4874 to 4899	678 071 4500 to 4799	695 947 8518 to 8599	830 983 3635 to 3699
654 238 0000 to 0399	678 096 7531 to 7599	696 662 8247 to 8299	831 354 1387 to 1399
654 404 3065 to 3092	679 909 2578 to 2599	697 447 8285 to 8296	831 815 8240 to 8299
654 962 2900 to 3199	<b>680 112 9565 to 9599</b>	698 042 4816 to 4899	832 525 3810 to 3899
655 103 5081 to 5199	680 244 0903 to 0999	698 131 2138 to 2157	833 159 1884 to 1899
655 523 2600 to 2999	680 412 6046 to 6099	698 227 0000 to 0099	833 456 2567 to 2599
656 305 2448 to 2499	680 761 6800 to 6899	<b>700 065 2570 to 2599</b>	833 566 3015 to 3071
657 347 4438 to 4999	681 677 0540 to 0699	700 065 4800 to 4899	834 316 5444 to 5499
657 710 8100 to 8999	682 070 1029 to 1099	700 190 3350 to 3359	834 354 8747 to 8766
657 780 0985 to 0999	682 956 6280 to 6299	700 228 6048 to 6099	834 354 8824 to 8838
658 586 1400 to 1499	682 956 6490 to 6599	700 650 0452 to 0499	835 269 5700 to 5799
658 877 8000 to 8199	682 956 6700 to 6799	700 666 1323 to 1349	835 496 7303 to 7399
658 880 8000 to 8199	682 965 1178 to 1199	700 786 9106 to 9142	835 539 5200 to 5999
659 398 7300 to 7399	682 965 1201 to 1299	700 859 0744 to 0758	835 813 3015 to 3099
659 706 8113 to 8199	683 118 2389 to 2399	701 028 6780 to 6899	837 672 8967 to 8999
659 846 7837 to 7899	683 378 2000 to 2099	701 213 3900 to 3999	837 784 3282 to 3299
<b>660 510 4100 to 4199</b>	683 378 2117 to 2299	701 267 2000 to 3999	838 176 8377 to 8399
660 673 0400 to 0599	683 415 1200 to 1499	701 335 7312 to 7399	838 518 1257 to 1299
661 488 5000 to 5099	683 444 8159 to 8199	701 369 2005 to 2050	839 718 8257 to 8299
661 609 9100 to 9199	685 154 7780 to 7789	701 503 2247 to 2299	<b>840 323 0600 to 0699</b>
661 716 9420 to 9499	685 297 7645 to 7699	701 541 2271 to 2299	840 875 6235 to 6299
661 906 6522 to 6599	685 623 5264 to 5299	701 553 6557 to 6599	840 910 0900 to 0999
662 021 8332 to 8399	685 650 9487 to 9499	701 601 3457 to 3499	841 349 5000 to 5099
662 068 0700 to 0899	685 669 4200 to 4299	701 605 5913 to 5999	841 805 7747 to 7899
662 553 0774 to 0799	685 757 8452 to 8499	701 695 3982 to 3999	841 805 7944 to 8099
663 078 7034 to 7099	686 071 2694 to 2799	701 695 4148 to 4199	842 226 0685 to 0695
663 763 5300 to 5399	686 176 3333 to 3354	701 695 4227 to 4299	842 685 4600 to 4699
663 883 7039 to 7499	686 372 3200 to 3299	701 708 1741 to 1799	842 685 4742 to 4999
664 253 8000 to 8499	686 644 5879 to 5899	701 736 3966 to 3999	842 860 0300 to 0399
664 656 3055 to 3099	686 899 1371 to 1399	701 838 2800 to 2899	842 898 5582 to 5599
665 174 6400 to 6499	686 931 7636 to 7699	701 941 0600 to 0699	843 062 7100 to 7199
665 274 8208 to 8299	687 601 0973 to 0999	702 171 1603 to 1699	843 077 6288 to 6299
665 669 5400 to 5499	687 614 6774 to 6799	702 195 5109 to 5199	843 077 6378 to 6399

PULL-OUT SECTION

CUT ALONG DOTTED LINE

843 758 5769 to	5778	851 928 9221 to	9299	859 855 8873 to	8999	866 442 4100 to	4899
843 786 2554 to	2699	852 589 6560 to	6599	<b>860 240 8520 to</b>	<b>8599</b>	867 366 9108 to	9118
845 656 8165 to	8199	853 049 3646 to	3699	860 275 3900 to	3999	867 633 7403 to	7499
845 727 2100 to	2199	854 304 4089 to	4999	860 518 9629 to	9699	867 737 5623 to	5699
845 746 2618 to	2635	854 529 2200 to	2299	860 600 0021 to	0999	868 169 4529 to	4599
846 390 7531 to	7599	855 001 6204 to	6249	861 158 2350 to	2599	868 173 8400 to	8599
846 918 0572 to	0599	855 319 9364 to	9399	861 637 6010 to	6099	868 514 9000 to	9099
847 237 7690 to	7699	855 361 3390 to	3399	861 979 7292 to	7499	868 566 9200 to	9299
847 284 2481 to	2499	856 226 0490 to	0499	862 216 6100 to	6199	869 800 0000 to	999 9999
847 374 7055 to	7065	856 656 5800 to	5999	863 871 5138 to	5199	<b>870 054 4814 to</b>	<b>4899</b>
847 636 5304 to	5399	856 752 0200 to	0299	863 949 5300 to	5399	870 491 4812 to	4849
847 700 5447 to	5499	857 279 3450 to	3499	864 088 8200 to	8299	870 536 5820 to	5829
847 723 7500 to	7599	857 843 4000 to	4099	864 426 3972 to	3999	870 541 7167 to	7239
849 485 3427 to	3499	858 124 7644 to	7699	864 520 6117 to	6136	870 575 8155 to	8999
849 608 1357 to	1399	858 756 3111 to	3299	865 151 0526 to	0599	870 589 0485 to	0494
849 792 2600 to	2699	859 063 8200 to	8699	865 500 4034 to	4099	870 691 7060 to	7099
<b>850 546 1862 to</b>	<b>1899</b>	859 190 0600 to	0644	865 883 6082 to	6099	<b>901 273 1082 to</b>	<b>1099</b>
851 143 6826 to	6844	859 811 2888 to	2899	866 004 3000 to	3999	901 525 7122 to	7199

— Postal Inspection Service, 11-1-01

## Missing, Lost, or Stolen Canadian Money Order Forms

### Do Not Cash — Upon Receipt, Notify Local Postal Inspectors

This listing will be provided to all Postal Service employees responsible for accepting and cashing Postal money orders. Destroy any interim notices when the numbers listed appear in the *Postal Bulletin*. The new money order serial numbers consist of the first nine digits. The 10th digit is a check digit only.

Do not cash new style money orders **000 000 001 to 692 600 000**. Advise holders to send invalid money orders to: Canada Post Corporation, Ottawa, Canada K1A 0B1. Check for altered dollar amounts by holding money orders to the light.

<b>000 000 001</b> to	<b>692 600 000</b>	701 945 451 to 5 500	707 958 541 to 8 570	717 193 161 to 3 490
<b>692 720 871</b> to	<b>0 900</b>	702 033 701 to 4 050	707 960 107 to 0 160	717 228 591 to 8 680
692 876 955 to	7 050	702 051 501 to 1 750	708 059 941 to 60 000	717 333 902 to 3 950
693 290 380 to	0 400	702 053 601 to 3 800	708 115 830 to 5 860	717 739 745 to 9 910
693 290 426 to	0 450	702 104 368 to 4 900	708 116 251 to 6 310	717 884 991 to 5 050
694 063 700 to	3 897	702 128 306 to 8 400	708 138 301 to 8 480	718 026 171 to 6 290
694 063 900 to	4 000	702 179 891 to 9 900	709 222 591 to 2 920	718 466 370 to 6 420
694 550 501 to	0 530	702 260 751 to 0 850	709 243 479 to 3 500	718 568 451 to 8 479
694 595 031 to	5 050	702 410 595 to 1 050	709 411 171 to 1 320	718 590 741 to 0 770
694 595 087 to	5 300	702 660 151 to 0 540	709 649 804 to 9 820	718 714 210 to 4 370
694 698 551 to	8 650	702 723 429 to 3 450	709 733 281 to 3 580	718 795 881 to 6 000
694 745 458 to	5 600	703 004 401 to 4 820	<b>710 046 813</b> to <b>6 840</b>	718 961 721 to 1 780
695 105 313 to	5 350	703 083 819 to 4 020	710 358 093 to 8 166	718 982 001 to 2 300
695 142 809 to	3 050	703 432 131 to 2 230	710 358 257 to 8 270	719 869 731 to 9 760
695 144 666 to	4 700	703 626 061 to 6 090	711 021 501 to 1 510	<b>720 227 871</b> to <b>7 930</b>
695 272 601 to	2 750	703 863 121 to 3 240	711 049 411 to 9 560	720 227 949 to 7 960
695 277 576 to	7 650	703 863 477 to 3 540	711 408 045 to 8 090	720 368 543 to 8 570
695 530 761 to	0 800	703 867 801 to 7 980	712 003 381 to 3 650	720 392 151 to 2 570
696 487 701 to	7 800	704 030 628 to 0 640	712 104 220 to 4 230	720 556 491 to 6 640
696 784 101 to	4 550	704 154 024 to 4 120	712 327 861 to 7 890	720 558 621 to 8 650
696 870 601 to	0 650	704 227 561 to 7 829	712 327 952 to 7 980	720 575 361 to 5 570
697 047 501 to	7 600	704 227 831 to 8 069	712 647 061 to 7 090	720 590 152 to 0 179
697 052 101 to	2 350	704 228 071 to 8 100	713 284 171 to 4 260	721 638 331 to 9 170
697 217 251 to	7 400	704 420 344 to 0 490	713 292 871 to 2 990	721 815 391 to 5 420
697 249 952 to	50 050	704 568 751 to 8 990	714 035 101 to 5 160	721 969 713 to 9 740
697 414 886 to	4 900	704 965 301 to 5 770	714 155 011 to 5 400	722 072 137 to 2 160
697 469 606 to	9 700	705 116 780 to 6 790	714 328 231 to 8 440	722 378 265 to 8 280
697 850 401 to	0 750	705 280 801 to 0 980	714 442 952 to 2 980	722 413 990 to 4 004
698 098 446 to	8 550	705 475 651 to 6 040	714 562 843 to 2 860	722 764 948 to 4 980
698 300 251 to	0 300	705 566 127 to 6 280	714 590 391 to 0 430	722 825 840 to 5 889
698 504 383 to	4 650	705 740 581 to 0 730	714 609 811 to 9 930	723 153 841 to 3 850
698 533 927 to	4 200	705 782 796 to 2 820	714 609 961 to 9 990	723 237 616 to 7 630
698 562 268 to	2 400	705 822 271 to 2 480	714 807 181 to 7 240	723 331 081 to 1 110
699 090 686 to	0 750	706 180 148 to 0 290	714 871 321 to 1 500	723 496 443 to 6 470
699 752 699 to	2 850	706 184 041 to 4 220	714 928 529 to 8 590	723 967 291 to 7 320
<b>700 068 473</b> to	<b>8 500</b>	706 357 861 to 8 190	715 128 183 to 8 330	724 655 196 to 5 340
700 161 501 to	1 650	706 382 419 to 2 430	715 144 171 to 4 470	724 711 441 to 1 500
700 202 522 to	2 700	706 628 735 to 8 820	715 197 211 to 7 570	724 711 538 to 1 560
700 290 275 to	0 300	706 638 211 to 8 420	715 595 910 to 6 180	724 793 221 to 3 250
700 465 730 to	5 750	706 817 959 to 8 000	715 941 781 to 1 810	724 908 109 to 8 120
700 561 444 to	1 550	707 034 391 to 4 450	715 962 421 to 2 480	724 937 461 to 7 670
701 423 101 to	3 150	707 292 636 to 2 660	716 477 396 to 7 430	725 163 118 to 3 151
701 625 469 to	5 550	707 441 401 to 1 687	716 556 635 to 6 660	725 202 735 to 2 750
701 643 829 to	3 850	707 441 836 to 1 940	717 191 648 to 1 690	725 398 591 to 8 800

