

POSTAL BULLETIN

PUBLISHED SINCE MARCH 4, 1880

PB 22073, April 4, 2002

**Let's hear
from you...**

**There's a
NEW way
of talking
to us**



**We want to know
if we met your needs today?**

Give us the opportunity to serve you better by:
SPEAKING to our Postmaster/Management Staff
CALLING 1-800-ASK-USPS (275-8777)
VISITING www.usps.com

 **UNITED STATES
POSTAL SERVICE**

RM032 4314-C March 2002

EVERYTHING YOU NEED TO KNOW IS INSIDE!

"We Want to Know" kit starts on page 3.

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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.

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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.



Ordering Information: Following is the list of postal stock numbers (PSNs) to use when ordering copies of the *Postal Bulletin* from the MDC:

PB 22073: 7690-05-000-4838	PB 22066: 7690-04-000-5673	PB 22059: 7690-04-000-5666	PB 22052: 7690-04-000-5659
PB 22072: 7690-05-000-4837	PB 22065: 7690-04-000-5672	PB 22058: 7690-04-000-5665	PB 22051: 7690-04-000-5658
PB 22071: 7690-05-000-4836	PB 22064: 7690-04-000-5671	PB 22057: 7690-04-000-5664	PB 22050: 7690-04-000-5657
PB 22070: 7690-05-000-4835	PB 22063: 7690-04-000-5670	PB 22056: 7690-04-000-5663	PB 22049: 7690-04-000-5656
PB 22069: 7690-05-000-4834	PB 22062: 7690-04-000-5669	PB 22055: 7690-04-000-5662	PB 22048: 7690-04-000-5655
PB 22068: 7690-04-000-5675	PB 22061: 7690-04-000-5668	PB 22054: 7690-04-000-5661	PB 22047: 7690-04-000-5654
PB 22067: 7690-04-000-5674	PB 22060: 7690-04-000-5667	PB 22053: 7690-04-000-5660	

FRANCIA G. SMITH
VICE PRESIDENT
AND CONSUMER ADVOCATE



April 2002

VICE PRESIDENTS, AREA OPERATIONS
MANAGER, CAPITAL METRO OPERATIONS
DISTRICT MANAGERS, CUSTOMER SERVICE AND SALES
POSTMASTERS

SUBJECT: National Implementation of Notice 4314-C, *We Want To Know*

To satisfy the needs of our customers today we must be more proactive, timely, and responsive in addressing their concerns. With that in mind, the Office of the Consumer Advocate sponsored a pilot program in 5 districts and 50 locations titled "We Want To Know" (WWTK). In that program, we replaced PS Form 4314-C, *Consumer Service Card*, with a "take one" card that notes three ways customers may contact us:

- speaking to our postmaster/management staff.
- calling 1-800-ASK-USPS (275-8777).
- visiting www.usps.com.

Based on the survey results, the pilot was successful, so we are now proceeding with national implementation to replace PS Form 4314-C, *Consumer Service Card*, with Notice 4314-C, *We Want To Know*. This new approach on how we listen to our customers will help us achieve one of Postmaster General Jack Potter's five star strategies for success — to provide the best service and value possible to our customers.

Our local employees are the ones who play a vital role in the implementation and success of this new initiative. As the first point of contact, they have the opportunity to assist our customers with their concerns and to improve and maintain the quality of service we are all proud to be associated with.

The enclosed information further explains the process and outlines the phase-in implementation schedule. Also included is a Service Talk to inform your employees of this new initiative.

Thank you for your continued support in providing our customers with the best customer service possible.

A handwritten signature in black ink, appearing to read "Francia G. Smith".

Francia G. Smith

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-2200
202-268-2284
FAX: 202-268-5531
www.usps.com

Introducing Notice 4314-C, We Want To Know

Overview

Beginning April 29, 2002, the Postal Service will say goodbye to an antiquated, manual consumer-feedback process and phase in a more aggressive, automated process — Notice 4314-C, *We Want To Know* (see cover), or WWTK for short. WWTK replaces PS Form 4314-C, *Consumer Service Card*, and promotes several different immediate methods for customers to contact the Postal Service:

- Speaking to our postmaster/management staff.
- Calling 800-ASK-USPS (275-8777).
- Visiting www.usps.com.

The notice should be prominently displayed in all Post Office lobbies and made available to customers as a “take one.” By making it easier for customers to reach us we can more quickly assist them with concerns, suggestions, and inquiries.

Ordering Information

Please note that you should continue to deplete current supplies of PS Form 4314-C, then remove them from lobbies, dispose of them, and replace them with Notice 4314-C, according to the Area phase-in schedule below. Please adhere to the ordering date for your area as shown below.

Area	Notice 4314-C Available for Ordering	PS Form 4314-C Replaced With Notice 4314-C
Pacific	April 8, 2002	April 29, 2002
Western	April 8, 2002	April 29, 2002
Southwest	April 22, 2002	May 20, 2002
Southeast	April 22, 2002	May 20, 2002
Great Lakes	May 27, 2002	June 17, 2002
Northeast	May 27, 2002	June 17, 2002
Eastern	June 24, 2002	July 15, 2002
New York	June 24, 2002	July 15, 2002
Capital	July 22, 2002	August 12, 2002

Standard Operating Procedures — Field Specific

Notice 4314-C, *We Want To Know* (WWTK), replaces PS Form 4314-C, *Consumer Service Card*. The new notice offers customers multiple options for contacting the United States Postal Service and will be available in all retail lobbies as a “take one” for customers. Notice 4314-C clearly provides the following options:

- Speaking to our postmaster/management staff.
- Calling 800-ASK-USPS (275-8777).
- Visiting www.usps.com.

You can order Notice 4314-C by one of the following means:

- **Touch Tone Order Entry:** Call 800-332-0317, choose option 1, then option 2.
- **cc:Mail:** Send an F3Fill-completed PS Form 7380, *MDC Supply Requisition*, to MDC Customer Service at TOKS001L.
- **Mail:** Mail a completed PS Form 7380 to the MDC at the following address:

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

The relevant ordering information for Notice 4314-C is as follows:

PSN: 7610-05-000-4859
PSIN: NOT4314C
Unit of Issue: PG (250 per pack)
Price: \$2.01
Edition Date: March 2002
Quick Pick Number: 239

Local Post Office personnel can expect to receive and resolve local customer issues from the following avenues:

- Person-to-person contact at retail counters.
- Telephone calls directly to the local Post Office.
- Issues received from the District Consumer Affairs office.
- Issues retrieved from POMS (Post Office Messaging System).
- Issues generated from www.usps.com and forwarded from the District Consumer Affairs office.

Processing an issue received from person-to-person contact or telephone call directly to the local Post Office

- The customer discusses the issue with the retail clerk and if unable to assist the customer, the clerk refers the customer to the postmaster/management staff.
- Speak to the customer in a calm and professional manner to ascertain the nature of the issue.
- Provide immediate resolution when possible or provide a specific timeframe when the customer can expect a follow-up response.
- Resolve all person-to-person and telephone contacts within 14 calendar days.

Processing an issue received from 800-ASK-USPS

- Local Post Offices that are served by the contact centers (previously called call centers) will continue to retrieve service-related issues via POMS and resolve their issues as previously instructed in the Corporate Contact Management Partnership Agreement. Issues received via POMS are to be closed within 48 hours.
- Local Post Offices that are not served by the contact centers will receive their issues from their local Consumer Affairs office. The issues will be resolved in accordance with the Consumer Affairs Issue Resolution SOP.

Service Talk — We Want to Know (WWTK)*Purpose*

Customer satisfaction is a *key* element in maintaining our strategic position in the ever-increasing competitive market place. Notice 4314-C, *We Want To Know*, was developed to promote three primary methods for customers reaching the USPS:

- Speaking to our postmaster/management staff.
- Calling 800-ASK-USPS (275-8777).
- Visiting *www.usps.com*.