PULL-OUT SECTION

CUT ALONG DOTTED LINE



725 464 591 to 4 920	732 541 605 to 1 620	740 889 081 to 9 090	752 139 516 to 9 570
725 475 321 to 5 330	732 572 221 to 2 490	741 010 421 to 0 530	752 182 892 to 2 950
725 711 057 to 1 070	732 586 479 to 6 710	741 113 041 to 3 370	752 206 861 to 7 100
725 738 581 to 8 730	732 994 037 to 4 080	741 373 891 to 4 340	752 295 241 to 5 600
725 981 311 to 1 430	733 163 449 to 3 460	741 452 369 to 2 490	752 731 351 to 1 410
725 987 835 to 7 880	733 297 171 to 7 290	741 492 991 to 3 140	752 767 441 to 7 470
726 060 811 to 0 900	733 446 631 to 7 110	741 553 460 to 3 470	753 008 941 to 9 030
726 391 970 to 2 520	733 474 665 to 4 770	741 764 431 to 4 520	753 194 311 to 4 370
726 484 771 to 4 800	733 704 482 to 4 570	742 178 834 to 8 880	753 620 378 to 0 400
726 493 351 to 5 300	733 751 041 to 1 130	742 325 500 to 5 520	754 013 917 to 3 940
726 504 031 to 4 063	734 009 101 to 9 130	742 325 668 to 5 700	754 161 061 to 1 120
726 504 070 to 4 090	734 290 759 to 0 770	742 408 771 to 8 830	754 358 445 to 8 610
726 504 331 to 4 390	734 389 273 to 9 290	742 512 120 to 2 150	754 410 451 to 0 660
726 563 701 to 4 060	734 440 031 to 0 111	742 684 849 to 4 890	754 438 393 to 8 410
726 599 371 to 9 460	734 797 201 to 7 320	742 839 553 to 9 630	754 493 109 to 3 130
726 626 356 to 6 370	734 939 611 to 9 640	742 913 668 to 3 700	754 664 182 to 4 220
727 182 271 to 2 510	734 950 111 to 0 170	742 917 287 to 7 296	754 816 377 to 6 470
727 416 181 to 6 240	735 120 331 to 0 840	742 921 891 to 1 980	755 487 421 to 7 600
727 481 431 to 1 460	735 283 008 to 3 020	742 983 631 to 3 810	755 592 901 to 3 140
727 749 241 to 9 780	735 293 131 to 3 220	743 020 021 to 0 170	755 790 020 to 0 030
728 382 331 to 2 480	735 635 010 to 5 040	743 206 491 to 6 500	755 791 730 to 1 800
728 702 338 to 2 400	735 783 961 to 3 990	743 235 992 to 6 050	755 926 951 to 7 070
728 915 371 to 5 850	735 803 401 to 3 430	743 940 631 to 0 900	755 934 332 to 4 510
728 953 141 to 3 410	736 005 420 to 5 440	743 978 011 to 8 070	755 957 701 to 8 000
728 954 280 to 4 310	736 366 021 to 6 110	744 234 751 to 4 780	755 962 981 to 3 280
729 169 081 to 9 140	736 624 456 to 4 500	744 499 591 to 9 680	756 035 371 to 5 490
729 363 841 to 3 870	736 670 851 to 1 060	744 626 901 to 6 910	756 301 257 to 1 290
729 682 891 to 3 190	736 767 061 to 7 090	745 388 794 to 8 910	756 371 565 to 1 580
729 838 940 to 9 070	736 767 093 to 7 120	746 446 806 to 6 820	756 876 031 to 6 120
729 839 101 to 9 130	736 982 191 to 2 370	746 818 351 to 8 410	756 876 151 to 6 240
<b>730 077 683 to 7 840</b>	736 982 551 to 2 730	747 245 266 to 5 280	756 970 129 to 0 140
730 109 847 to 9 880	737 110 141 to 0 170	747 364 813 to 4 830	757 059 613 to 9 630
730 373 761 to 3 850	737 185 501 to 5 710	747 501 434 to 1 450	757 078 540 to 8 560
730 501 951 to 2 130	737 317 321 to 7 350	747 739 891 to 0 070	757 086 209 to 6 240
730 519 379 to 9 470	737 517 781 to 7 840	748 148 649 to 8 760	757 240 591 to 0 650
730 569 278 to 9 360	737 628 181 to 8 210	748 259 960 to 9 970	757 277 371 to 7 700
730 711 711 to 1 740	737 634 258 to 4 270	748 565 162 to 5 280	757 291 591 to 2 730
730 722 991 to 3 230	738 361 971 to 1 980	748 874 988 to 5 030	757 964 251 to 4 280
730 845 970 to 5 990	738 447 601 to 7 660	749 137 381 to 7 410	758 067 001 to 7 090
730 888 291 to 8 320	738 648 355 to 8 450	749 190 192 to 0 210	758 105 221 to 5 250
730 927 591 to 7 680	738 849 811 to 9 900	749 685 421 to 5 450	758 324 941 to 5 000
731 307 914 to 7 930	738 892 270 to 2 290	749 846 791 to 6 850	758 593 628 to 3 650
731 402 431 to 2 460	738 997 259 to 7 380	749 993 131 to 3 580	758 709 038 to 9 060
731 407 232 to 7 320	739 161 451 to 1 540	<b>750 071 587 to 1 610</b>	758 744 101 to 4 160
731 588 301 to 8 340	739 219 381 to 9 440	750 408 167 to 8 183	758 850 883 to 0 900
731 767 273 to 7 320	739 740 151 to 0 180	750 438 421 to 8 501	758 860 951 to 1 550
731 781 061 to 1 120	739 793 491 to 3 520	750 743 911 to 4 030	759 152 851 to 2 880
731 837 821 to 7 910	739 793 527 to 3 550	750 779 118 to 9 400	759 740 941 to 1 090
731 841 377 to 1 450	739 942 621 to 2 650	750 910 981 to 1 010	<b>760 004 596 to 4 610</b>
732 018 481 to 8 600	739 999 231 to 9 320	750 960 841 to 0 900	760 118 191 to 8 250
732 067 972 to 8 370	<b>740 011 517 to 1 530</b>	751 296 211 to 6 240	760 155 001 to 5 090
732 188 649 to 8 670	740 030 701 to 0 970	751 539 121 to 9 180	760 378 002 to 8 020
732 193 460 to 3 470	740 261 740 to 1 820	751 541 311 to 1 790	761 055 460 to 5 480
732 201 241 to 1 390	740 265 811 to 6 290	751 757 641 to 7 700	761 504 941 to 5 120
732 220 431 to 0 440	740 299 111 to 9 170	751 936 951 to 7 010	761 516 836 to 6 850
732 355 201 to 5 380	740 299 231 to 9 260	751 951 861 to 1 890	761 516 851 to 6 910
732 472 320 to 2 560	740 329 266 to 9 320	751 999 021 to 9 110	761 613 588 to 3 600

PULL-OUT SECTION

761 688 631 to 8 690	763 900 460 to 0 471	765 813 781 to 4 029	768 177 980 to 7 990
761 805 199 to 5 240	763 900 479 to 0 530	765 879 314 to 9 390	768 391 081 to 1 170
761 826 106 to 6 120	763 917 271 to 7 750	765 954 001 to 4 030	769 000 051 to 0 080
761 881 171 to 1 560	764 125 801 to 5 860	766 120 286 to 0 320	769 034 701 to 4 790
762 304 144 to 4 170	764 284 525 to 4 560	766 125 716 to 5 750	769 778 491 to 8 730
762 324 931 to 4 960	764 526 241 to 6 330	766 158 824 to 8 840	769 827 331 to 7 450
762 439 261 to 9 290	764 601 421 to 1 600	766 388 433 to 8 460	770 216 071 to 6 100
762 524 158 to 4 220	764 650 231 to 0 470	766 509 421 to 9 660	770 723 281 to 3 400
762 584 872 to 4 970	764 984 371 to 4 850	766 572 901 to 3 020	<b>770 915 150 to 5 490</b>
762 593 431 to 3 460	765 003 667 to 3 680	766 748 500 to 8 521	771 455 551 to 5 610
763 155 160 to 5 180	765 042 517 to 2 540	767 024 341 to 4 370	772 057 224 to 7 440
763 178 631 to 8 660	765 194 728 to 4 970	767 326 471 to 6 590	772 162 660 to 3 070
763 506 001 to 6 060	765 387 365 to 7 450	767 332 561 to 2 950	772 208 341 to 8 370
763 522 141 to 2 470	765 541 801 to 2 100	768 009 841 to 9 960	772 718 615 to 8 640
763 717 694 to 7 800	765 638 461 to 8 970	768 011 489 to 1 520	774 863 251 to 3 400
763 826 461 to 6 520	765 647 101 to 7 190		

— Postal Inspection Service, 11-1-01

### Counterfeit Canadian Money Order Forms

#### Do Not Cash

To be posted and used by retail window employees. As directed, destroy previous notices. All interim notices should be destroyed when the numbers listed appear in the *Postal Bulletin*.

671,819,086	686,794,382
676,612,640	686,794,426
677,891,039	686,794,427
678,282,493	686,794,431
678,916,031	687,262,502
679,552,215	687,262,503
679,694,334	687,262,525
679,751,983	687,262,526
679,800,207	687,287,578
681,130,536	687,287,581
681,844,376	687,287,582
683,594,542	694,063,898
684,683,610	694,063,899
686,619,878	694,063,980
686,619,886	701,321,725
686,619,887	

— Postal Inspection Service, 11-1-01

### 800 Number Available to Verify Canadian Money Orders

The Canada Post Corporation is now providing an 800 number that cashing agents can call to verify the validity of Canadian Postal Money Orders. The number is 1-800-563-0444.

This 800 number is printed on the back of the Canadian Postal Money Orders.

— Postal Inspection Service, 11-1-01

### Withholding of Mail Orders

Withholding of mail orders is enforced by the postmasters at the cities listed below:

State/City/ZIP Code	Names and Addresses Covered
CA, Los Angeles 90023-0284	Jason Mejia, PO Box 23284
NY, Williamsville 14221-4117	Summit International, 7954 Transit Road, PMB 345

— Recorder's Office, Judicial Officer, 11-1-01

PULL-OUT SECTION

CUT ALONG DOTTED LINE

# Domestic Mail (continued)

PILOT TEST EXTENDED

## Priority Mail Drop Shipment With Delivery Confirmation

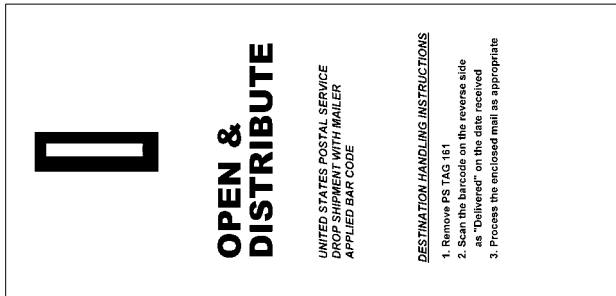
The United States Postal Service is extending the operational pilot test for Priority Mail Drop Shipment with Delivery Confirmation through February 28, 2002. This extension is necessary to refine operational procedures and further evaluate the service. The pilot test includes drop shipment sacks destined for national distribution, and will be limited to current Priority Mail drop shipment mailers who meet the following requirements:

- Certified to use Delivery Confirmation electronic option.
- Currently ship Priority Mail drop shipment sacks.
- Able to produce shipping label (maximum 4 inches x 6 inches), and apply it to the new PS Tag 161, *Open & Distribute*, in the space provided (see Exhibit 1). The shipping label must not cover the Postal Service section at the bottom of PS Tag 161.

- The mailer's shipping label must contain the following elements and appear in the order listed (see Exhibit 2):
  1. Postage or permit imprint.
  2. Priority Mail service indicator.
  3. Return address.
  4. The words "OPEN AND DISTRIBUTE AT:" followed by the destinating facility identified in *Domestic Mail Manual* (DMM) labeling lists (see DMM M072.1.4a).
  5. Mail enclosure statement.
  6. Delivery Confirmation barcode and format.

### Exhibit 1 (not to scale)

PS Tag 161 (back)

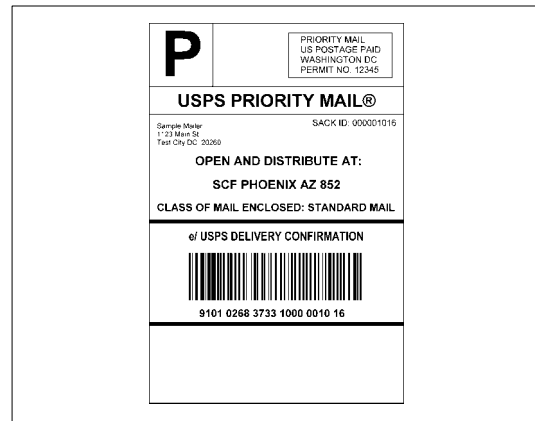


PS Tag 161 (front)



### Exhibit 2 (not to scale)

Mailer Shipping Label



For more information on the shipping label shown in Exhibit 2, see the article titled "DMM Revision: New Guidelines for Shipping Labels" in *Postal Bulletin* 22047 (4-5-01, pages 7-9).

Customers interested in additional information about the pilot should contact their Postal Service account managers. Based on a successful completion of the pilot, the DMM will be updated and the service will become available to all mailers.

## APO/FPO Changes

Make the following ink changes to the most recent APO/FPO table in *Postal Bulletin 22061* (10-18-01).

APO/FPO	Action	Effective Date	See Restrictions
APO AE 09311	Activate	Immediately	A,B,B1,C1,E2,F,H1,I,M,N,R,R1,X,Z,Z1
APO AE 09391	Close	Immediately	
FPO AE 09392	Close	Immediately	
APO AE 09397	Close	Immediately	
APO AE 09398	Close	Immediately	
APO AE 09399	Close	Immediately	
APO AP 96547	Close	Immediately	

— *International Network Operations, Network Operations Management, 11-1-01*

## Finance

### HANDBOOK REVISION

### F-12, Relocation Policy

Effective November 1, 2001, Handbook F-12, *Relocation Policy*, is revised. We will incorporate this revision into the next printed edition of Handbook F-12.

### Handbook F-12, *Relocation Policy*

\* \* \* \* \*

#### 5 Temporary Quarters

#### 510 Allowances for Temporary Quarters

\* \* \* \* \*

[Revise 512.4 to read as follows:]

**512.4 Determining temporary quarters starting and/or ending periods.** When computing temporary quarters allowances, you must consider the following:

- The time period is computed from the beginning of the calendar day for which you claim reimbursement for the temporary quarters lodging.
- On whatever day you begin to occupy permanent quarters, the temporary quarters' period is continued for that day.

\* \* \* \* \*

— *National Accounting, Finance, 11-1-01*

HANDBOOK REVISION

**F-15, Travel and Relocation**

Effective November 1, 2001, Handbook F-15, *Travel and Relocation*, is revised. We will incorporate this revision into the next printed edition of Handbook F-15 and into the on-line version available at <http://blue.usps.gov/cpim>; click on *Handbooks*.

**Handbook F-15, *Travel and Relocation***

\* \* \* \* \*

**Part 3 — Relocation (Non-bargaining Only)**

**Introduction**

[Click on “Policies and Procedures.”]

[Click on “Finding a Place to Live.”]

[Click on “Temporary Quarters.”]

[Click on “Reimbursable Expenses.”]

[In the table, revise the NOTE in the “Non-executive employees” row, by deleting the second sentence to read as follows:]

Employee Group	Reimbursable Expenses
Non-executive employees	* * * * *
	NOTE: The first night you lodge at your temporary quarters location counts as the first day of your temporary quarters period.
	* * * * *

\* \* \* \* \*

— National Accounting, Finance, 11-1-01

CORRECTION

**New International Reply Coupons, Item Number 330600**

In Postal Bulletin 22061 (10-18-01, page 23), the incorrect item number was listed in the article title. The correct item number is 330600, as shown in the article here.

Effective January 1, 2002, a new version of the International Reply Coupon (IRC) will be available for sale to customers. The new version will have a printed expiration date. The price of the new IRC will be \$1.75 per coupon. All prior versions of U.S.-issued IRCs in inventories as of the close of business December 31, 2001, will be obsolete and will no longer be available for sale to customers.

Stamp distribution offices (SDOs) and stamp service centers (SSCs) will receive automatic distribution quantities of the new IRCs from the New York accountable paper depository (APD) by November 1, 2001.

**Initial Supply to Post Offices**

Post Offices must requisition initial quantities of the new IRCs, Item Number 330600, by submitting PS Form 17, *Stamp Requisition*, to their SDOs or SSCs after November 1, 2001.

**Retail Units**

Retail units must withdraw all obsolete IRCs from sales inventories and return them to the unit reserve at standard field accounting procedures (SFAP) units or the main stock at non-SFAP offices by the close of accounting period (AP) 5 ending January 25, 2002. **Instructions for disposing of**

**those obsolete IRCs from unit reserves/main stocks at Post Offices will be published in a future *Postal Bulletin*.**

**SDOs and SSCs**

**SDOs and SSCs must send all obsolete IRCs in inventory** to the Eagan accounting service center (ASC) with the statement of account for AP 4, which ends on December 28, 2001. A memorandum, in duplicate, containing the following information must be included with the obsolete IRCs:

- Total number and value of obsolete U.S.-issued IRCs.
- Signatures of the employee and a witness verifying the count and dispatch.

The SDO supervisor must submit the obsolete IRCs with supporting documentation to the district accounting office (DAO). The DAO will record the amount of the obsolete IRCs to AIC 625, International Reply Coupons Exchanged, on the statement of account for AP 4.

The SSC manager must record the amount of the obsolete IRCs to AIC 625, International Reply Coupons Exchanged, on the statement of account for AP 4.

— Post Office Accounting, Finance, 11-1-01

## Form W-5 Renewal

Form W-5, *Earned Income Credit Advance Payment Certificate*, which allows eligible employees to receive advance payment of their earned income credit, must be renewed for 2002. All certificates currently in effect expire at the end of the calendar year and must be renewed by submitting a new Form W-5 as soon as possible. Employees are responsible for timely submission of their Form W-5. The personnel office must receive the Form W-5 no later than December 14, 2001 (pay period 26), to ensure that the information on the form is effective by the start of the calendar year. Please note that Internal Revenue Service (IRS) regulations specifically prohibit *any* retroactive changes or additions to the information submitted on the original Form W-5. Any changes, corrections, or additions to a Form W-5 require submission of a new form.

*Reminder:* Personnel offices are reminded that the IRS regulations mandate that all employers submit copies of all Forms W-5 received from their employees. Personnel offices must mail one copy of Form W-5 in a separate envelope marked "PROCESSED W-5 FOR IRS" in the lower left-hand corner of the envelope to:

ATTN CONTROL SECTION  
EAGAN ACCOUNTING SERVICE CENTER  
2825 LONE OAK PKWY  
EAGAN MN 55121-9611

The Control Section in Eagan will subsequently forward the forms to the IRS.

— Payroll Accounting, Finance, 11-1-01

## 2002 Social Security and Medicare Tax Withholding

For 2002, the maximum limit on earnings for withholding in the Old-Age, Survivors, and Disability (OASDI) portion of the Social Security tax increases from \$80,400 to \$84,900. This is a \$4,500 increase from the 2001 limit. The Social Security tax rate remains at 6.2 percent, resulting in a maximum Social Security tax of \$5,263.80. This is a \$279.00 increase from the 2001 limit of \$4,984.80. There is still no limit on the amount of earnings subject to the Medicare portion of the tax. The Medicare tax rate applies to all taxable wages and remains at 1.45 percent.

The following information is effective January 1, 2002.

	2001	2002
Social Security Gross Limit	\$80,400.00	\$84,900.00
Social Security Liability Limit	4,984.80	5,263.80
Medicare Gross Limit	NO LIMIT	NO LIMIT
Medicare Liability Limit	NO LIMIT	NO LIMIT

— Payroll Accounting, Finance, 11-1-01

## Federal Tax Withholding Exemption

Internal Revenue Service (IRS) regulations permit employees who anticipate no federal tax liability for 2002 to claim total exemption from federal tax withholding provided they owed no federal taxes for 2001. To renew the exempt status or to claim allowances consistent with the expected tax liability for 2002, employees *must* submit a new Form W-4, *Employee's Withholding Allowance Certificate*, for 2002.

If an employee who claimed exempt status in 2001 does not submit a new Form W-4 claiming a continuation of his or her exempt status:

- The employee will be converted to a taxable status effective pay period (PP) 04-02, and
- Federal taxes will be withheld at the rate that would normally be applicable to a single employee with no dependent allowances.

Employees with a current exempt status (as of PP 26-01) will receive printed messages on their earnings statement during PPs 02-02 and 03-02 informing them that a new Form W-4 is required.

Both changes to and renewals of these forms are dependent upon timely submission by employees. Employees should properly complete and submit a new Form W-4 as soon as possible to avoid any processing delays.

*Reminder:* Personnel offices are reminded that IRS regulations require an employer to submit copies of certain Form W-4s received from employees directly to the IRS. This occurs whenever an employee claims 10 or more withholding allowances and/or claims to be exempt from withholding. In these instances, personnel offices must mail one copy of the Form W-4 in a separate envelope marked "PROCESSED W-4 FOR IRS" in the lower left-hand corner of the envelope to:

ATTN CONTROL SECTION  
EAGAN ACCOUNTING SERVICE CENTER  
2825 LONE OAK PKWY  
EAGAN MN 55121-9611

The Control Section in Eagan will subsequently forward the forms to the IRS.

— Payroll Accounting, Finance, 11-1-01

# International Mail

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IMM REVISION

## Termination of International Money Order Service — Zambia

Effective, November 1, 2001, the Individual Country Listing for Zambia is revised to terminate international money order (LIST) service to Zambia. The money order agreement with South Africa stated that South Africa acts as an intermediate party between Class III countries including Zambia. South Africa will no longer act as an intermediate party for Zambia, and there is no agreement for money order service with Zambia. Therefore, money order service to Zambia is terminated.

We will incorporate these changes into both the printed version of *International Mail Manual* (IMM) 26 and the on-line IMM, which can be accessed via Postal Explorer at <http://pe.usps.gov>.

### *International Mail Manual* (IMM)

\* \* \* \* \*

### Country Conditions for Mailing — Zambia

\* \* \* \* \*

### International Money Order (371)

[Revise text as follows:]

NOT available

\* \* \* \* \*

— Retail,  
Retail, Consumers and Small Business, 11-1-01

## Philately

### Pictorial Cancellations Announcement

As a community service, the Postal Service offers pictorial cancellations to commemorate local events celebrated in communities throughout the nation. A list of events for which pictorial cancellations are authorized appears below. If available, the sponsor of the pictorial cancellation appears in italics under the date. Also provided, as space permits, are illustrations of those cancellations that were reproducible and available at press time.

People attending these local events may obtain the cancellation in person at the temporary post office station established there. Those who cannot attend the event, but who wish to obtain the cancellation, may submit a mail order request. Pictorial cancellations are available only for the dates indicated, and *requests must be post-marked no later than 30 days following the requested pictorial cancellation date.*

All requests must include a stamped envelope or postcard bearing at least the minimum First-Class Mail postage. Items submitted for cancellation may not include

postage issued after the date of the requested cancellation. Such items will be returned unserviced.

Customers wishing to obtain a cancellation should affix stamps to any envelope or postcard of their choice, address the envelope or postcard to themselves or others, insert a card of postcard thickness in envelopes for sturdiness, and tuck in the flap. Place the envelope or postcard in a larger envelope and address it to: PICTORIAL CANCELLATIONS, followed by the NAME OF THE STATION, ADDRESS, CITY, STATE, ZIP + 4 CODE, exactly as listed below (using all capitals and no punctuation, except the hyphen in the ZIP + 4 code).

Customers can also send stamped envelopes and postcards without addresses for cancellation, as long as they supply a larger envelope with adequate postage and their return address. After applying the pictorial cancellation, the Postal Service returns the items (with or without addresses) under addressed protective cover.

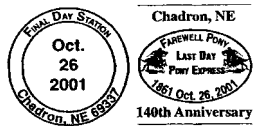
The following cancellation has been extended for 30 days.



DEFENSE INTELLIGENCE AGENCY  
40<sup>th</sup> Anniversary Station - 1 October 2001  
Washington D.C. 20340

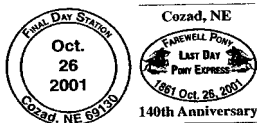
October 1, 2001

*Defense Intelligence Agency*  
DIA 40TH ANNIVERSARY STATION  
POSTMASTER  
PO BOX 92282  
WASHINGTON DC 20090-2282



October 26, 2001

*Blaine Motel Historical Society*  
FINAL DAY STATION  
POSTMASTER  
278 MAIN ST  
CHADRON NE 69337-9998



*One Hundredth Meridian Museum*

FINAL DAY STATION  
POSTMASTER  
102 EAST 9TH ST  
COZAD NE 69130-9998



*USPS*

FINAL DAY STATION  
POSTMASTER  
122 SOUTH 9TH ST  
SABETHA KS 66534-9998



United States Marine Corps  
 "UNITED WE STAND"  
 For 226 years the USMC  
 Has stood for Freedom  
 Semper Paratus Station  
 November 10, 2001  
 Halifax, VA 24558

November 10, 2001  
 UNITED WE STAND STATION  
 POSTMASTER  
 231 SOUTH MAIN ST  
 HALIFAX VA 24558-9998

United States Marine Corps  
 226th Anniversary Station  
 November 10, 2001  
 United we stand, the  
 MARINES have for 226 years  
 SOUTH BOSTON, VA 24592

226TH ANNIVERSARY STATION  
 POSTMASTER  
 601 NORTH MAIN ST  
 SOUTH BOSTON VA 24592-9998



RAILROAD MUSEUM STATION  
 SEPTEMBER 22, 2001  
 WALDO AR 71770

September 22, 2001  
 Railroad Museum  
 RAILROAD MUSEUM STATION  
 POSTMASTER  
 PO BOX 9998  
 WALDO AR 71770-9998

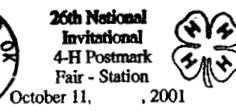


October 9, 2001  
 Post Office  
 PORKY PIG STATION  
 POSTMASTER  
 PO BOX 9998  
 SHELLSBURG IA 52332-9998

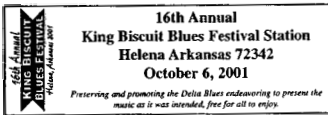


DEFENSE INTELLIGENCE AGENCY  
 40th Anniversary Station - 1 October 2001  
 Washington D.C. 20340

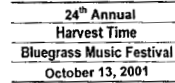
October 1, 2001  
 Defense Intelligence Agency  
 DIA 40TH ANNIVERSARY  
 STATION  
 POSTMASTER  
 PO BOX 92282  
 WASHINGTON DC 20090-2282



October 13, 2001  
 26TH NATIONAL INVITATIONAL  
 4-H POSTMARK FAIR STATION  
 POSTMASTER  
 108 NORTH NESHOBA  
 TISHOMINGO OK 73460-9998



October 4-6, 2001  
 King Biscuit Blues Festival  
 16TH ANNUAL KING BISCUIT  
 BLUES FESTIVAL STATION  
 POSTMASTER  
 PO BOX 9998  
 HELENA AR 72342-9998

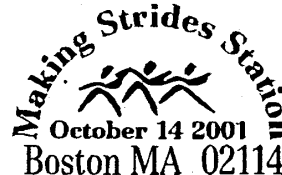


October 13, 2001  
 Bluegrass Music Festival  
 TURKEY TRACK STATION  
 POSTMASTER  
 PO BOX 9998  
 WALDRON AR 72958-9998



OCTOBER 6, 2001  
 APPLE 'N CHEESE  
 FESTIVAL STATION  
 CANTON PA 17724-9998

October 6-7, 2001  
 Rekindle the Spirit Association  
 APPLE N CHEESE FESTIVAL  
 STATION  
 POSTMASTER  
 PO BOX 9998  
 CANTON PA 17724-9998



October 14, 2001  
 MAKING STRIDES STATION  
 POSTMASTER  
 25 DORCHESTER AVE RM 4009  
 BOSTON MA 02205-9600



October 7, 2001  
 Norwalk (CT) Stamp Club  
 NORWALK CELEBRATION  
 STATION  
 POSTMASTER  
 16 WASHINGTON ST  
 NORWALK CT 06856-9998



October 15, 2001  
 Safe Harbors  
 DOMESTIC VIOLENCE  
 AWARENESS STATION  
 POSTMASTER  
 9 WASHINGTON ST  
 LUBEC ME 04652-9998



CENTENNIAL STATION  
 PHILIPPINE SCOUTS DIVISION  
 WASHINGTON, DC 20066  
 OCTOBER 8, 2001

October 8, 2001  
 PHILIPPINE SCOUTS DIVISION  
 CENTENNIAL STATION  
 POSTMASTER  
 PO BOX 92282  
 WASHINGTON DC 20090-2282



October 17, 2001  
 THATS ALL FOLKS! PORKY PIG  
 STATION  
 POSTMASTER  
 205 JEFFERSON ST  
 PERTH AMBOY NJ 08861-9998



October 20, 2001  
University of Southern Maine and USPS  
BREAST CANCER RESEARCH STATION  
POSTMASTER  
125 FOREST AVE  
PORTLAND ME 04101-9998



Washington DC P&DC  
Fourth Annual  
Deaf Awareness Day  
Celebration Station  
October 25, 2001  
Washington, D.C. 20066

October 25, 2001  
DEAF AWARENESS DAY  
CELEBRATION STATION  
POSTMASTER  
PO BOX 92282  
WASHINGTON DC 20090-2282



Dedication Ceremony  
Vicksburg National  
Military Park Station  
Vicksburg, MS 39183  
October 20, 2001

October 20, 2001  
DEDICATION CEREMONY  
VICKSBURG NATIONAL  
MILITARY PARK STATION  
POSTMASTER  
3415 PEMBERTON SQUARE  
BLVD  
VICKSBURG MS 39180-9998

The POWER of PINK



Join the fight against breast cancer!