Implementation

- Remove PS Form 4314-C, *Consumer Service Card*.
- Display new Notice 4314-C in racks at all lobby writing tables in all Post Offices
- Assist customers at local Post Office (retail clerks or postmaster/management).

Processing an issue received from www.usps.com

1. Service issues received via *www.usps.com* are forwarded to the respective Consumer Affairs office for resolution.
2. Local Consumer Affairs offices will resolve the service issues in accordance with the Consumer Affairs Issue Resolution SOP.
3. Initial contact and resolution should occur within 24 hours.

Issue escalation process

For customers who are dissatisfied with the options provided on Notice 4314-C, you can offer the following additional options once you have made every effort to assist the customer.

- Provide the customer with the phone number to the local District Consumer Affairs office.
- Advise the customer to write a letter to

CONSUMER ADVOCATE
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 5801
WASHINGTON DC 20260-2200

Employee Role

Each employee plays an important role in implementing this new initiative. As the first point of contact you have the opportunity to assist our customers with their concerns. If you need help with a customer's concern, consult with postmaster/management staff or make them available to the customer. Should a customer want to escalate his/her matter to a higher level, provide the number to the local Consumer Affairs office for further assistance.

Goals

- Make it easier for customers to reach us.
- Promote our web site and our 800-ASK-USPS number.
- Capture near real-time recording of customer complaints.
- Increase customer satisfaction.
- Realize savings from reduced data entry workload.

Thank you for giving our customers the highest level of personal attention and service. Keeping friends for the Postal Service is the key to our existence and it takes everyone, everywhere, doing their very best every day to accommodate the needs of our customers.

Revisions to Manuals, Handbooks, and Publications

Effective April 4, 2002, the following manuals, handbooks, and publications are revised:

- *Administrative Support Manual (ASM)*
- *Domestic Mail Manual (DMM)*
- *Postal Operations Manual (POM)*
- Handbook AS-813, *Postmaster Tracking System User Guide*
- Handbook M-39, *Management of Delivery Services*

- Handbook PO-102, *Self Service Vending Operational and Marketing Program*
- Handbook PO-208, *Retail Operations — Focus on Retail*
- Handbook PO-250, *Consumer Answer Book*
- Publication 211, *FCPC Self-Service Guide*

We will incorporate these revisions into the next printed editions of all referenced materials and into the online versions, available on the corporate intranet at <http://blue.usps.gov/cpim>.

Administrative Support Manual (ASM)

* * * * *

3 Communications

* * * * *

35 Records and Release of Information

351 Records

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351.2 Retention

* * * * *

Exhibit 351.21 Retention Periods for Post Office Forms

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[Delete “4314-A Consumer Service Card (Spanish) 1 yr *5*.”]

[Delete “4314-C Consumer Service Card 1 yr.”]

* * * * *

Appendix — Privacy Act System of Records

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C Privacy Act Systems of Records

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USPS 070.040

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Categories of Records in the System

[Delete “and Consumer Service Cards” from the second sentence as follows:]

***Includes any general correspondence about individual's complaints/inquiries.

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Directives and Forms Index

Forms

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[Delete “4314-A Consumer Service Card (Spanish) Exhibit 351.21.”]

[Delete “4314-C Consumer Service Card Exhibit 351.21.”]

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Domestic Mail Manual (DMM)

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G General Information

G000 The USPS and Mailing Standards

G010 Basic Business Information

G011 Post Offices and Postal Services

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3.0 CONSUMER COMPLAINTS AND INQUIRIES

[Revise the second sentence as follows:]

A complaint or inquiry may be made in person, by telephone, by e-mail, or by letter.

* * * * *

I Index Information

I000 Information

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I020 References

I021 Forms Glossary

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[Change "4314-A Consumer Service Card (Spanish)" to "Notice 4314-A We Want to Know (Spanish)."]

[Change "4314-C Consumer Service Card (English)" to "Notice 4314-C We Want to Know (English)."]

* * * * *

Postal Operations Manual (POM)

1 Retail Management

* * * * *

16 Consumer Services

* * * * *

163 Source of Complaints

* * * * *

[Delete items a and b. Reletter existing items c–f as new items a–d.]

[Revise new item a as follows:]

- a. Personal contact, telephone, e-mail, and fax.

164 Responsibility

164.1 Headquarters Management

[Revise text in 164.1 as follows:]

Headquarters Consumer Affairs is responsible for establishing requirements and measuring compliance with complaint handling and complaint resolution procedures contained in Management Instruction PO-250-93-2, *Complaint Resolution and Proper Use of the Notice 4314-C, We Want to Know.*

* * * * *

164.4 Postmasters and Station or Branch Managers

[Revise 164.4 as follows:]

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

- a. Ensure that their offices comply with comment and complaint resolution procedures.
- b. Ensure that all employees coming in contact with the public on a regular basis (e.g., retail clerks, city and rural carriers, supervisors, installation managers) have available at their workstations enough Notice 4314-C, *We Want To Know*, for customers.

- c. Prominently display Notice 4314-C in lobbies and box sections, business mail entry units, and other customer service areas at all times.

- d. Maintain one or more customer complaint logs (see Exhibit 165.3).

- e. Investigate and take corrective action to resolve complaints by contacting and working with other functional areas of the Postal Service, if necessary, to resolve customer complaints.

- f. Establish and maintain a complaint file.

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

165 Procedures

* * * * *

165.3 Maintaining Customer Complaint Control Log

* * * * *

[Delete item f. Reletter existing items g–k as new items f–j.]

* * * * *

165.4 Complaint Resolution

165.41 Complaints Resolved Immediately

[Delete the second sentence of 165.41.]

165.42 Further Investigation Required

[Replace the text in 165.42 with the following:]

When local postal management cannot resolve a complaint or comment, the employee provides the customer with a Notice 4314-C, *We Want to Know*. The customer then can choose from the three options on 4314-C.

165.5 Processing Complaints

165.51 Complaints Made in Person

[Replace the text in 165.51 with the following:]

When local postal management cannot resolve a complaint or comment, the employee provides the customer with a Notice 4314-C, *We Want to Know*. The customer then can choose from the three options on 4314-C.

165.52 Processing a Written Complaint

[Replace the text in 165.52 with following:]

Transfer all vital information from the customer's letter to the customer complaint control log.

165.53 Processing a Complaint Made by Telephone

[Replace the text in 165.53 with the following:]

Document all vital information of the customer's complaint in the customer complaint control log.

[Delete 165.6.]

* * * * *

[Re-number existing 165.7 and 165.8 as new 165.6 and 165.7, respectively.]

166 Right of Appeal

166.1 Dissatisfied Customers

[Revise 166.1 as follows:]

Advise dissatisfied customers that using the methods on Notice 4314-C, *We Want To Know*, doesn't exhaust their opportunity to have the Postal Service consider their complaints and that they may also address their complaints in writing directly to:

CONSUMER ADVOCATE
U S POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 5801
WASHINGTON DC 20260-2200

* * * * *

167 Customer Contact Guidelines

* * * * *

167.2 Receiving Complaints

167.21 In Person

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[Delete item c. Reletter existing item d as new item c.]

167.22 By Telephone

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[Delete item g.]

167.23 By Fax

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[Delete item b.]

[Revise title and text of 167.24 as follows:]

167.24 By Letter

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[Delete items a and b.]

167.3 Responding to Customer Comments and Complaints

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167.32 In Person

* * * * *

[Delete item c.]

167.33 By Telephone

* * * * *

[Delete item c.]