October 25, 2001  
Fairview University Medical  
Center  
FAIRVIEW RRHS STATION  
POSTMASTER  
PO BOX 9998  
HIBBING MN 55746-9998



Farmers Fair  
Station  
Dillsburg PA 17019  
October 20 2001

October 20, 2001  
Dillsburg Business Association  
FARMERS FAIR STATION  
POSTMASTER  
PO BOX 9998  
DILLSBURG PA 17019-9998



ST. CLAIRSVILLE  
OHIO  
43950

October 25, 2001  
CUMBERLAND TRAIL

October 25, 2001  
USPS  
BICENTENNIAL STATION  
BELMONT COUNTY  
POSTMASTER  
2 RESERVOIR RD  
ST CLAIRSVILLE OH  
43950-9998



October 20-21, 2001  
AUTUMN ON THE RIVER  
STATION  
POSTMASTER  
PO BOX 9998  
BETHLEHEM IN 47104-9998



October 27, 2001  
Lynchburg Chamber of Commerce  
JACK DANIELS WORLD  
CHAMPIONSHIP INVITATIONAL  
BARBECUE STATION  
POSTMASTER  
PO BOX 9998  
LYNCHBURG TN 37352-9998



October 23, 2001  
City of Taylor  
KEEP TAYLOR BEAUTIFUL  
STATION  
POSTMASTER  
202 WEST 4TH ST  
TAYLOR TX 76574-9998



OCT 27 2001  
25th Annual Augusta  
Stamp Show Station  
Home of the  
Georgia Golf Hall of Fame

October 27-28, 2001  
Greater Augusta Stamp Club  
GAPEX STATION  
POSTMASTER  
525 8TH ST  
AUGUSTA GA 30901-9998



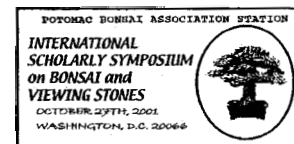
October 24, 2001  
USPS  
THATS ALL FOLKS! PORKY PIG  
STATION  
POSTMASTER  
PO BOX 9998  
THOMPSONVILLE NY  
12784-9998



October 27, 2001  
City of Lexington  
BARBECUE FESTIVAL STATION  
POSTMASTER  
PO BOX 9998  
LEXINGTON NC 27292-9998



October 25, 2001  
THATS ALL FOLKS! PORKY PIG  
STATION  
POSTMASTER  
PO BOX 9998  
MONTICELLO KY 42633-9998

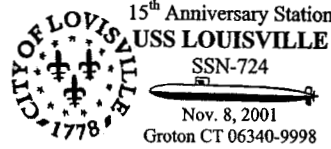


October 27, 2001  
POTOMAC BONSAI  
ASSOCIATION STATION  
POSTMASTER  
PO BOX 92282  
WASHINGTON DC 20090-2282



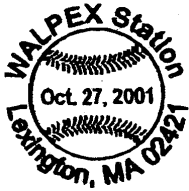
Breeders' Cup Station  
October 27, 2001  
Elmont NY 11003

October 27, 2001  
BREEDERS CUP STATION  
POSTMASTER  
PO BOX 9998  
FLORAL PARK NY 11001-9998

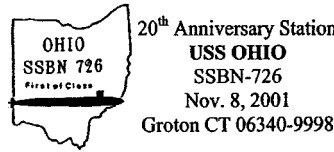


15<sup>th</sup> Anniversary Station  
**USS LOUISVILLE**  
SSN-724  
Nov. 8, 2001  
Groton CT 06340-9998

November 8, 2001  
USS LOUISVILLE SSN-724 15TH  
ANNIVERSARY STATION  
POSTMASTER  
100 PLAZA COURT  
GROTON CT 06340-9998



October 27-28, 2001  
WALPEX STATION  
POSTMASTER  
25 DORCHESTER AVE RM 4009  
BOSTON MA 02205-9600



20<sup>th</sup> Anniversary Station  
**USS OHIO**  
SSBN-726  
Nov. 8, 2001  
Groton CT 06340-9998

November 8, 2001  
USS OHIO SSBN-726 20TH  
ANNIVERSARY STATION  
POSTMASTER  
100 PLAZA COURT  
GROTON CT 06340-9998



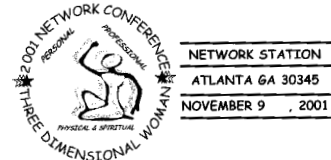
October 30, 2001  
THATS ALL FOLKS! PORKY PIG  
STATION  
POSTMASTER  
PO BOX 9998  
MANITOWISH WATERS WI  
54545-9998



November 9, 2001  
GILBERT DAYS STATION  
POSTMASTER  
137 EAST ELLIOT RD  
GILBERT AZ 85234-9998

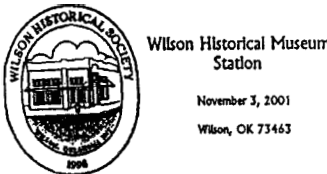


November 1, 2001  
*Sodus Stamp Club*  
ERIE CANAL STATION  
POSTMASTER  
1 PEARL ST  
LYONS NY 14489-9998



NETWORK STATION  
ATLANTA GA 30345  
NOVEMBER 9, 2001

November 9-11, 2001  
NETWORK STATION  
POSTMASTER  
3900 CROWN RD  
ATLANTA GA 30304-9998



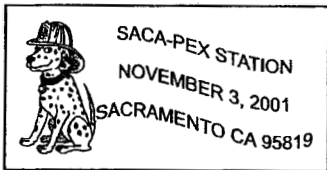
Wilson Historical Museum  
Station  
November 3, 2001  
Wilson, OK 73463

November 3, 2001  
*Wilson Historical Society*  
WILSON HISTORICAL MUSEUM  
STATION  
POSTMASTER  
205 WEST MAIN ST  
WILSON OK 73463-9998



**HONORING  
VETERANS**  
STATION  
NOVEMBER 11, 2001  
JACKSONVILLE, FL 32203

November 11, 2001  
*Diversity Development and USPS*  
HONORING VETERANS  
STATION  
POSTMASTER  
1100 KINGS RD  
JACKSONVILLE FL 32203-9998

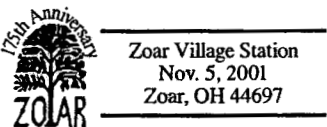


November 3-4, 2001  
*USPS*  
SACA-PEX STATION  
POSTMASTER  
2000 ROYAL OAKS DR  
SACRAMENTO CA 95813-9998



"Peacekeepers of the  
New Millennium..."  
November 12, 2001  
Peacekeeper Station  
Rochester, NY 14692

November 12, 2001  
PEACEKEEPER STATION  
CUSTOMER RELATIONS  
COORDINATOR  
1335 JEFFERSON RD  
ROCHESTER NY 14692-9998



Zoar Village Station  
Nov. 5, 2001  
Zoar, OH 44697

November 5, 2001  
*USPS*  
ZOAR VILLAGE STATION 175TH  
ANNIVERSARY  
POSTMASTER  
PO BOX 9998  
ZOAR OH 44697-9998



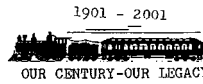
MOBY-DICK 150  
ANNIVERSARY  
WHALING MUSEUM  
STATION  
NEW BEDFORD, MA 02740  
NOVEMBER 14, 2001

November 14, 2001  
*Customer Relations*  
WHALING MUSEUM STATION  
POSTMASTER  
695 PLEASANT ST  
NEW BEDFORD MA 02740-9998

# UNIVAC

First Commercial Digital Computer  
1951 - 2001  
50<sup>th</sup> Anniversary Station  
Topeka Kansas 66603  
November 17 2001

November 17, 2001  
FIRST COMMERCIAL DIGITAL  
COMPUTER 1951 — 2001 50TH  
ANNIVERSARY STATION  
POSTMASTER  
424 SOUTH KANSAS AVE  
TOPEKA KS 66603-9998



November 21, 2001  
Frederic Historical Society  
FREDERIC CENTENNIAL  
STATION  
POSTMASTER  
PO BOX 9998  
FREDERIC WI 54837-9998



**CELEBRATING THE SEASON STATION**  
NOVEMBER 20, 2001  
TURKEY TX 79261

November 20, 2001  
Turkey Post Office  
CELEBRATING THE SEASON  
STATION  
POSTMASTER  
505 MAIN ST  
TURKEY TX 79261-9998



November 24–December 31,  
2001  
Guthrie Chamber of Commerce  
TERRITORIAL CHRISTMAS  
STATION  
POSTMASTER  
201 WEST OKLAHOMA ST  
GUTHRIE OK 73044-9998

— Stamp Services,  
Government Relations and Public Policy, 11-1-01

**CORRECTION**

## 2001 Stamps and Postal Stationery (Announcement 01-F)

In *Postal Bulletin* 22061 (10-18-01, page 48), the deadline date for ordering first day of issue cancellations and covers for the *United We Stand* stamp was incorrect. The correct date is December 23, 2001.

Also, the placement of the *United We Stand* stamp listing was out of sequence. The correct placement is after the *Hanukkah* stamp listing.

— Stamp Services,  
Government Relations and Public Policy, 11-1-01

## Special Cancellation Die Hubs

Postmasters and plant managers who have any of the special cancellation die hubs listed below may use them for the periods designated. At the end of the period, these die

hubs must be withdrawn and stored. Postmasters and plant managers who do not have these special die hubs may not request them from the sponsors.

Cancellation	Period of Use
Employ People With Disabilities	Sept. 1–Nov. 30
Give to the United Way	Sept. 15–Nov. 15
Support Infection Control Week	Oct. 1–Nov. 30
Help Retarded Children	Nov. 1–Nov. 30
Military Families Recognition Day	Nov. 1–Nov. 30
National Adoption Month	Nov. 1–Nov. 30
National Philanthropy Day, Love of Humankind	Nov. 1–Nov. 30
Use Christmas Seals, Support Your Lung Association	Nov. 8–Dec. 31
Support American Education Week	Nov. 10–Nov. 30
Autistic Children, Hope Through Research and Education	Dec. 1–Dec. 31