167.34 By Letter

* * * * *

[Delete item e. Reletter existing item f as new item e.]

168 Measurement of Effectiveness and Benefits

168.1 Effectiveness

* * * * *

[Revise item c as follows:]

Periodic reports from the Consumer Affairs Tracking System.

* * * * *

169 Other Consumer Services

169.1 General

[Revise 169.1 as follows:]

Report of Postal offenses and requests for information regarding the mistreatment of mail are handled as outlined in the following sections.

169.2 Reporting Postal Offenses

[Delete the first sentence of 169.2.]

* * * * *

169.5 Form 1510, Mail Loss/Rifling Report

169.51 General

[Revise 169.51 as follows:]

If a consumer alleges loss, nonreceipt, or theft of mail, or that mail appears to have been tampered with, complete a Form 1510, *Mail Loss/Rifling Report*.

* * * * *

Handbook AS-813, Postmaster Tracking System User Guide

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Postmaster Tracking System Access

CIS Main Menu

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[Change "18. Consumer Service Card" to "18. We Want to Know."]

* * * * *

Handbook M-39, Management of Delivery Services

* * * * *

Chapter 2 Mail Counts and Route Inspections

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23 Conducting the Route Inspection

* * * * *

234 Record and Evaluation

234.1 Letter Routes

* * * * *

234.13 Completing Lower Half of Form 3999

* * * * *

[Revise (12)(d) as follows:]

(d) Notice 4314-C, *We Want to Know*

* * * * *

Handbook PO-102, Self Service Vending Operational and Marketing Program

* * * * *

8 Handling Customer Complaints, Claims, and Refunds

[Replace the headings and text in 81 with the following:]

81 Guidelines for Handling Complaints

811 General

Customers may submit complaints, such as equipment malfunction, loss of money or stamps, or empty equipment, in person, by telephone, by mail, or by e-mail. Employees record complaints concerning vending refunds on PS Form 5445, *Stamp Vending Machine Refund Request* ([Exhibit 811](#)). PS Form 5445 is used to process and document the refund process, provide a receipt to the customer, and provide written proof of the refund itself for use by vending servicing employees in periodic credit examinations. If the customer initiates a complaint in person, *the customer* fills out and signs the unshaded portion of the form. If the customer makes the complaint by telephone, mail, or e-mail, *the employee* accepting the complaint fills out the unshaded portion of the form and signs in the "Sign Here" block.

In addition, customer vending complaints will come from the We Want to Know program (Notice 4314-C, *We Want To Know*). The WWTK program receives complaints, records them, documents their status, and processes them to specific locations for resolution. Customers can initiate complaints in person at the Post Office, by telephone at 800-ASK-USPS, or by visiting www.usps.com.

812 Vending Refunds — Guidelines for Recording Vending Refunds on PS Form 5445

Record all customer claims for losses of money and/or stamps for any reason, including malfunctioning and/or empty vending equipment, on PS Form 5445, *Stamp Vending Machine Refund Request* (Exhibit 811).

812.1 Person Completing PS Form 5445 Completes Unshaded Portion

- a. "Name"
- b. "Address"
- c. "Daytime Phone No."
- d. "Amount of Loss"
- e. "Date of Loss" (if the request is other than in person, the date, if unknown, will be the date of the telephone call, e-mail, or letter requesting a refund).

- f. "Time of Loss" (If the request is other than in person, the time, if unknown, will be the time of the telephone call, e-mail, or letter requesting a refund.)
- g. "Machine ID" (A six-digit number on the front of the vending machine)
- h. "What happened?"
 - 1. "Did not receive product"
 - 2. "Incorrect change given"
 - 3. "Did not register/jammed"
 - 4. "No change given"
 - 5. "No credit shown"
 - 6. "Money not returned"
 - 7. "Currency Lost"
 - 8. "Coin Lost"
 - 9. "Credit/Debit Lost"
 - 10. "Other"
- i. "Comments"
- j. "SIGN HERE" (The customer or the person completing the unshaded portion of the form.)
- k. "Date Signed." (Date that the person signed the unshaded portion of the form.)

812.2 Sales and Services Associate (SSA) or Other Employee Providing Refund Completes "For Postal Service Use" Shaded Portion

- a. "Paid by" (Printed name of Postal Service employee making the payment.)
- b. "Date" (Date that the payment is made to the customer.)
- c. "Action Taken"
 - 1. "Paid"
 - 2. "Not Paid"
 - 3. "Cash"
- d. "Call Date" (Date that the call was made for approval of the refund.)
- e. "Call Time" (Time that the call was made for approval of the refund.)
- f. "Amount Paid" (Limit is \$40.)
- g. "Supervisor Initials" (Required for amounts more than \$20.)
- h. "Sales and Services Associate Signature"
- i. "Vending Employee Signature"

82 Refunding Money to Customers

[Revise 82 as follows:]

Vending refunds are made in **cash**. If a vending refund is to be mailed, a **no-fee postal money order** must be used.

821 Complaints Registered in Person

821.1 Acceptance

[Revise 821.1 as follows:]

An SSA may accept complaints from customers and pay refunds involving no-vend claims, unless the servicing person is available. Prior to resolution, the SSA or supervisor verifies the complaint by the following procedures:

- a. Accompanies the customer to the self service vending machine.
- b. Examines for:
 - (1) Items caught in the dispensing area of the machine.
 - (2) Customer not understanding correct machine operation.

821.2 Resolution

[Revise the heading and text of 821.21 as follows:]

821.21 By Sales and Services Associate (SSA)

If the machine is not functioning properly, the SSA performs the following procedures:

- a. Place Label 6, *Vending Equipment Out of Order*, on the malfunctioning machine.
- b. **Immediately** notify the vending servicing employee or the supervisor.
- c. Ask the customer to fill out the unshaded portion of PS Form 5445, *Stamp Vending Machine Refund Request* (see 811).
- d. Review PS Form 5445 for completeness of customer information including the customer's signature.
- e. Complete the shaded portion of PS Form 5445 ("For Postal Service Use") filling in his or her name, the date, and the action taken. Include the amount paid. Sign the form where indicated. Obtain the supervisor's initialed approval for refunds of more than \$20.
- f. Reimburse the customer's loss with **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** the cash refund transaction is completed.

Note: A supervisor must approve refunds of more than \$20.00.

- g. Give sheet 2 (customer copy) to the customer as a vending refund receipt.
- h. Retain the original (sales and services associate/vending employee copy) to use as a receipt to the vending service employee for their reimbursement of the SSA credit after the SSA has paid a vending refund. In this situation the SSA will retain the original PS Form 5445 in their cash credit

until reimbursement by a vending servicing employee. The SSA will increase their cash retained by the collective amount of all PS Forms 5445 until vending servicing employee reimbursement occurs.

- i. Exchange PS Form 5445 (original copy) for cash with the vending servicing employee.

[Revise heading and text of 821.22 as follows:]

821.22 By Vending Servicing Employee

The vending servicing employee resolves the complaint as follows:

- a. If the no-vend complaint is verified, issue a refund to the customer. That refund will be in **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** completing the cash refund transaction.
- b. If the no-vend complaint cannot be verified, follow these procedures:
 - (1) Ask the customer to fill out the unshaded portion of PS Form 5445, *Stamp Vending Machine Refund Request* (see 811).
 - (2) Review PS Form 5445 for completeness of customer information including the customer's signature.
 - (3) Complete the shaded portion of PS Form 5445 ("For Postal Service Use") filling in employee name, the date, and the action taken. Include the amount paid. Sign the form where indicated.
 - (4) Reimburse the customer's loss with **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** completing the cash refund transaction.
 - (5) Forward sheet 2 (Customer Copy) to the customer as a vending refund receipt.
 - (6) Retain the original (sales and services associate/vending employee copy) as a record of the transaction for future credit examinations.