— Mail Preparation and Standards,  
Pricing and Classification, 11-1-01

# Post Offices

## Post Office Changes

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	01-7630	36877	AL	Smiths	Lee	Main Office	Post Office	10/11/2001	This announcement changes the name of the Smiths AL Post Office to the Smiths Station AL Post Office. Use Smiths Station AL 36877 as last line of address.
New	017630	36877	AL	Smiths Station	Lee	Main Office	Post Office	10/11/2001	
Old	01-2490	36303	AL	Dothan	Houston	Napier Field	Community Post Office	09/29/2001	Community Post Office discontinued. Retain ZIP Code. Establish a place name. Dothan AL becomes an acceptable last line of address for use with ZIP Code 36303.
New	01-2490	36303	AL	Dothan	Houston	Napier Field	Place Name	09/29/2001	
Old	04-6039	71956	AR	Mountain Pine	Garland	Main Office	Post Office	10/20/2001	Realign ZIP Code boundaries. Use Jessieville AR 71949 as last line of address for a portion of the deliveries previously in ZIP Code 71956.
New	04-4599	71949	AR	Jessieville	Garland	Main Office	Post Office	10/20/2001	
Old	04-3798	71767	AR	Hampton	Calhoun	Tinsman	Community Post Office	09/29/2001	Community Post Office, Place Name and ZIP Code discontinued. Use Hampton AR 71744 as last line of address.
New	04-3798	71744	AR	Hampton	Calhoun	Main Office	Post Office	09/29/2001	
Old	04-2493	71650	AR	Dermott	Drew	Jerome	Community Post Office	09/29/2001	Community Post Office, Place Name and ZIP Code discontinued. Use Dermott AR 71638 as last line of address.
New	04-2493	71638	AR	Dermott	Chicot	Main Office	Post Office	09/29/2001	
Old	04-4068	71648	AR	Hermitage	Bradley	Ingalls	Community Post Office	06/10/2000	Community Post Office, Place Name and ZIP Code discontinued. Use Hermitage AR 71647 as last line of address.
New	04-4068	71647	AR	Hermitage	Bradley	Main Office	Post Office	06/10/2000	
Old	04-3555	71644	AR	Grady	Jefferson	Tamo	Community Post Office	12/02/2000	Community Post Office discontinued. Retain ZIP Code. Establish a place name. Grady AR becomes an acceptable last line of address for use with ZIP Code 71644.
New	04-3555	71644	AR	Grady	Lincoln	Main Office	Post Office	12/02/2000	
Old	12-2805	30539	GA	East Ellijay	Gilmer	Main Office	Post Office	09/24/2001	Realign ZIP Code boundaries. Use Ellijay GA 30540 as last line of address for a portion of the deliveries previously in ZIP Code 30539.
New	12-2970	30540	GA	Ellijay	Gilmer	Main Office	Post Office	09/24/2001	
Old	12-2728	31027	GA	Dublin	Laurens	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Dublin GA to East Dublin GA. Use East Dublin GA 31027 as last line of address.
New	12-2728	31027	GA	Dublin	Laurens	East Dublin	Preferred Last Line	10/11/2001	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	19-8355	66201	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Mission KS. Use Mission KS 66201 as last line of address.
New	19-8355	66201	KS	Shawnee Mission	Johnson	Mission	Preferred Last Line	10/11/2001	
Old	19-8355	66205	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Mission KS. Use Mission KS 66205 as last line of address.
New	19-8355	66205	KS	Shawnee Mission	Johnson	Mission	Preferred Last Line	10/11/2001	
Old	19-8355	66222	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Mission KS. Use Mission KS 66222 as last line of address.
New	19-8355	66222	KS	Shawnee Mission	Johnson	Mission	Preferred Last Line	10/11/2001	
Old	19-8355	66202	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Mission KS. Use Mission KS 66202 as last line of address.
New	19-8355	66202	KS	Shawnee Mission	Johnson	Mission	Preferred Last Line	10/11/2001	
Old	19-8355	66285	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Lenexa KS. Use Lenexa KS 66285 as last line of address.
New	19-8355	66285	KS	Shawnee Mission	Johnson	Lenexa	Preferred Last Line	10/11/2001	
Old	19-8355	66227	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Lenexa KS. Use Lenexa KS 66227 as last line of address.
New	19-8355	66227	KS	Shawnee Mission	Johnson	Lenexa	Preferred Last Line	10/11/2001	
Old	19-8355	66220	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Lenexa KS. Use Lenexa KS 66220 as last line of address.
New	19-8355	66220	KS	Shawnee Mission	Johnson	Lenexa	Preferred Last Line	10/11/2001	
Old	19-8355	66215	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Lenexa KS. Use Lenexa KS 66215 as last line of address.
New	19-8355	66215	KS	Shawnee Mission	Johnson	Lenexa	Preferred Last Line	10/11/2001	
Old	19-8355	66219	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Lenexa KS. Use Lenexa KS 66219 as last line of address.
New	19-8355	66219	KS	Shawnee Mission	Johnson	Lenexa	Preferred Last Line	10/11/2001	
Old	19-8355	66203	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Shawnee KS. Use Shawnee KS 66203 as last line of address.
New	19-8355	66203	KS	Shawnee Mission	Johnson	Shawnee	Preferred Last Line	10/11/2001	
Old	19-8355	66216	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this ZIP Code from Shawnee Mission KS to Shawnee KS. Use Shawnee KS 66216 as last line of address.
New	19-8355	66216	KS	Shawnee Mission	Johnson	Shawnee	Preferred Last Line	10/11/2001	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	19-8355	66217	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Shawnee KS. Use Shawnee KS 66217 as last line of address.
New	19-8355	66217	KS	Shawnee Mission	Johnson	Shawnee	Preferred Last Line	10/11/2001	
Old	19-8355	66218	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Shawnee KS. Use Shawnee KS 66218 as last line of address.
New	19-8355	66218	KS	Shawnee Mission	Johnson	Shawnee	Preferred Last Line	10/11/2001	
Old	19-8355	66226	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Shawnee KS. Use Shawnee KS 66226 as last line of address.
New	19-8355	66226	KS	Shawnee Mission	Johnson	Shawnee	Preferred Last Line	10/11/2001	
Old	19-8355	66286	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Shawnee KS. Use Shawnee KS 66286 as last line of address.
New	19-8355	66286	KS	Shawnee Mission	Johnson	Shawnee	Preferred Last Line	10/11/2001	
Old	19-8355	66211	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Leawood KS. Use Leawood KS 66211 as last line of address.
New	19-8355	66211	KS	Shawnee Mission	Johnson	Leawood	Preferred Last Line	10/11/2001	
Old	19-8355	66209	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Leawood KS. Use Leawood KS 66209 as last line of address.
New	19-8355	66209	KS	Shawnee Mission	Johnson	Leawood	Preferred Last Line	10/11/2001	
Old	19-8355	66206	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Leawood KS. Use Leawood KS 66206 as last line of address.
New	19-8355	66206	KS	Shawnee Mission	Johnson	Leawood	Preferred Last Line	10/11/2001	
Old	19-8355	66283	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Overland Park KS. Use Overland Park KS 66283 as last line of address.
New	19-8355	66283	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66221	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Overland Park KS. Use Overland Park KS 66221 as last line of address.
New	19-8355	66221	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66207	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Overland Park KS. Use Overland Park KS 66207 as last line of address.
New	19-8355	66207	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66204	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee Mission</b> KS to Overland Park KS. Use Overland Park KS 66204 as last line of address.
New	19-8355	66204	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	19-8355	66210	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66210 as last line of address.
New	19-8355	66210	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66212	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66212 as last line of address.
New	19-8355	66212	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66213	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66213 as last line of address.
New	19-8355	66213	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66214	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66214 as last line of address.
New	19-8355	66214	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66223	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66223 as last line of address.
New	19-8355	66223	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66282	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66282 as last line of address.
New	19-8355	66282	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66251	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66251 as last line of address.
New	19-8355	66251	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66225	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66225 as last line of address.
New	19-8355	66225	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66224	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Overland Park KS. Use Overland Park KS 66224 as last line of address.
New	19-8355	66224	KS	Shawnee Mission	Johnson	Overland Park	Preferred Last Line	10/11/2001	
Old	19-8355	66208	KS	Shawnee Mission	Johnson	Main Office	Post Office	10/11/2001	This announcement changes the preferred last line for this <b>ZIP Code from Shawnee</b> Mission KS to Prairie Village KS. Use Prairie Village KS 66208 as last line of address.
New	19-8355	66208	KS	Shawnee Mission	Johnson	Prairie Village	Preferred Last Line	10/11/2001	



Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	22-7470	04857	ME	Saint George	Knox	Main Office	Post Office	12/01/2001	This announcement changes the name of the Saint George ME Post Office to the Wileys Corner ME Post Office. Use Wileys Corner ME 04857 as last line of address.
New	22-7470	04857	ME	Wileys Corner	Knox	Main Office	Post Office	12/01/2001	
Old	48-5625	78657	TX	Marble Falls	Burnet	Horseshoe Bay	Community Post Office	03/01/1996	This announcement changes Horseshoe Bay from a Community Post Office to a Classified Branch. Use Horseshoe Bay TX 78657 as last line of address.
New	48-5625	78657	TX	Marble Falls	Burnet	Horseshoe Bay	Classified Branch	03/01/1996	
Old	57-1558	82638	WY	Casper	Natrona	Hiland	Community Post Office	11/22/2000	Community Post Office discontinued. Retain ZIP Code. Establish a place name. Hiland WY becomes an acceptable last line of address for use with ZIP Code 82638.
New	57-1558	82638	WY	Casper	Natrona	Hiland	Place Name	11/22/2000	

— Office of Address Management, Chief Technology Officer, 11-1-01

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This office  
will be closed  
**Monday,**  
**November 12, 2001,**  
to observe  
**Veterans Day.**

CUT ALONG DOTTED LINE



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# Postal Employees

*CORRECTION*

## Handbook EL 801, Supervisor’s Guide to Safety — Ordering Information

In *Postal Bulletin* 22060 (10-4-01, page 65), the PSIN was incorrectly shown as HBK EL-800.

The correct PSIN to use when ordering Handbook EL 801 is **HBK EL-801**.

— *Policies and Procedures Information, Public Affairs and Communications, 11-1-01*

*CLARIFICATION*

## RIF Competitive Areas for the U.S. Postal Service

Office of Personnel Management (OPM) requires agencies covered by reduction-in-force (RIF) procedures to establish Competitive Areas and to publish them. In *Postal Bulletin* 22053 (6-28-01, page 83), an entry in the table needs to be clarified.

The following table shows the clarification. The footnotes explaining the RIF Competitive Areas for the Postal Service are unchanged and are indicated here for reference only.

		Organization	Competitive Area
Headquarters Related Organization	Organizational Type	Each Sales Center <sup>1,2</sup>	Separate

<sup>1</sup> The units located in the Washington DC commute area are part of the parent national Headquarters organization Competitive Area.

<sup>2</sup> The Western Sales Region and the San Francisco Sales Center are in the same Competitive Area.

— *Selection, Evaluation, and Recognition, Employee Resource Management, 11-1-01*

## Thrift Savings Plan Policy Changes, TSP Open Season, and PostalEASE

The next Thrift Savings Plan (TSP) open season is November 15, 2001, through January 31, 2002. TSPBK08, *Summary of the Thrift Savings Plan for Federal Employees*, provides a good overview of TSP (its Postal Service stocking number (PSN) is 7530-03-000-9364, unit of issue is EA, bulk pack quantity is 150, and edition date is May 2001). The following information should assist personnel offices in conducting this open season.

### TSP Policy Changes

Based on changes in underlying law, substantial TSP policy changes became effective as previously noted in *Postal Bulletin 22050* (5-17-01, pages 59–63), "Thrift Savings Plan Policy Changes, TSP Open Season, and *PostalEASE*." These changes are highlighted here and explained in greater detail in the summary booklet and TSP bulletins for personnel offices that are available on the TSP Web site at [www.tsp.gov](http://www.tsp.gov). TSP has added two funds: the S Fund, or Small Capitalization Stock Index Investment Fund; and the I Fund, or International Stock Index Investment Fund. An employee may change the fund investment choice (contribution allocations) both during and outside of the TSP open season. To make a fund investment choice, an employee must contact TSP directly, not *PostalEASE*. If an employee does not contact TSP, the existing fund investment choice continues. The earnings statement (pay-check stub) continues to show the TSP contribution percentage or dollar amount, but the TSP fund investment detail is no longer shown.

Employees covered by the Federal Employees Retirement System (FERS) may contribute up to 12 percent of basic pay in 2002 (the maximum was 11 percent for 2001). Eligible FERS employees still receive the Agency Automatic (1 percent) Contribution and the Agency Matching Contribution of up to 4 percent from the Postal Service — these amounts have not changed. Employees covered by the Civil Service Retirement System (CSRS) and CSRS Offset employees may contribute up to 7 percent of basic pay in 2002 (the maximum was 6 percent for 2001). The limits for FERS, CSRS, and CSRS Offset employees will continue to increase by 1 percentage point per year through 2005. Then all participants will be eligible to contribute up to the Internal Revenue Service code's annual deferral limit without any percentage limit. The IRS annual deferral limit will increase each year starting in January 2002 to \$11,000 and then by \$1,000 each year through 2006 to \$15,000. A newly hired career employee may elect to participate in TSP until the 61st day after the date of hire and in every subsequent open season. The waiting period of one to two open seasons continues to apply to the Agency Automatic (1 percent) Contribution and the Agency Matching Contribution for FERS employees.

### *PostalEASE* Used for Enrollment

Employees who wish to make contribution elections must make them during the TSP open season. Employees must use the *PostalEASE* telephone system to make contribution elections and cancellations. The toll-free number is 1-877-4PS-EASE (1-877-477-3273). The employee must have his or her USPS Personal Identification Number (PIN) to use *PostalEASE*. For information on PINs, see the section explaining the USPS PIN versus the TSP PIN later in this article. This TSP open season ends January 31, 2002, at 5:00 p.m. Central Time (CT). Personnel and employing offices must not distribute TSP-1, *Thrift Savings Plan Election Form*, to employees for making TSP open season elections. TSP-1 is no longer stocked at the Material Distribution Center (MDC).

### Contacting TSP to Make a Fund Investment Election

An employee has three methods available to make a fund investment election: via the TSP Web site at [www.tsp.gov](http://www.tsp.gov), via the TSP ThriftLine at 1-504-255-8777, and by mailing the new form TSP-50, *Investment Allocation* (PSN is 7530-05-000-4305, edition date is May 2001) to the TSP Service Office in New Orleans. The Web site and ThriftLine offer more convenient methods and elections will take effect more quickly than through using TSP-50. TSP-50 is not available from the TSP Web site. Personnel offices must not accept and cannot process completed forms TSP-50. To use the Web site or ThriftLine, employees need to use their TSP PIN.

### USPS PIN Versus TSP PIN

Employees must use two PINs to make TSP elections.

The USPS PIN is maintained by the Postal Service and must be used to make either a contribution percentage election or dollar amount election or to cancel TSP participation via *PostalEASE*. An employee who does not know his or her USPS PIN must call *PostalEASE*. When prompted, the caller must press 1 for *PostalEASE*. When prompted, the caller must enter the Social Security Number. When prompted to enter the PIN, the caller must pause, then press 2. The USPS PIN will be mailed to the employee's address of record, normally within 10 days. When an employee requests the USPS PIN, it does not change (unlike the TSP PIN), and the old USPS PIN remains valid. (The USPS PIN is the same PIN employees use for phone bidding and computerized bidding.)

The TSP PIN is maintained by TSP and must be used to make fund investment choices via the TSP Web site and the TSP ThriftLine. An employee who is a TSP participant and who does not know his or her TSP PIN may choose

one of three methods to have a new TSP PIN mailed to his or her address of record. Available methods are: (1) Go to the TSP Web site at *www.tsp.gov* and select *Account Access*. 92) Call the TSP ThriftLine at 1-504-255-8777, and choose 2, enter the Social Security Number, then listen to the instructions. 93) Call the TSP Service Office at 1-504-255-6000. Once TSP has received a TSP PIN request, the old TSP PIN is no longer valid.

**Direct Mailings to Employees**

Direct mailings to employees include the following:

- Career employees receive from the national level a direct mailing of leaflet TSP1101, *TSP Open Season* (PSN is 7530-05-000-4552; unit of issue is EA; bulk pack quantity is 4,800), and *PostalEASE* instructions at their mailing addresses of record during November.
- In addition to the leaflet noted above, newly eligible career employees receive from the national level a direct mailing of TSPBK08, *Summary of the Thrift Savings Plan for Federal Employees* (PSN is 7530-03-000-9364; unit of issue is EA; bulk pack quantity is 150; edition date is May 2001), as well as a cover letter and *PostalEASE* instructions at their mailing addresses of record soon after their accession PS Form 50, *Notification of Personnel Action*, is processed.

The return address for undeliverable TSP enrollment instructions for newly eligible employees is the employing office of record. The disposition of returned items is at the discretion of the district office or other administering office. Forwarding a returned enrollment package to an employee offers that employee an opportunity to submit a correct PS Form 1216, *Employee's Current Mailing Address* (PSN is 7530-02-000-7354; Quick Pick number is 118; unit of issue is SE; bulk pack quantity is 4,000).

**Eligibility**

All career employees are eligible to make employee contribution elections this open season (subject to financial hardship withdrawal and cancellation exclusions). FERS employees hired before July 31, 2001, receive Agency Automatic (1 percent) Contributions and Agency Matching Contributions (as appropriate) beginning in January 2002.

All employees who participated in TSP and cancelled their TSP contributions after July 31, 2001, are not eligible to participate in this TSP open season. They must wait for the TSP open season beginning May 15, 2002.