822 Complaints Registered by Telephone

822.1 Acceptance

[Revise 822.1 as follows:]

The employee accepting the complaint does the following:

- a. Record the complaint on the unshaded portion of PS Form 5445, *Stamp Vending Machine Refund Request* (see 811).
- b. Inform the customer that a refund will be mailed after the vending servicing employee processes the request for a refund.
- c. Forward both copies of PS Form 5445 to the vending servicing employee for payment to the customer.

822.2 Resolution

[Revise 822.2 as follows:]

Upon receipt of PS Form 5445, *Stamp Vending Machine Refund Request*, the vending servicing employee follows these procedures:

- a. Fill out and sign the shaded portion of PS Form 5445 ("For Postal Service Use").
- b. Dispatch the vending refund using a no-fee postal money order, together with sheet 2 (customer copy) of PS Form 5445, the next regular mail delivery day.
- c. Retain the original (sales and services associate/vending employee copy) for inclusion in the credit examination.
- d. Investigate the complaint as soon as possible.

823 Complaints Registered by Mail

823.1 Acceptance

[Revise 823.1 as follows:]

The employee accepting the complaint sent in the mail does the following:

- a. Complete the unshaded portion of PS Form 5445, *Stamp Vending Machine Refund Request* ("For Postal Service Use") (see 811).
- b. Forward both copies of PS Form 5445 to the vending servicing employee for payment to the customer.

823.2 Resolution

823.21 By Servicing Person

[Revise 823.21 as follows:]

Upon receipt of PS Form 5445, *Stamp Vending Machine Refund Request*, the vending servicing employee will follow these procedures:

- a. Fill out and sign the shaded portion of PS Form 5445 ("For Postal Service Use").
- b. Dispatch the vending refund using a no-fee postal money order, together with sheet 2 (customer copy) of PS Form 5445, the next regular mail delivery day.
- c. Retain the original (sales and services associate/vending employee copy) for inclusion in the credit examination.
- d. Investigate the complaint as soon as possible.

823.22 By Postmaster or Designee

The postmaster or designee may answer a written complaint by telephone or in writing. If the complaint requires a refund, the written response may include the refund.

* * * * *

83 Resolving Other Complaints

[Revise 83 as follows:]

The vending servicing employee must resolve all other complaints regarding self service vending equipment. For such complaints, including selection varieties, types of vending equipment, cleanliness of equipment, etc., vending servicing personnel must bring any action required for resolution to the attention of the supervisor for appropriate action.

[Delete 84.]

[Renumber existing 85 as new 84. Revise text of new 84 as follows:]

84 Retaining Complaint Records

The vending servicing person retains the completed originals (sales and services associate/vending employee copy) of the PS Form 5445, *Stamp Vending Machine Refund Request*, for the credit examination. The forms are attached to the credit examinations and retained for a period of 2 years.

[Delete 86.]

* * * * *

Exhibit 811 — PS Form 5445, Stamp Vending Machine Refund Request

US Postal Service

Stamp Vending Machine Refund Request

Please print firmly. All entries must be completed for payment.

Name

Address (No., street, suite/apartment #, city, state, ZIP + 4)

Daytime Phone No. (Include area code)

Table with columns: Amount of Loss, Date of Loss, Time of Loss (AM/PM)

Machine ID (A 6-digit number on the front of the vending machine)

What Happened? (Circle all that apply)

- 1. Did not receive product, 2. Incorrect change given, 3. Did not register/jammed, 4. No change given, 5. No credit shown, 6. Money not returned, 7. Currency Lost, 8. Coin Lost, 9. Credit/Debit Lost, 10. Other (Enter in "Comments")

Comments (Optional):

Thank you for using USPS Vending Service. We are sorry for any inconvenience.

SIGN HERE and please give to a Sales and Services Associate Date Signed

The submission of a false, fictitious, or fraudulent statement may result in imprisonment of up to 5 years and a fine of up to \$250,000 (18 USC 1001). In addition, a civil penalty of up to \$5,000, and an additional assessment of twice the amount falsely claimed, may be imposed (31 USC 3802).

For Postal Service Use

Table for postal service use with fields: Paid by, Date, Action Taken, Call Date, Call Time, Amount Paid, Supervisor's Initials

Sales and Services Associate Signature

Vending Employee Signature

PS Form 5445, March 2002 (Retain for Two Years)

Copy 1 - Sales and Services Associate/Vending Employee Copy 2 - Customer

VEND 0000001

Handbook PO-208, Retail Operations — Focus on Retail

* * * * *

5 Unit Performance

51 Voice of the Customer — Measuring Quality of Service

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512 Evaluation

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[Revise item c as follows:]

c. PS Notice 4314-C, *We Want To Know*.

[Delete item d. Reletter existing items e–g as new items d–f.]

[Replace the headings and text of 53 with the following:]

53 Consumer Service Notice

531 General

The We Want To Know (WWTK) program uses Notice 4314-C, *We Want To Know*. That replaces PS Form 4314-C, *Consumer Service Card*, and can be used by a customer to make suggestions, request information, convey compliments, or report problems. A supply of those forms should be available in your lobbies for your customers. Customers use the WWTK program by appearing in person at the Post Office, calling 800-ASK-USPS, or visiting www.usps.com. You may request a report representing the information gleaned from the use of the WWTK program from your District Consumer Affairs manager at the end of every postal quarter.

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6 Customer Focus

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62 Consumer Affairs

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[Replace the headings and text of 623 with the following:]

623 Notice 4314-C, We Want To Know

623.1 General

Notice 4314-C, *We Want To Know*, is for customers to report suggestions, information requests, problems, or compliments to the Postal Service by speaking to management staff in person, calling 800-ASK-USPS, or visiting www.usps.com.

* * * * *

65 Refunds

651 Self Service Vending

[Revise 651 as follows:]

When a self service vending machine malfunctions or denies a customer a cash return or product purchase, the vending servicing employee and the sales and services associate will follow these procedures:

- a. If the no-vend complaint is verified, issues a refund to the customer. The refund will be in **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** completing the cash refund transaction.
- b. If the no-vend complaint cannot be verified, the vending servicing employee will:
 1. Ask the customer to complete the nonshaded portion of PS Form 5445, *Stamp Vending Machine Refund Request*.
 2. Review PS Form 5445 to ensure all information is complete, including the customer's signature.
 3. Complete the shaded portion of PS Form 5445 ("For Postal Service Use"). Complete employee name, date, the action taken, and the amount paid and sign the form.
 4. Reimburse the customer with **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** completing the cash refund transaction.
 5. Give sheet 2 (customer copy) to the customer as a vending refund receipt.
 6. Retain the original (sales and services associate/ vending employee copy) as a record of the transaction for future credit examinations.
- c. A sales and services associate may accept complaints from customers and pay **cash** refunds involving no-vend claims if the servicing person is not available. In that situation the sales and services associate retains the original PS Form 5445 in the cash credit until a vending servicing employee can reimburse. The sales and services associate will increase the cash retained by the collective amount of all PS Forms 5445 until a vending servicing employee can reimburse.

- d. If a customer experiences a malfunction in operating a vending machine, a sales and services associate will follow these procedures:
 1. Accompany the customer to the self service vending machine and examines for items caught in the dispensing area of the machine.
 2. Determine if the customer understands the correct machine operation.
 3. If the machine is not functioning properly, place Label 6, *Vending Equipment out of Order*, on the malfunctioning machine.
 4. Immediately notify the vending servicing employee or supervisor.
 5. Follow steps 1 through 6 above to reimburse the customer.

For more on self service vending refunds, see Handbook PO-102, *Self Service Vending Operational and Marketing Program*, Chapter 8, Handling Customer Complaints, Claims, and Refunds.