**Effective Dates**

The windows of opportunity for employees to make TSP open season elections via *PostalEASE*, which automates the processing of TSP elections, and the resulting effective dates are as follows:

If employee enters TSP open season election via <i>PostalEASE</i> from...	Then effective date will be...
11-15-2001 00:01 a.m. through 1-22-2002 12:00 noon Central Time (CT)	1-12-2002 (pay period [PP] 3-2002)
1-22-2002 12:01 p.m. through 1-31-2002 00:00 5:00 p.m. CT	1-26-2002 (PP 4-2002)

Because *PostalEASE* provides employees the ability to complete a TSP open season election without contacting the local personnel office and automates the processing of such elections, it should minimize use of PS Form 6886, *Thrift Savings Plan — Request for Retroactive Contributions*, which is completed in cases of administrative error for TSP open season elections. Personnel offices have the authority to determine whether an administrative error has occurred. If an error has delayed a TSP open season election past the appropriate effective date, personnel and the employee must complete PS Form 6886 and submit it to the Eagan Accounting Service Center (ASC). The effective dates for elections delayed due to administrative error must be made retroactive to January 12 or January 26, 2002, depending on the date the employee would have otherwise entered his or her open season election via *PostalEASE*. (PS Form 6886, which was published in *Postal Bulletin* 21665 (3-31-88), must be reproduced locally as needed.) Personnel offices also have the authority to determine whether a belated open season election opportunity exists. If so, personnel must submit the employee's election to the Eagan ASC for processing, in accordance with administrative instructions provided to personnel offices regarding *PostalEASE*. Belated open season elections are not retroactive in most circumstances.

**Note:** Processing deadlines and the closing date of this TSP open season require using only two pay periods as indicated earlier.

**Open Season Materials**

In addition to the direct mailing of TSP information to employees, the MDC will automatically distribute residual supplies of the open season leaflet TSP1101, *TSP Open Season*, to HR at district offices, area offices, processing and distribution centers/facilities (PDC/Fs), bulk mail centers (BMCs), airport mail centers/facilities (AMC/Fs), remote encoding centers, Office of Inspector General, Postal Inspection Service divisions, Headquarters, and selected Headquarters field units.

## Non-Open Season Materials

Because of TSP policy changes, the following items have been created or revised:

- TSP-1, *TSP Election Form* (edition date is May 2001; note that TSP-1 is not used in the Postal Service for TSP open season elections);
- TSP-19, *Transfer of Information Between Agencies* (edition date is May 2001; note that this form is not stocked at the MDC and must be reproduced locally);
- TSP-50, *Investment Allocation* (PSN 7530-05-000-4305, edition date is May 2001; note that this form is not available via the TSP Web site);
- TSP-60, *Request for a Transfer Into the TSP* (edition date is July 2001; note that this form is not available from the MDC, participants can obtain from the TSP Web site or by calling the TSP Service Office at 1-504-255-6000);
- TSP-70/70T, *Withdrawal Request/Transfer Information* (PSN 7530-03-000-4207, edition date is March 2001);
- TSPBK02, *Withdrawing Your TSP Account After Leaving Federal Service* (PSN 7530-03-000-9361, edition date is May 2001);
- TSPBK03, *Guide to TSP Investments* (PSN 7530-03-000-9092, edition date is May 2001);
- TSPBK05, *Thrift Savings Plan Annuities* (PSN 7530-03-000-9363, edition date is February 2001);
- TSPBK08, *Summary of the Thrift Savings Plan for Federal Employees* (PSN 7530-03-000-9364, edition date is May 2001).

All prior editions of all of these items are obsolete and must be discarded or recycled where appropriate.

The MDC has completed its automatic distribution of the above non-open season items except TSP-1, TSP-19, and TSP-60 to HR at district offices, area offices, PDC/Fs, BMCs, AMC/Fs, remote encoding centers, Office of Inspector General, Postal Inspection Service divisions, Headquarters, and selected Headquarters field units.

## Ordering TSP Items

Offices may place orders for new or revised TSP items with the MDC on an as-needed basis. Please note that it is not necessary to maintain a large stock of forms and/or publications such as the *Summary of the Thrift Savings Plan for Federal Employees*, since they are mailed to each newly hired career employee from the national level. In all cases where the MDC will stock the new or revised TSP item, the MDC has made an initial distribution to HR at installations as noted earlier. Offices may check the TSP Web site for new or revised items. However, note that TSP-50 will not be available from the TSP Web site.

## Participant Statements

Employees with a TSP account receive a participant statement from the TSP Service Office in November 2001.

## Publicity

HR at district offices, area offices, PDC/Fs, BMCs, AMC/Fs, remote encoding centers, Office of Inspector General, Postal Inspection Service divisions, Headquarters, and selected Headquarters field units receive a supply of posters this open season from the MDC. Installations that receive the posters must widely distribute them and post them on bulletin boards.

To assist in publicizing the TSP open season, all offices must post (1) the open season notice on page 73 of this *Postal Bulletin* through January 31, 2002, and (2) the current TSP fact sheet on bulletin boards.

— Compensation,  
*Employee Resource Management, 11-1-01*



# Thrift Savings Plan Policy Changes, TSP Open Season, and *PostalEASE*

**TSP Policy Changes** Include higher contribution maximums and Internal Revenue Service code's annual deferral limit.

**TSP Contribution Elections and Cancellations** Use *PostalEASE* telephone enrollment system during TSP open season to begin contributing, change contribution amount or percentage, or cancel TSP contributions.

**(USPS PIN)** To use *PostalEASE*, you will need your Social Security number (SSN) and USPS Personal Identification Number (PIN; available only from *PostalEASE*).

Call toll free: **1-877-4PS-EASE (1-877-477-3273)**.

Don't know your USPS PIN? Call *PostalEASE*; press 1; enter SSN; when prompted to enter PIN, pause, then press 2. Your USPS PIN will be mailed to your address of record — allow 10 days.

Career employees who have trouble using *PostalEASE*, or who are unable to use a telephone, may contact local personnel office for help.

**TSP Fund Investment Elections** Contact TSP directly, during or outside TSP open season, to change investment of future TSP contributions or money already in account.

**(TSP PIN)** Go to the TSP Web site at [www.tsp.gov](http://www.tsp.gov), or call the TSP ThriftLine at 1-504-255-8777. Or mail TSP-50, *Investment Allocation*, to TSP (available from your local personnel office; election not effective as quickly).

To use the TSP Web site or TSP ThriftLine you must know your TSP PIN (available only from TSP).

Don't know your TSP PIN? Request it from [www.tsp.gov](http://www.tsp.gov) — choose *Account Access*. Or via TSP ThriftLine at 1-504-255-8777 — press 2, enter SSN, follow instructions. Or call TSP Service Office at 1-504-255-6000 and speak to a representative. Your new TSP PIN will be mailed to your address of record.

**When and Who** November 15, 2001, through January 31, 2002 — all career employees

***PostalEASE* and TSP Information Mailed to Career Employees** A TSP leaflet with *PostalEASE* instructions is mailed to all career employees. If mailing is not received by mid December, contact your local personnel office. In addition, a TSP Summary, cover letter, and *PostalEASE* instructions are mailed to all newly hired career employees soon after their accession PS Form 50 action is processed.

**Closing Date and Time** *PostalEASE* closes 5:00 p.m. Central Time on January 31, 2002, for TSP open season elections.

**PLEASE POST ON ALL BULLETIN BOARDS THROUGH JANUARY 31, 2002.**

CUT ALONG DOTTED LINE



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### 2001 to 2002 Leave Year — Annual Leave Carryover

The Postal Service 2001 leave year ends on January 11, 2002. The 2002 leave year begins on January 12, 2002. The maximum amount of annual leave that employees may carry over from 2001 into the 2002 leave year appears below.

Care is to be exercised to ensure that employees are not required to forfeit annual leave. As of January 12, 2002, no provisions exist for employees to carry over annual leave in excess of the applicable carryover maximums.

Employees should coordinate with their supervisors to schedule any excess leave before January 12, 2002.

#### Maximum Carryover Hours Into the 2002 Leave Year\*

Employee Classification	Maximum Carryover
<b>Nonbargaining Employees</b>	
EAS (including rate schedule codes E, F, J, and U)	560 hours (70 days)
PCES II**	2000 to 2001 carryover plus 208 hours
PCES I (who entered PCES in leave year 2001) **	688 hours
Other PCES I**	2000 to 2001 carryover plus 128 hours
<b>Bargaining Employees</b>	
	440 hours (55 days)

#### Employees Eligible for the Annual Leave Exchange Program

Employees who are eligible for the Annual Leave Exchange Program will be notified in November.

For those employees eligible, an election to exchange annual leave during the November 15 to December 15, 2001 open season is **not** an election to exchange any of the employee's current leave balance. The election is to exchange leave that would otherwise be earned in leave year 2002.

#### All Postal Service Employees

**Note:** Leave earned or accumulated in the 2001 leave year in excess of the carryover limits stated above will be lost if not used before January 12, 2002.

- \* Employees who, on January 1, 1953, had more accumulated leave to their credit than the amounts provided above and who have maintained balances in excess of those amounts may carry over the balance they have maintained.
- \*\* The PCES earned annual leave balance at the time an impacted PCES employee accepts a lower level position will become that employee's carryover maximum. If the number of hours of annual leave carried over into the next leave year falls below the employee's individual carryover maximum, then the current annual leave carryover balance becomes his or her new individual maximum. This process will continue until such time that the employee's annual leave carryover balance falls within the standard EAS carryover ceiling.

— Compensation, Employee Resource Management, 11-1-01

**PLEASE POST ON ALL BULLETIN BOARDS.**

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## Purchasing and Materials

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REVISED FORM

### PS Form 3553, Coding Accuracy Support System (CASS) Summary Report — Do You Know Why?

To assist mailers in evaluating the quality of their address lists, effective August 1, 2001, we require that all Coding Accuracy Support System (CASS) address-matching software packages provide five categories of address-quality delivery-point information. For several years, list processors have been providing this same information on the software output reports as footnote codes. Because of the complexity of some of the output reports, many list owners either did not know that this information was provided or found it difficult to locate. Therefore, they were not aware of the number of deficiencies in high-rise and rural or highway contract route default records and Locatable Address Conversion System (LACS) records in their address list.

The purpose of the new CASS requirement, which provides qualitative statistical summary information on PS Form 3553, *Coding Accuracy Support System (CASS) Summary Report*, is to enable list owners to recognize and understand address-quality deficiencies and to know the number of records that have a ZIP+4 Code for the following categories:

- High-rise Default — Identifies the number of addresses contained within a list destined for a multi-delivery-point address (apartment/suite) where the apartment/suite number is not present or is invalid.
- High-rise Exact — Identifies the number of addresses contained within a list destined for a multi-delivery-point address (apartment/suite) where the apartment/suite number is present and matches a ZIP+4 range.
- Rural Route Default — Identifies the number of addresses contained within a list destined for a rural or highway contract route box number where the box number is not present or is invalid.

- Rural Route Exact — Identifies the number of addresses contained within a list destined for a rural or highway contract route box number where the box number is present and matches a ZIP+4 range.
- Locatable Address Conversion System (LACS) — Identifies the number of addresses in a list destined for an address that has been converted from a rural or highway contract route and box-style address to a city-style address, or from one city-style address to another city-style address.

This new PS Form 3553 information will quickly show to what extent these important address deficiencies exist in your mailing list. You can then take appropriate follow-up action to resolve these deficiencies. The following are some suggestions that will help you in this effort:

- Records coded to a high-rise or rural route default need to be researched to ascertain a valid apartment/suite number or a valid route box number. In many cases, the customer will need to be contacted for this information.
- Records identified as LACS records should be sent for processing to one of the Postal Service-licensed LACS vendors for conversion to the new address. For a list of LACS vendors, go to <http://ribbs.usps.gov/files/vendors/lacsvend.txt>.

For assistance in locating the specific records in your address file under each category, refer to your address-matching software documentation or contact your software vendor for assistance. For questions about this article or assistance obtaining more information about the address-quality tools available from the Postal Service, please contact the Customer Data Analysis Department at our National Customer Support Center at 1-800-238-3150.

— Headquarters Address Management,  
Chief Technology Organization, 11-1-01

## ORDERING INSTRUCTIONS

**Mandatory Sources for Custodial Products**

On August 13, 2001, the Postal Service awarded two contracts to Cleanwise, Inc. (Contract # 483083-01-B-0679), and to W. W. Grainger, Inc. (Contract # 483083-01-B-0677), to provide a full range of custodial products. The period of performance for these contracts is a base period of 4 years with two 3-year renewal options. All Postal Service locations must use these **mandatory sources** to purchase custodial products.

Multiple contracts were awarded to encourage competition, sustain customer choice, and provide the Postal Service with quality products and service at the best value. The Dallas Purchasing and Materials Service Center (PMSC) is responsible for contract administration. The primary role of the district points of contact (POC; listed on page 80) is to provide feedback to the contracting officer concerning the performance, quality, and functionality of products.

Contracting Officer: Steven Carpenter  
Telephone: 214-819-7115  
cc:Mail Address: *Help, Custodial*

The new contracts are effective on November 1, 2001, for all locations except those in the Western Area currently using High Country Chemicals, Inc. Those offices in the Western Area must continue to order through High Country until advised of the date to begin ordering from the new contracts.

**Order Placement Requirements**

Before placing an order under these contracts, you must have a valid Federal Standard Requisitioning and Issue Procedures (FEDSTRIP) number and ensure that locally established buying procedures have been followed, including obtaining prior funding approval for all orders.

The preferred method for ordering custodial products is eBuy. Postal Service facilities that do not have access to eBuy may order products by any of the following methods:

**Cleanwise, Inc.**

Telephone: 1-877-778-8067 (Order Placement & Customer Service)  
Fax: 1-877-778-9997  
Internet: [www.cleanwise.com](http://www.cleanwise.com)  
User name: use your FEDSTRIP number  
Password: use your facility zip code  
Mailing Address: 33 BOSTON POST RD  
MARLBOROUGH MA 01752-1867

**W. W. Grainger, Inc.**

Telephone: 1 -800-GOV-TEAM, 1-800-468-8326  
(Order Placement & Customer Service)  
Fax: 1-877-699-4889  
Internet: [www.grainger.com](http://www.grainger.com)  
Mailing Address: 1275 TRI STATE PKWY  
GURNEE IL 60031-9117

Offices will order Cleanwise and Grainger custodial products from either the electronic catalogs available on eBuy or the printed catalogs furnished by the suppliers. Commercial and Javits-Wagner-O'Day (JWOD) products are available at discount prices when you order through those catalogs. To ensure your office receives discount pricing, order from the electronic catalogs on eBuy or by calling the order placement and customer service numbers shown above for each supplier. Pricing information is proprietary and **must not be disclosed** to anyone outside the Postal Service.