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7 Lobby Management

74 Retail Products and Services

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741 Forms/Labels

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[Revise item e as follows:]

- e. Notice 4314-C, *We Want To Know*

[Revise item f as follows:]

- f. PS Form 5445, *Stamp Vending Machine Refund Request*

* * * * *

Handbook PO-250, Consumer Answer Book

* * * * *

5 General Information

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[Replace the heading and text of 5-6 with the following:]

5-6 Notice 4314-C, We Want to Know

Effective April 2002, Notice 4314-C, *We Want to Know*, replaces PS Form 4314-C, *Consumer Service Card*. Notice 4314-C makes it easier for our customers to reach the Postal Service and move away from a manual to an electronic capture of customer complaint data. It promotes three primary methods for contacting the Postal Service: (1) speaking in person, (2) calling 800-ASK-USPS, and (3) visiting www.usps.com.

Postmasters and station and branch managers should follow instructions in *Postal Bulletin 22073 (4-4-02)*, which describe the process. However, each employee plays an important role in the success of this program. As the first point of contact, you have the opportunity to assist our customers with concerns. If you need help with a customer's concern, consult postmaster/management staff or make them available to the customer. Should a customer want to escalate his or her matter to a higher level, provide the number to the local consumer affairs office for further assistance.

* * * * *

Publication 211, FCPC Self-Service Guide

* * * * *

5 Accounting for FIRSTCLASS PHONECARDS

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5-5 When You Reimburse Customers

Listed below are the procedures for the vending servicing employee and the sales and services associate to follow if a phone card does not vend:

- a. If the no-vend complaint is verified, issue a refund to the customer. The refund will be in **cash**. If the cus-

tomers wants to purchase a product, process and record that as a separate transaction **after** completing the cash refund transaction.

- b. If the no-vend complaint cannot be verified:
 1. Ask the customer to fill out the nonshaded portion of PS Form 5445, *Stamp Vending Machine Refund Request* (see Handbook PO-102, *Self Service Vending Operational and Marketing Program*, Chapter. 8, Handling Customer Complaints, Claims, and Refunds).

- 2. Review PS Form 5445 to ensure all information is complete, including the customer's signature.
 - 3. Complete the shaded portion of PS Form 5445 ("For Postal Service Use"). Fill in name, date, action taken, and amount paid, and sign the form.
 - 4. Reimburse the customer with **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** completing the cash refund transaction.
 - 5. Give sheet 2 (customer copy) to the customer as a vending refund receipt.
 - 6. Retain the original (sales and services associate/vending employee copy) as a record of the transaction for future account examinations.
- c. Claims for phone card refunds can be made **only** in person. Do not accept phone requests for refunds.
- d. A sales and services associate may accept complaints from customers and pay refunds involving no-vend claims if the servicing person is not available. In that situation the sales and services associate will retain the original PS Form 5445 in the cash credit until the vending servicing employee can reimburse. The sales and services associate will increase the cash retained by the collective amount of all PS Forms 5445 until the vending servicing employee can reimburse.
- e. Listed below are procedures that a sales and services associate should follow if a customer wishes to return a phone card that was purchased by mistake from a vending machine (i.e., an incorrect product) or if the machine is not functioning properly:
- 1. Accompany the customer to the self service vending machine and examine for items caught in the dispensing area of the machine.
 - 2. Determine if the customer understands the correct machine operation.

- 3. If the machine is not functioning properly, place Label 6, *Vending Equipment Out Of Order*, on the malfunctioning machine.
- 4. Immediately notify the vending servicing employee or your supervisor.
- 5. Follow steps 1 through 6 above to reimburse the customer.

For more on self service vending refunds, see Handbook PO-102, *Self Service Vending Operational and Marketing Program*, Chapter 8, Handling Customer Complaints, Claims, and Refunds.

* * * * *

7 Questions and Answers

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Refunds

Q: Can customers get a refund for FIRSTCLASS PHONECARDS?

A: Yes — If they purchase an incorrect product from a machine they can get a refund by filling out a PS Form 5445, *Stamp Vending Machine Refund Request*, provided by either the vending servicing employee if available, or a sales and services associate at the retail window.

* * * * *

— *Consumer Affairs Operations,
Consumer Advocate, 4-4-02*

Administrative Services

ASM REVISION

Disclosure of Information on Mail That Customers Send or Receive

Effective April 4, 2002, *Administrative Support Manual* (ASM) 13, section 274.5, Disclosure of Information Collected From Mail Sent or Received by Customers, is revised. We revised the section to add two additional circumstances in which the Postal Service may collect images of live mail for specified purposes. Specifically, we:

- Added 274.5(f)(9) to allow the Postal Service to develop, test, and improve mail recognition and processing technology without getting written approval from the Chief Postal Inspector. This change will facilitate the use of test decks for the purpose of testing and calibrating enhanced processing technology.
- Added new 274.5(j) to allow the Postal Service to collect images of mail for the purpose of ensuring the health and safety of its employees and the public.
- Clarified, in new 274.5(g), that any image the Postal Service collects for operational purposes may not be used for criminal investigative purposes, unless law enforcement officials follow the procedures in 213 regarding mail covers.
- Made technical amendments to replace the word “photocopy” or “picture” with the word “image” to encompass all the ways to create an image of a piece of mail.
- Created 274.51, to separate the release of information from the contents of mail from that obtained from the cover of a mail piece.

In addition, we have rewritten 274.5, without further changes to substance, to create a more readily understandable document. We will incorporate this revision into the printed version of ASM 14 and into an incremental update of the online ASM, which is accessible through the Postal Service PolicyNet page on the intranet at <http://blue.usps.gov/cpim>; click on *Manuals*.

Administrative Support Manual (ASM)

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2	Audits and Investigations			
*	*	*	*	*
27	Security			
*	*	*	*	*

274 Mail Security

* * * * *

274.5 Disclosure of Information Collected From Mail Sent or Received by Customers

[Revise 274.5 to read as follows:]

As a general rule, Postal Service employees may not disclose information from the exterior of a mailpiece, nor the contents of that mail. Only under the following conditions may any employee disclose information while performing official duties:

- a. To the Postal Inspection Service or Office of the Inspector General (OIG) for its official use, when there is a reasonable basis to suspect that the information is evidence of the commission of a crime.
- b. In accordance with 213, Mail Covers.
- c. As mandated by a search warrant and in accordance with 274.6, Execution of Search Warrants.
- d. As mandated by a federal court order.
- e. To fulfill the request of the sender, addressee, or an authorized agent of the sender or addressee.
- f. For the following Postal Service operations, employees may make, record, or disclose an image of a mailpiece. Any image created for Postal Service operations must be destroyed once the information is no longer necessary for that operational purpose:
 - (1) To resolve or record a service complaint when the complaining customer presents the mail piece or image as evidence.
 - (2) To serve in place of Form 3546, *Forwarding Order Change Notice*, if the image shows nothing but the addressee’s prior and current addresses, and does not reveal the sender’s name and address, the postmark, or any other information.
 - (3) To serve in place of Form 3547, *Notice to Mailer of Correction in Address*, by showing the cover with an address-correction label affixed in reply to a mailer’s request for address correction on mail for which that service is available.

- (4) To notify a mailer of addressing inaccuracies affecting machine readability if the image is adequately secured, then destroyed as soon as the mailer resolves the inaccuracies.
 - (5) To facilitate internal postal operations under specific authorization and written instructions from the Records Officer. Requests for authorization to the Record's Officer must describe the process for facilitating operations, and specify the necessary retention period. Information may be disclosed outside the Postal Service solely in accordance with 274.5(f)(8).
 - (6) To resolve a problem of machine missorting or of miscoded or unreadable mail if the information is disclosed only to the postal employees resolving the problem and the image is destroyed immediately after the problem is resolved.
 - (7) To resolve a complaint from the sender or addressee about Express Mail service; a refund request from the sender; or an internal service report, if the information is disclosed only to the postal employees resolving the problem and the image is destroyed immediately after the problem is resolved.
 - (8) To provide information to a Postal Service contractor, or its subcontractor, in the performance of a contract with the Postal Service, but only if each disclosure and use of the information is in strict compliance with contract clause 1-7, Non-Disclosure of Address Information (Appendix B of the *Purchasing Manual*, November 2001).
 - (9) To develop, test, and improve the capabilities of recognition and processing technology. Such information may be retained for research purposes, equipment testing, and incentive payment analyses.
- g. Law enforcement officials may not use mail images or associated information that are recorded for Postal Service operations under part 274.5(f), unless they comply with 213, Mail Covers
 - h. If OIG personnel, a postal inspector, or a postal employee acting at the direction of OIG personnel or a postal inspector reasonably suspects that a piece of mail has any improper postage. Custodians of such documentation must destroy it when it is no longer needed for official use.
 - i. To the U.S. Customs Service or the Department of Agriculture in accordance with 274.9, Mail Security, Law Enforcement, and Other Government Agencies.
 - j. The Postal Service may record mail images to ensure the health or safety of Postal Service employees or the public. However, the Postal Service may only keep the images for 60 days or less, unless the Chief Postal Inspector extends the time. Such information may not be used for criminal investigative purposes without following the policy and procedures in part 213 regarding mail covers.
 - k. If otherwise permitted by law or Postal Service regulations.

[Add new section 274.51 to read as follows:]

274.51 Disclosure of Information from Contents of Sealed Mail

Information obtained by opening sealed mail in a mail recovery center may only be used to find and identify an address to which the Postal Service can deliver the mail, except:

- a. As mandated by a search warrant and in accordance with 274.6, Execution of Search Warrants.
- b. As mandated by a federal court order.
- c. To fulfill the request of the sender, addressee, or an authorized agent of the sender or addressee.

* * * * *

— Law Department, 4-4-02



POW-MIA Flag Display

We're about to begin the annual cycle of displaying the POW-MIA flag at postal facilities on six specific days. The flag and its display at our facilities honors the sacrifices made by members of the armed services held as prisoners of war or missing in action. This information, from the *Administrative Support Manual*, will help guide your display of the American and POW-MIA flags. We suggest that you copy this information so it is available for quick and easy reference.

Administrative Support Manual (ASM)

4 Relations with Other Organizations

47 Flags

471 Flags at Postal Facilities

471.1 Which May Be Displayed

Except as governed by host facilities as noted in 472.21, the only flags to be displayed at postal facilities are the flag of the United States of America, the Postal Service flag, the POW-MIA flag, and, when authorized by the vice president of Public Affairs and Communications, flags directly related to the programs, missions, and activities of the United States Postal Service. Flags of states, commonwealths, or local governments must not be displayed.

471.2 Relative Placement

471.21 When Displayed on Flagstaffs

Other flags are flown below the U.S. flag if displayed on the same flagstaff and at the same level or lower if displayed on a separate flagstaff. When the U.S. flag is flown at half-staff, all other flags are to be at half-staff also.

471.22 When Displayed on Speaker's Platform

When the United States flag and the Postal Service flag are displayed on a speaker's platform in an auditorium, the United States flag must occupy the position of honor and be placed at the speaker's right as the speaker faces the audience, with the Postal Service flag at the speaker's left.

472 U.S. Flag Display

472.1 Regulations for Proper Display

472.11 Placement

If the flag of the United States is not flown from a vertical flagstaff, the following regulations apply:

- a. When the flag is displayed from a staff projecting horizontally or at an angle from the window sill, balcony, or front of a building, the union of the flag (blue field and stars) must be placed at the peak of the staff unless the flag is at half-staff.
- b. When the flag is suspended over a sidewalk from a rope extending from a building to a pole at the edge of the sidewalk, the flag must be hoisted out, union first, from the building.
- c. When the flag is displayed otherwise than by being flown from a staff, it must be displayed flat,

whether indoors or out, or so suspended that its folds fall as free as though the flag were staffed.

476 POW-MIA Flag Display

476.1 Policy

The Defense Authorization Act, Public Law 105-85, section 1082, requires that postal facilities display the POW-MIA flag on six specified days each year:

- Armed Forces Day Third Saturday in May
- Memorial Day Last Monday in May
- Flag Day June 14
- Independence Day July 4
- National POW-MIA Recognition Day Third Friday in September.
- Veterans Day November, 11

Note: If any of these days fall on a non-business day, postal facilities are required to display the POW-MIA flag on the last business day before the designated day.

476.2 Display

476.21 Description

The POW-MIA flag that may be flown at postal facilities is the National League of Families POW-MIA flag that is recognized officially and designated by Public Law 101-355, section 2.

476.22 Regulations

The POW-MIA flag must be displayed in a manner designed to ensure visibility to the public.

476.23 Placement With the United States Flag

No other flag should be placed above or, if on the same level, to the right of United States flag.

476.3 Requisitioning New POW-MIA Flags

To order, use the FEDSTRIP Activity Address Code as for any normal supply requisition on PS Form 7380, *MDC Supply Requisition*, to the following address:

MATERIAL DISTRIBUTION CENTER
 ATTENTION: SUPPLY REQUISITIONS
 UNITED STATES POSTAL SERVICE
 500 SW MONTARA PARKWAY
 TOPEKA KS 66624-9607

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 Integration at 703-292-3867 at least 1 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
Aerosoles Spring 2002	Standard/Letter	4/04–4/06	1.3	Nationwide	3/5-Digit, Presort, Car-Rt	American Logistics catalog mailing.
JCPenney Summer Values	Standard/Catalog	4/13–4/16	6.8	Nationwide	Car-Rt	RR Donnelley
JCPenney Home Values	Standard/Catalog	4/20–4/25	8.0	Nationwide	Car-Rt	RR Donnelley
JCPenney Saturday Sale Preview	Standard/Flat	4/22–4/24	17.4	Nationwide	Car-Rt	Harte-Hanks
JCPenney Mother's Day Gift Guide	Standard/Flat	4/25–4/27	4.1	Nationwide	Car-Rt	Harte-Hanks
JCPenney Styling Salon	Standard/Postcard	4/25–4/27	1.0	Nationwide	Car-Rt	Harte-Hanks
JCPenney Best Picks	Standard/Catalog	4/26–4/29	7.9	Nationwide	Car-Rt	Quebecor World
JCPenney Core Women's	Standard/Catalog	4/26–4/29	4.1	Nationwide	Car-Rt	Quebecor World
JCPenney Mother's Day Jewelry	Standard/Flat/Letter	4/26–4/29	4.4	Nationwide	Car-Rt	Harte-Hanks
Sally Beauty Supply	Standard/Letter	4/27, 4/29–4/30	1.1	Nationwide	Residual 5%, 3/5-Digit, 30%, Car-Rt, 65%	Time-dated promotion, sensitive.

— Business Service Network Integration, Service and Market Development, 4-4-02

NOTICE

Online Pickup Service Available on Shipping Center Web Site

We have added online pickup service to the convenient customer features available on www.usps.com; click on *Shipping*, then *Ship*, then *Pickup*. Internet availability for pickup service provides customers with easy access to schedule pickup for prepaid Express Mail®, Priority Mail®, Global Express Guaranteed™, and Parcel Post articles where available. For just a \$10.25 fee, customers can schedule same day pickup or choose a future date for pickup of their articles. Customers receive a confirmation message for the pickup service request that includes a Pickup Request Number for their records.