Any questions concerning the eBuy system should be directed to your district or area eBuy coordinator. Questions concerning contract requirements should be directed to the contracting officer.

Invoicing and payment will be made through Electronic Data Interchange (EDI) using the FEDSTRIP process and be automatically charged to the associated finance number through the San Mateo accounting service center (ASC).

Standard manufacturer's commercial warranty applies and varies by manufacturer; however, you must contact Cleanwise or Grainger to resolve warranty issues.

Items will be shipped FOB destination by the supplier's transportation network or by Standard Mail through the Postal Service mail stream. Items will not be shipped FOB destination if delivery is made other than through the mail stream to Postal Service locations in the Caribbean, Hawaiian Islands, and Alaska. If a delivery is made by a Postal Service competitor, inform the contracting officer.

**Account Reconciliation Procedures**

1. At the end of each accounting period (AP), the San Mateo ASC sends each receiving office an AP Billing Summary report. This report is sent to the mailing address with ZIP+4 that corresponds with the FEDSTRIP number. The information on the report should correspond with the information on the packing slips received with your orders.

2. The receiving office must reconcile the packing slip(s) with the AP Billing Summary report for orders placed during the AP. If the ordering office is different from the receiving office and the ordering office is doing the reconciliation, the receiving office must forward the packing slip(s) and the AP Billing Summary report to the ordering office. Copies of the packing slips (submitted by the receiving office) must be used as back-up documentation for reconciliation.
3. If pricing discrepancies are found, contact the appropriate contractor (Cleanwise or Grainger) from whom you received your order. If a satisfactory resolution cannot be reached, notify your assigned district POC.
4. After reconciliation, always sign and date the AP Billing Summary report to indicate that the AP Billing Summary report has been verified and any discrepancies have been resolved.
5. Retain all reconciliation documentation (packing slips, credit memos, and Postal AP Billing Summary) for a 2-year period.

### Delivery Requirements

The contracts require items to be shipped within 24 hours after the supplier receives the order, excluding Saturday, Sunday, and holidays. All deliveries will be made by the supplier's transportation network or through the Postal Service mail stream. Deliveries will be made Monday through Friday between the hours of 8:00 a.m. until 4:30 p.m. and will be made to the specified receiving point at each ordering office. If you require specific items delivered on a predetermined schedule (e.g., weekly, monthly, or staggered schedule) you can establish an ordering cycle with Cleanwise or Grainger. Emergency orders will be shipped the same day if received during regular business hours. After-hour emergency orders will be shipped within 24 hours after receipt of order.

### Receipt of Orders

A packing slip and a Material Safety Data Sheet (MSDS), when appropriate, will accompany each order. The packing slip shows the FEDSTRIP number used to fund the purchase, the Ship To address, including the ZIP+4 of the receiving office, invoice number for that order, customer P.O. number, item number(s), item description(s), quantity(s) ordered, quantity(s) shipped, and unit of measure. The packing slip will also indicate whether any items have been substituted or backordered.

Upon receipt of a drop shipment, Postal Service receiving personnel must:

1. Verify the number of boxes received and sign the delivery manifest.

2. If the number of boxes verified does not match the number noted on the delivery manifest, write the discrepancy on the manifest, and copy the manifest.
3. Retain or forward to the ordering office the delivery manifest and packing slips for reconciliation with the AP Billing Summary report at the end of the month.

Upon receipt of orders through the mail stream, Postal Service receiving personnel must:

1. Review the packing slip(s) and note on the packing slip(s) any discrepancy between what is listed and what was actually delivered.
2. Retain or forward to the ordering office the packing slips and any credit memos for reconciliation with the AP Billing Summary report at the end of the month.

### Order Discrepancies

In the event of a discrepancy between the order placed and the items received, follow the appropriate action listed below:

**Missing Item(s):** If missing item(s) is not marked on the packing slip as backordered, you must notify your Cleanwise or Grainger customer service representative. Backordered items should be delivered within 5 calendar days from the receipt of the initial order.

**Wrong Item(s) Received:** If you receive an item(s) that you did not order, notify your Cleanwise or Grainger customer service representative who will make arrangements for the delivery of the correct item and will advise you what to do with the original item(s) received.

**Damaged Item(s):** If item(s) are damaged, notify the Cleanwise or Grainger customer service representative who will arrange to have the item(s) replaced at no additional cost.

**Wrong Item(s) Ordered:** If you have ordered a wrong item(s), notify the Cleanwise or Grainger customer service representative to arrange for credit and to return the item. Note: In order to obtain a credit, all returned merchandise, except items received damaged, must be in new condition and packed in their original container.

In the event of an unsatisfactory resolution, notify your district POC.

### Product Data

The contracts require that suppliers provide a full-range of custodial products including paper products (e.g., toilet paper, paper towels), chemicals and cleaners (e.g., floor wax, floor stripper), disinfectants and deodorizers, trash can liners, hardware supplies (e.g., mops, brooms, buckets), and light equipment (e.g., vacuums, floor polishers).

The contracts require that the suppliers provide products that are in compliance with the JWOD Act. The JWOD Act requires the Postal Service to purchase selected items from the National Industries for the Blind (NIB) and National Institute of the Severely Handicapped (NISH). To ensure compliance with this Act, JWOD items may be substituted for comparable items ordered.

**Future Updates**

Information about future events, corrections, and changes to the contracts will be published in the Material Logistics Bulletin, MLB-CO-01-012, in the *Postal Bulletin*, or on the eBay Web site.

**District Points of Contact**

CAPITOL METRO AREA			NORTHEAST AREA			SOUTHEAST AREA		
DISTRICT	POC	PHONE	DISTRICT	POC	PHONE	DISTRICT	POC	PHONE
Baltimore	Ron Bailey	(410) 347-4555	Albany	Ralph H. Smith	(518) 452-2275	Alabama	Billy Lawley	(205) 521-0384
Capital	Laura Gaskins	(202) 636-1561		John Weider	(518) 452-2270	Atlanta	Donna L. Jefferies	(404) 765-7435
Northern Virginia	Carl Pearson	(703) 698-6444	Boston	Fran Squatrito	(617) 654-5148	Central Florida	Mcki Arthurs	(561) 697-2080
Richmond	Herbert Townes	(804) 775-6101	Connecticut	Patrick Foley	(860) 524-6455		Laura Silver	(407) 850-6301
EASTERN AREA			Maine	Joni Bryant	(207) 941-2025	Mississippi	David C. Stovall	(601) 351-7005
DISTRICT	POC	PHONE		Henry Curnier	(207) 871-8417	North Florida	Patti Mills	(904) 359-2876
Akron	David G. Senften	(330) 996-9772		Andre Pare	(207) 828-8587	South Florida	Frances Pena	(305) 869-5002
Appalachian	Danny E. Smith	(304) 746-5042	Middlesex Central	Ron Schlesinger	(978) 664-7070		Joe Giambone	(305) 470-0282
Cincinnati	Jeffrey A. Miller	(513) 684-5614	New Hampshire	Denise Chase	(603) 644-4176	South Georgia	Joe Chuck	(478) 752-8445
Cleveland	John Cockingham	(216) 443-4533	S.E. New England	Cid Blanchette	(401) 276-6886	Suncoast	Roy Truxton	(813) 877-0380
Columbus	Willie L. Gibson	(614) 469-4449	Springfield	George Archibie	(413) 785-6286	Tennessee	Andy Wright	(615) 885-9296
Erie	Larry Carullo	(814) 898-7360		Richard Bower	(413) 785-6438	SOUTHWEST AREA		
Greater So. Carolina	Willette Hagenmeyer	(803) 926-6096	Western New York	Rick Adams	(716) 846-2385	DISTRICT	POC	PHONE
Greensboro	Brian Meyerhoeffer	(336) 931-9505	NEW YORK METRO AREA			Arkansas	Cheryl Armstrong	(501) 945-6683
Harrisburg	Todd Allison	(717) 257-2137	DISTRICT	POC	PHONE	Dallas	Joel D. Fitzgibbon	(214) 760-4994
Kentuckiana	Gerald (Gerry) Neel	(502) 454-1870	New York	Rafael Vias	(212) 330-2305	Fort Worth	Jean Sparks	(817) 317-3801
	James (Jim) Dogan	(502) 454-1999		Donna Nelson	(212) 330-3657		Pam Cornelius	(817) 317-3570
Lancaster	Mike Marro	(610) 921-6430	Triboro	Connie Brauer	(718) 321-5501	Houston	Henderson Raibe	(281) 985-4026
	Robert Spagnolia	(610) 964-6437	Northern New Jersey	Marilyn Stevens	(201) 440-7783	Louisiana	Van S. Smith	(504) 589-1056
Mid-Carolinas	Michael S. Gordon	(704) 393-4583		Mark Coccaro	(201) 714-6789	Oklahoma	Diana Quiroga	(405) 563-6110
Philadelphia	Janet L. Robinson	(215) 895-8277	Long Island	Robert May	(631) 755-2533	Rio Grande	Bill Wagner	(210) 368-8433
Pittsburgh	Geoffery Dorman	(412) 359-7789	Central New Jersey	James Costello	(732) 819-3227	WESTERN AREA		
South Jersey	John Fisher	(856) 933-4031	Westchester	Carlton Padmore	(914) 697-4054	DISTRICT	POC	PHONE
GREAT LAKES AREA			Caribbean	Ernesto Mesquida	(787) 622-1960	Alaska	Stan Naid	(907) 266-3293
DISTRICT	POC	PHONE		Angel Rosado	(787) 622-1911	Albuquerque	Edward F. Hutchins	(505) 346-8302
Central Illinois	Alvin Triplett	(708) 563-7379	PACIFIC AREA				Severo Chavez	(505) 346-0961
Chicago	Eddie Brown	(312) 983-7779	DISTRICT	POC	PHONE	Arizona	Mark Herreid	(602) 225-3015
Detroit	Tom Horgan	(313) 226-8163	Honolulu	Kurt Daniels	(808) 423-3607	Big Sky	Dave Cunningham	(406) 657-5723
Gateway	Barry W. Williams	(314) 436-3896	Long Beach	Terry Martinez	(562) 494-2463	Central Plains	Pam Stewart	(402) 348-2832
	Robert Washington	(314) 436-3337	Los Angeles	Card Randle	(323) 586-2846		Karen Wilcox	(402) 255-3945
Greater Indiana	David Sherfield	(317) 464-6315	Oakland	Saul Alvarenga	(510) 874-8314	Colorado/Wyoming	Judy Babcock	(303) 454-4046
Greater Michigan	Carolyn Mills	(231) 933-1010		Rosalino D. Nues	(510) 528-9755	Dakotas	Kelly J. Sullivan	(701) 241-6174
Lakeland	Bernadette Wagner	(414) 270-2366	San Francisco	David P. Martinez	(415) 550-5140	Hawkeye	Deb Immerfall	(515) 251-2125
Northern Illinois	Mike Stein	(630) 260-5286		Sharon Ocaranza	(707) 778-5426	Las Vegas	Unassigned	
Royal Oak	Tom Hallock	(248) 524-3727	Sacramento	Raymond J. Maeder	(916) 373-8324	Mid-America	Dan Sutherland	(816) 504-3414
			San Diego	Lee Miller	(858) 674-0120	Northland	Kathy M. Burt	(612) 349-4482
			San Jose	Julius M. Mel	(408) 437-6854		David M. Root	(651) 681-2170
			Santa Ana	Jesse Romero	(626) 855-6390	Portland	William Britton	(503) 294-2360
			Van Nuys	Valenda Bartosh	(661) 775-7860	Salt Lake City	Mark Holbrook	(801) 974-2384
							Paul Van Slyke	(801) 974-2913
						Seattle	David Marzec	(206) 768-4359
						Spokane	Sandra Harvey	(509) 626-6842



*CONTRACT AWARDED***Information Technology Support Services**

As part of Purchasing and Materials' supply chain management initiatives, a contract was awarded August 3, 2001, to PRC AIS, Inc., to provide the Postal Service with information technology support services (ITSS) on a national basis. The contract is for 2 years with four 2-year options — totaling 10 years. This contract also contains a penalty clause providing the Postal Service 30 days of free service if PRC is unable to fill a position vacancy within 15 days.

Current ITSS costs for the Postal Service are approximately \$10 million. Managers are encouraged to use the PRC contract so the Postal Service can save significant dollars on ITSS.

To order through this contract, submit a completed PS Form 7381, *Requisition for Supplies, Services, or Equipment*, including the number of personnel and hours required, level of expertise desired, and anticipated travel costs.

Mail the completed PS Form 7381, along with a statement of work (SOW), to:

ATTN SHARON MARKGRAF  
US POSTAL SERVICE  
475 LENFANT PLZ SW RM 2P660  
WASHINGTON DC 20260-0095

Sharon Markgraf will map your requirements against the contract. After the mapping, the Philadelphia Purchasing and Materials Service Center (PMSC) will issue a delivery order.

— *Purchasing Policies and Programs,  
Purchasing and Materials, 11-1-01*

## *Retail*

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**Refunds for Meter Stamps**

Effective January 1, 2002, the time limit for obtaining a refund for unused meter stamps will change from 1 year to 60 days for all postage evidencing systems except for PC Postage™ systems. The time limit for PC Postage systems will increase from 10 to 30 days.

A grace period has been established to allow time for customers to submit unused meter stamps already on hand. Unused meter stamps, except those from a PC Postage system, printed between March 1, 2001, and December 31, 2001, may be submitted for refund until March 31, 2002. Any unused meter stamps printed on or after the effective date of this policy must be submitted for refund within 60 days of the date in the indicia.

The new policy for refund and exchanges for metered postage can be found on page 24 of this *Postal Bulletin*.