The Pickup page on the Shipping center Web site also includes information on pickup service and an option to cancel a scheduled pickup. Additional information on pickup service can be found in *Domestic Mail Manual (DMM) D010* and *International Mail Manual (IMM) 222.24*.

— Product Information Requirements, Product Development, 4-4-02

Domestic Mail

DMM REVISION

Licensing

Effective April 4, 2002, *Domestic Mail Manual* (DMM) G010.2.4 and G043 are revised to reflect that all requests to license Postal Service copyrighted products must be submitted to the manager, Licensing, Public Affairs and Communications.

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

Domestic Mail Manual (DMM)

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G General Information

G000 The USPS and Mailing Standards

G010 Basic Business Information

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G013 Trademarks and Copyrights

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2.0 COPYRIGHTS

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2.4 License Request

[Revise 2.4 as follows:]

The USPS may grant licenses for the use of illustrations of its copyright designs and registered trademarks outside the scope of the above permission. A request for such a license must be sent to the manager, Licensing, Public Affairs and Communications (see G043 for address).

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G040 Information Resources

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G043 Address List for Correspondence

[Add new address as follows:]

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LICENSING
PUBLIC AFFAIRS AND COMMUNICATIONS
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 10519
WASHINGTON DC 20260-3100

* * * * *

— Licensing,
Public Affairs and Communications, 4-4-02

POM REVISION

Political Campaign Mail

Political campaign mailings will enter the mailstream throughout 2002, in advance of both the primary elections and the November 5, 2002, general election. This is a reminder of the requirements for these mailings, contained in *Postal Operations Manual* (POM) 492, Political Campaign Mail, and a notice of minor revisions to that chapter. Notably, section 492.7, Revenue Protection, is revised to reflect current PS forms. Other incidental revisions are included as well. These revisions are effective immediately, and the complete text appears below.

In addition, to assist in preparing for political campaign mailings, a chart showing the 2002 congressional primary dates by state and territory and, where applicable, primary runoff dates appears below.

We will incorporate these revisions into the next printed version of the POM and into the online update available on the PolicyNet page of the corporate intranet at <http://blue.usps.gov/cpim>; click *Manuals*, then *Postal Operations Manual*.

Postal Operations Manual (POM)

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4 Mail Processing Procedures

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49 Congressional and Political Campaign Mail

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492 Political Campaign Mail

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*[Revise part 492 as follows:]***492.1 Introduction****492.11 General**

The American electorate votes on numerous political offices and issues. Citizens cast ballots every 4 years for president, every 2 years for one-third of the U.S. senators and all members of the House of Representatives, and at varying frequencies for governorships and other state, county, and local offices and referenda measures. During the period preceding local, state, and national primaries, special elections, and general elections, the Postal Service accepts and delivers many political campaign mailings, frequently in large quantities. These mailings are made up by individual candidates and their campaign organizations, as well as by local, state, and national committees of political parties.

492.12 Postal Service Responsibility

The Postal Service is responsible for providing information to assist in the knowledgeable preparation and deposit of political campaign mailings, as well as for the proper acceptance, processing, delivery, and recording of these mailings.

492.13 Nonprofit Standard Mail Rates

Section 3626(e) of Title 39, U.S. Code, as enacted by Public Law 95-593, permits certain Standard Mail matter to be mailed by a "qualified political committee" at the Nonprofit Standard Mail rates prescribed for qualified nonprofit organizations (see DMM E670). Also see 492.23 for a definition of "qualified political committee" and 492.73 for the standards on what mail may be sent at the Nonprofit Standard Mail rates by qualified political committees.

492.2 Definitions**492.21 Political Campaign Mailings**

Any material accepted for mailing at First-Class or Standard Mail postage rates that is mailed for political campaign purposes by a registered political candidate, campaign committee, or committee of a political party is classified as a political campaign mailing. This type of mailing normally uses the address of a candidate's campaign committee or the committee of a political party as the return address. Do not confuse political campaign mailings with official mailings by members of Congress under congressional franking privileges. See 491 for a discussion of congressional mail.

492.22 Registered Political Candidate or Party

An individual or organization recognized as such by the appropriate governmental election control authority is considered to be a registered political candidate or party.

492.23 Qualified Political Committee

Section 3626(e)(2) of Title 39, U.S.C., defines a qualified political committee for the purpose of eligibility for Nonprofit Standard Mail rates as follows:

- a. The term qualified political committee means:
 - (1) A national committee of a political party.
 - (2) A state committee of a political party.
 - (3) The Democratic Congressional Campaign Committee.
 - (4) The Democratic Senatorial Campaign Committee.
 - (5) The National Republican Congressional Committee.
 - (6) The National Republican Senatorial Committee.
- b. The term national committee means the organization that, by virtue of the bylaws of a political party, is responsible for the day-to-day operation of that political party at the national level.
- c. The term state committee means the organization that, by virtue of the bylaws of a political party, is responsible for the day-to-day operation of that political party at the state level.

492.3 Pre mailing Assistance**492.31 General**

Experience has shown that there will be no cause for criticism if all mailers of political campaign material are fully informed of postal requirements for prompt delivery and are assured of proper and equal handling of their mailings.

492.32 Responsibilities

Managers, Marketing, Customer Service districts, are responsible for ensuring proper pre mailing assistance to all committees of political parties, candidates for political office, and/or the candidates' campaign committees within their jurisdictions. Individuals designated by managers, Marketing, as directly responsible for contacting the committees of political parties, political candidates, and campaign organizations must follow the requirements in 492.36.

492.33 Identification of Candidates

Managers, Marketing, Customer Service districts, or their designees, must identify all candidates for election to political office who will be campaigning within their district's jurisdiction, as follows:

- a. *Presidential Candidates.* Contact state campaign headquarters. Determine locations of mailings and notify appropriate Postal Service personnel for necessary follow-up.
- b. *Congressional Candidates.* Identify all candidates for election to the Senate and House of Representatives and their principal campaign offices and notify appropriate Postal Service personnel for necessary follow-up.
- c. *State Candidates.* In statewide elections, identify gubernatorial and other candidates and their principal campaign offices and notify appropriate Postal Service personnel for necessary follow-up.
- d. *Local Candidates.* Coordinate efforts with postmasters to identify all candidates and/or campaign organizations in those areas holding local elections for county, city, township, borough, parish, and other local offices, and ensure necessary follow-up.

492.34 Political Campaign Information Sources

State and local boards of election and offices of secretaries of state and county clerks generally can provide information on the names and headquarters of committees of political parties; candidates for federal, state, and local offices; and their campaign organizations.

492.35 Equal Assistance

Equal assistance must be provided to all committees of political parties, candidates, and candidates' campaign committees, including those that do not represent major parties.

492.36 Pre mailing Contact Requirements

Make contact with the committees of political parties, candidates, and the candidates' campaign organizations at the earliest opportunity to provide information on mail preparation requirements, mail handling procedures, and other matters discussed in 492.37. On-site assistance can be helpful, particularly with campaign volunteers, to identify problems in mail preparation and sack or tray labeling before deposit of the mailings. Emphasize the need to deposit the mailings at the earliest possible date before election day, particularly to candidates or organizations planning to avail themselves of the destination bulk mail center drop shipment rates. Keep records of all contacts, including a general summary statement covering the information provided to the candidates and campaign organizations.