— *Postage Technology Management,  
Retail, Consumers and Small Business, 11-1-01*

# What's in Store

## Holiday eBillPay promotion

### Limits on CDs

Due to budgetary constraints, the eBillPay group is limiting the number of retail units participating in the holiday eBillPay promotion. Only 159 retail units from the Chicago, Los Angeles, and St. Petersburg/Tampa/Clearwater areas will participate.

Each of those participating units will receive 810 eBillPay promotional CDs. Whenever customers purchase Priority Mail® service with insurance, they will receive a complimentary CD, which provides them with 3 free months of eBillPay service. Participating units should display the eBillPay promotion side of the counter mat insert and counter card until all CDs have been given away. When the supply of CDs has been exhausted, the counter mat insert should be flipped to reveal the "Happy Holidays" greeting and the counter card should be removed.

Nonparticipating units: Do not display the eBillPay point-of-purchase materials. Display the "Happy Holidays" side of the counter mat insert throughout the holiday drive period.

## Look for "Postage Solutions"

### PC postage solutions

Postage Technology Management has redesigned and expanded the scope of the PC Postage/IBIP Web site. What used to be the [www.usps.com/ibip](http://www.usps.com/ibip) site is now "Postage Solutions." You can go to [www.usps.com/postagesolutions](http://www.usps.com/postagesolutions) directly. Or go to [www.usps.com](http://www.usps.com); click on *Buy Stamps & More*, then *Postage Solutions*.

The site provides more marketing appeal to customers. It gives them information on how postage meters and PC Postage™ products provide a convenient alternative for their postage needs.

If customers ask about alternatives for postage or specifically about PC Postage or postage meter products, send them to the Web site for information. The site provides links to all authorized postage meter and PC Postage providers.

## Feedback

Send comments and questions to:  
WHATS IN STORE  
US POSTAL SERVICE  
1735 N LYNN STREET RM 6042  
ARLINGTON VA 22209-6057

## What's in Store

### Retail Coaches Corner

#### Welcome to the November Corner!

##### Standard Acceptance Procedures for a Parcel (Item or Article)

The standard acceptance procedures were outlined in the August *Retail Coaches Corner*. A way to remember the standard procedures is to think in terms of "SAFE." This process was included in the Retail HAZMAT training course to assist retail associates to follow standard practices. Let's review SAFE.

The S in SAFE stands for Standard procedures:

- Check the address.
- Conduct a visual inspection of package labels, markings.
- Be sure to look for stains or leaks.
- Be aware of any unusual odors.
- **NOTE CHANGE:** Based on a mandatory standup talk which calls for a change in policy advising all retail acceptance employees *not to perform a shake test, the shake test has been suspended.*
- Parcels that have the sound of broken glass, shifting weight, or a liquid sound may indicate a prohibited item. Be alert for any indications that the contents may not be properly packaged.

The A in SAFE stands for Act and maintain professionalism:

- Maintain eye contact.
- Listen to the customer.
- Wait for the customer to finish speaking.
- Know your material.

The F in SAFE is the most important. Follow up the visual inspection with the **key** question — "Does the parcel contain anything liquid, fragile, perishable, or potentially hazardous?"

The E in SAFE stands for Educate our customers. Make use of the most current reference materials when you're talking with customers. This includes Notice 107, *Some Things Were Never Meant To Be Mailed*, or Poster 76.

##### NetPost™ Cardstore Employee Discount

Reminder for all employees through November 20, when you order your holiday greeting cards through [www.usps.com](http://www.usps.com), your special Postal Service employee price is \$1.00 per 5 x 7 folded greeting card (postage is additional) — with no minimum or maximum quantity required. Use special promo code "employee" at checkout to receive this discounted pricing. To order, go online to [www.usps.com/netpost/cardstore](http://www.usps.com/netpost/cardstore).

##### Online Shipping Labels with Postage

Coming in mid-November: Online shipping labels with postage will be available on [www.usps.com](http://www.usps.com). Customers will be able to print Express Mail®, Priority Mail®, Global Express Mail™, and Global Express Guaranteed™ labels with (or without) postage right from their PC.

The postage indicia will be printed directly on the shipping label and will include the readable text, [www.usps.com](http://www.usps.com). Online payment for postage will be with credit card. Refunds for unused postage will be handled on the Web only. The process for handling service failure refunds does not change.

All Priority Mail online labels will include the electronic option of either Delivery Confirmation™ (no fee) or Signature Confirmation™ (\$1.25) service. Express Mail labels will be single-ply.

Global Express Guaranteed and Global Express Mail customers will receive a discount when printing online shipping labels with postage. The discount and postage amount will be calculated online. Global Express Mail labels will also be single-ply.

Employees should follow existing acceptance procedures for all products.

To visit the Shipping Solutions Web site, go to [www.usps.com](http://www.usps.com); click on *Shipping*, then *Ship*. Additional information will be available, including a notice, service talk, and graphics of the labels, in a future *Postal Bulletin*.

Questions or comments? Submit them via cc:Mail to *Retail Coaches Corner*.

# What's in Store

# your Retail Calendar '01 HOLIDAY

## November

				THU	FRI	SAT
				1	2	3
SUN	MON	TUE	WED			AP 3 begins
<b>Did You Know?</b> 4 James Madison is known as the "Father of the Constitution" for the leading role he played in drafting the document	5 <b>Make sure Holiday Closing door sign is displayed</b>	6 <b>Inform Your Customers</b> that they can use ReadyPost <sup>®</sup> for their shipping needs	7 	8 <b>Retail Reminder:</b> Remind customers not to reuse boxes that have hazard symbols	9 payday	10 
11 <b>Veterans Day</b>	12 <b>Offices Closed</b>	13 	14 <b>Retail Reminder:</b> Remind customers to buy stamps at vending machines and shorten your lines	15 	16 	17 
18 <b>Did You Know?</b> 45 million turkeys are consumed on Thanksgiving	19 	20 <b>Inform Your Customers</b> Global Express Guaranteed <sup>™</sup> delivers in two business days to most of western Europe	21 	22 <b>Offices Closed</b> Thanksgiving	23 payday	24 
25 <b>Did You Know?</b> 91% of Americans have turkey on Thanksgiving	26 	27 <b>Vending Reminder:</b> Make sure your stamp vending machines are well-stocked, and report any failures immediately	28 	29 	30 <b>Retail Reminder:</b> Don't forget to ask customers if they would like any add-on services, such as insurance or Delivery Confirmation <sup>™</sup>	

Refer to your 90-Day Retail Calendar Poster for additional information.

Access the Retail Intranet Site at: <http://retail.usps.gov>

# What's in Store

# your Retail Calendar '01 HOLIDAY

## December

						SAT
SUN	MON	TUE	WED	THU	FRI	AP 4 begins
<p><b>Did You Know?</b> 2 Porky Pig was the first Warner Bros.® character to emerge as a star. He made his screen debut in 1935 with Friz Freleng's "I Haven't Got a Hat."</p>	3	4	<p><b>Retail Reminder:</b> 5 Remind customers not to reuse boxes that have hazard symbols</p>	<p><b>Inform Your Customers</b> 6 that they can use ReadyPost® for their shipping needs</p>	<p><b>Retail Reminder:</b> 7 Remind customers to buy stamps at vending machines and shorten your lines <b>payday</b></p>	<p><b>Inform Your Customers</b> 8 that they can use Global Express Guaranteed™ for time-sensitive shipping overseas</p>
<p><b>Did You Know?</b> 9 Hanukkah means "dedication" in Hebrew</p>	<p><i>Hanukkah</i> 10</p>	<p><b>Inform Your Small-Business Customers</b> 11 that they can generate holiday postcards through NetPost Mailing Online™ when they log onto <a href="http://www.usps.com">www.usps.com</a>®</p>	12	13	14	15
<p><b>Did You Know?</b> 16 The original St. Nicholas was a bishop in what is today western Turkey</p>	<p><i>New Year/Small Business POP and Merchandise shipments arrive this week</i> 17-18</p>		<p><b>Make sure Holiday Closing door sign is displayed</b> 19</p>	20	<p><b>Last day for Priority Mail® items to arrive by Christmas*</b> 21 <i>payday</i></p>	<p><b>Last day for Express Mail® items to arrive by Christmas*</b> 22</p>
<p><b>Did You Know?</b> 23 Christmas wasn't declared a federal holiday until June 26, 1870</p>	24	<p><b>Offices Closed</b> 25 <i>Christmas</i></p>	<p><i>Kwanzaa</i> 26</p>	<p><b>Vending Reminder:</b> 27 Make sure your stamp vending machines are well-stocked, and report any failures immediately</p>	<p><i>New Year/Small Business Drive Period begins</i> 28-29 <b>AP 5 begins</b></p>	
<p><b>Did You Know?</b> 30 Kwanzaa means "beginning" in Swahili</p>	<p><i>New Year's Eve</i> 31</p>					<p>*Dates that indicate last date to mail are dependent on drop-off location, time, and destination.</p>

Refer to your 90-Day Retail Calendar Poster for additional information.

Access the Retail Intranet Site at: <http://retail.usps.gov>

# What's in Store

# your Retail Calendar

'02  
NEW YEAR/  
SMALL BUSINESS

## January

		TUE	WED	THU	FRI	SAT
		1 <b>Offices Closed</b>	2 <i>Make sure the New Year/Small Business POP is properly displayed</i>	3	4 <i>payday</i>	5
SUN	MON	New Year's Day				
6	7 <b>Inform Your Customers</b> that they can get Signature Confirmation™ with Priority Mail® service for an additional \$1.75	8	9	10 <b>Inform Your Customers</b> that they can use ReadyPost® for their shipping needs	11	12
13	14 <b>Inform Your Small Business Customers</b> about certified mail with return receipt	15 <b>Make sure Holiday Closing door sign is displayed</b>	16	17	18 <i>payday</i>	19
20	21 <b>Offices Closed</b> <i>Martin Luther King, Jr. Day</i>	22 <b>Inform Your Customers</b> that they can get Signature Confirmation with Priority Mail service for an additional \$1.75	23	24 <b>Retail Reminder:</b> Make sure to keep retail merchandise well-stocked	25	26 <b>AP 6 begins</b>
27	28	29 <b>Vending Reminder:</b> Make sure your stamp vending machines are well-stocked, and report any failures immediately	30	31	<b>JANUARY STAMP RELEASES:</b> • <i>Winter Sports</i> • <i>Mentoring</i> • <i>Year of the Horse</i>	

Refer to your 90-Day Retail Calendar Poster for additional information.

Access the Retail Intranet Site at: <http://retail.usps.gov>

**Postal Bulletin Distribution**

The GPO distributes the *Postal Bulletin* for the Postal Service to all postal facilities except classified stations and branches, contract postal units, and detached mail units, which receive copies from their administrative post office. The *Postal Bulletin* is also available online at <http://www.usps.com> (click on *Info*, then *Postal Periodicals and Publications*).

If your postal facility has access to cc:Mail, you may send a request for a new subscription order, an address and/or quantity change, or a subscription query to the

cc:Mail address POSTAL BULLETIN. If you are using another email product, you can use the Internet email address [bulleti@email.usps.gov](mailto:bulleti@email.usps.gov).

If you do not have access to email, you may complete the order form and mail it to:

ATTN POSTAL BULLETIN  
 US POSTAL SERVICE  
 475 L'ENFANT PLZ SW RM 5540  
 WASHINGTON DC 20260-5540

Either way you send it, please include the "POO" subscription number from your address label.

**Postal Service Orders for Postal Bulletin**

- New Order
- Change of Address/Quantity  
(Include *Postal Bulletin* mailing label.)

Attention Line \_\_\_\_\_

Postal Facility Name \_\_\_\_\_

Delivery Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP+4 \_\_\_\_\_

Person to Contact  
 ( \_\_\_\_\_ )

Daytime Telephone \_\_\_\_\_

Current Quantity \_\_\_\_\_ New Quantity \_\_\_\_\_

**Missing Issues:** If postal facilities that receive the *Bulletin* from GPO do not receive their order, they should call the *Postal Bulletin* editor at 202-268-2836. All other facilities should contact their administrative post office.

**Address and Quantity Changes and Subscription Problems:** Postal facilities may send address and quantity changes and subscription queries via cc:Mail to POSTAL BULLETIN or via the Internet to [bulleti@email.usps.gov](mailto:bulleti@email.usps.gov). Please include old and new address and quantities, and the "POO" subscription number from your address label. Postal facilities may also complete this form and mail it to:

ATTN POSTAL BULLETIN  
 US POSTAL SERVICE  
 475 L'ENFANT PLZ SW RM 5540  
 WASHINGTON DC 20260-5540

All other facilities should contact their administrative post office.

**Single Copies (back to 1 year):** To order extra copies or back issues (see Table of Contents for specific PSN), use MDC Touch Tone Order Entry by calling 800-332-0317 (option 1, then option 2) or send PS Form 7380, *MDC Supply Requisition*, to:

MATERIAL DISTRIBUTION CENTER  
 ATTN SUPPLY REQUISITIONS  
 500 SW GARY ORMSBY DR  
 TOPEKA KS 66624-9702

**Public Orders for Postal Bulletin**

- New Order
- Change of Address  
(Include *Postal Bulletin* mailing label.)

Attention Line \_\_\_\_\_

Company Name \_\_\_\_\_

Delivery Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP+4 \_\_\_\_\_  
 ( \_\_\_\_\_ )

Daytime Telephone \_\_\_\_\_

**Subscription:** Domestic - \$155.00 per year; International - \$193.75 per year

**Subscription Orders:** 202-512-1800



**Subscription Inquiries:** 202-512-1806 **Fax:** 202-512-2250

**Single Copies (back to 16 issues):** Domestic - \$12.00; International - \$15.00

- Enter \_\_\_\_\_ Annual Subscription(s).  
 Total Amount \$ \_\_\_\_\_
- Send \_\_\_\_\_ additional copies of *Bulletin* # \_\_\_\_\_  
 Total Amount \$ \_\_\_\_\_
- GPO deposit account 

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 -
- Check/money order payable to: Superintendent of Documents

- VISA**   **MasterCard** 

Credit Card Number \_\_\_\_\_

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