492.37 Mail Preparation and Handling Information

At a minimum, provide committees of political parties, candidates, and the candidates' campaign organizations with information on the following:

- a. Rates and fees, including automation and destination entry drop shipment rates.
- b. Mailing permits and authorizations. See applicable sections of the DMM for instructions on obtaining permits and authorizations for mailing at various rates. National and state political committees may be given instructions on filing for Nonprofit Standard Mail rates as a qualified political committee, as found in DMM E670 and Publication 417, *Nonprofit Standard Mail Eligibility*, section 3.1. Instructions on obtaining authorization to mail at the Nonprofit Standard Mail rates at additional offices are also found in DMM E670 and Publication 417 section 3-2.
- c. Restrictions on what may be mailed at the Nonprofit Standard Mail rates for state and national political committees (see 492.73). See also Publication 417 section 5-4, and Chapter 6.
- d. Preparation, makeup, and handling of mailings, including an explanation of ancillary service endorsements and address information products and services.
- e. Availability and use of mailing supplies and equipment.

Note: PS Tag 57, *Political Campaign Mailing*, identifies campaign mailings during processing and distribution. PS Tag 57 is available from the material distribution centers and is reusable. If mail is trayed and strapped, mailers should affix PS Tag 57 to the strap on the end of the tray near the tray label with a wire twist tie. If local postal instructions permit trays to be tendered without strapping, then PS Tag 57 should be affixed to the tray with a rubber band double looped through the handhold of the tray on the end near the tray label. Care should be taken to remove the tags from the trays after the campaign mail has been processed.
- f. Business reply mail.
- g. Disposition of undeliverable pieces.
- h. Time frames for depositing mailings.

492.4 Processing and Delivery**492.41 General**

All managers involved in processing and delivering political campaign mailings must ensure that each mailing is handled promptly and with equal care and attention.

492.42 Area Political Campaign Mail Coordinators

Area Vice Presidents must appoint an Area Political Campaign Mail Coordinator and provide the name, address, and phone number of the individual assigned that responsibility to each district manager under their jurisdiction and to the Vice President, Delivery and Retail, at Headquarters.

492.43 Late Deposit

Inform mailers attempting to deposit political campaign mailings that may be too late for delivery by the election date under Postal Service delivery objectives of the potential for late delivery. Document and maintain this advice. See 492.5.

492.44 Reports of Delays

Give immediate attention to any reported delay in processing or delivering political campaign mailings and fully document inquiries made and subsequent action taken (see 492.53).

492.45 Handling of Undeliverable as Addressed Mail

If a significant amount of a campaign mailing is received that is undeliverable as addressed, postmasters must inform the applicable campaign office before any action to dispose of such mail. Postmasters should also coordinate any such situations with their Area Political Campaign Mail Coordinator.

492.5 Recordkeeping**492.51 General**

Detailed records provide the basis for a documented and factual explanation of any complaints alleging improper handling of political campaign mailings. Maintain premailing assistance and processing and delivery records for a period of 6 months.

492.52 Premailing Assistance Records

Individuals designated to provide premailing assistance to committees of political parties, candidates, and the candidates' campaign organizations must keep records of all contacts, including a summary statement concerning the information provided to such mailers.

492.53 Processing and Delivery Records

Managers, Business Mail Entry, and postmasters must keep documented records of all political campaign mailings that are deposited or received at their offices, with particular attention to those deposited or received too late for timely delivery.

At a minimum, these documented records must include the following:

- a. The name of the mailer.
- b. A sample, photocopy, or description of the mailing.
- c. The date and time the mailing was received for dispatch or delivery.

- d. The election day deadline and, if applicable, the date of requested delivery.
- e. If applicable, the approximate number of pieces not delivered before the election day deadline and/or the date of requested delivery and the reasons why delivery was not timely.
- f. The approximate volume of any Standard Mail consigned to waste upon instruction by the mailer.

492.6 Answering Requests for Information**492.61 General**

Answer requests for information concerning political campaign mailings as provided in regulations implementing the Freedom of Information Act (see ASM 352). Do not compile information not regularly compiled for Postal Service use to respond to requests.

492.62 Field Managing Counsel Assistance

If uncertain regarding the disclosure of information concerning political campaign mailings, consult the Field Managing Counsel.

492.63 Questionable Requests

Promptly report to the Postal Inspection Service any questionable attempts to obtain information concerning political campaign mailings not properly subject to disclosure.

492.7 Revenue Protection**492.71 Nonprofit Standard Mail Rates**

Qualified political committees may mail qualifying matter at the Nonprofit Standard Mail rates of postage. See 492.23 for definitions of qualified political committees. See also DMM E670 and Publication 417 for general information on how to apply for authorization to mail at these rates and the matter that is eligible for them.

492.72 Mailings Ineligible for Nonprofit Standard Mail Rates

Individual candidates and their campaign committees do not qualify to mail at the Nonprofit Standard Mail rates. Also, qualified political committees may mail only their own matter at these rates. Qualified political committees may not make cooperative mailings at the nonprofit rates involving matter on behalf of, or produced for, individual candidates or political organizations that do not qualify for Nonprofit Standard Mail rates. Such cooperative mailings must be paid at the applicable Regular or Enhanced Carrier Route Standard Mail rates. See PS Form 3602-N, PS Form 3602-NPS, PS Form 3602-NS, PS Form 3602-NV, PS Form 3602-NZ, PS Form 3602-PN, and PS Form 3602-PNV for the certifications required of Nonprofit Standard Mail mailers. Also see Publication 417 section 5-4.

492.73 Application of the Cooperative Mail Rules

492.731 General

Qualified political committees are subject to the cooperative mailing requirements. However, unlike cases involving cooperative mailings between an authorized nonprofit organization and a commercial organization, there is often an ongoing relationship between the qualified political committee and the committee's candidate. A political candidate may be connected to the authorized political committee mailer by being a member of and/or financial contributor to the political party represented by the committee. The committee is, of course, interested in promoting, encouraging, and supporting the candidate's election. Postal laws and regulations do not prohibit the candidate from contributing to the committee or the committee from supporting the candidate. The concern under postal laws and regulations is whether the political candidate's financial contribution to the authorized political committee is in return for the mailing or mailings that support the candidate.

Example — Proper use of contributed funds

Politician A is a member of the qualified political committee. The qualified political committee plans to include in a mailpiece information supporting politician A's candidacy for office and has asked the candidate for a biographical sketch. The candidate provides the information and makes a contribution to the qualified political committee. The qualified political committee will retain authority to accept or reject information provided by the candidate, and the contribution by the candidate is not a contribution to pay for the mailing. This is not considered to be a cooperative mailing since the qualified political committee retained discretion over the decision to mail and the contents of the mailing.

492.732 Maintaining Committee Control

The following rules must be followed to ensure that the authorized political committee maintains control:

- a. *Mailings.* An authorized political committee may mail election-related materials, including but not limited to candidate endorsements and sample ballots, at the Nonprofit Standard Mail rates if the materials are exclusively those of the authorized political committee. An authorized political committee may make political mailings in support of its candidates, provided that no monies contributed by the candidate to the qualified committee shall be specifically earmarked for use in making the political mailing or in return for the political mailing.

Example — Committee discretion retained

Politician B, a candidate for a statewide political office, mails a check to authorized political committee C, the state committee for his party. Politician B encloses a note with the check that says: "This check is for my pro rata share of a sample ballot." Committee C has mailed a sample ballot to state residents for the past five elections. However, committee C makes the decision on whether to send sample ballots on an election-by-election basis. Committee C has not had any discussions with politician B on this subject, nor has it reached an understanding with politician B that sample ballots will be produced and mailed. Committee C deposits politician B's check into its general fund to be used for committee expenses. Committee C will not return the check even if it decides not to mail sample ballots. Committee C later decides to mail sample ballots for the election in which politician B is a candidate. Notwithstanding politician B's contribution, this is not considered to be a cooperative mailing because committee C retained discretion whether or not to mail the sample ballots.

- b. *Contributions.* A candidate may make or solicit contributions to a qualified political committee, provided that the committee retains absolute discretion over how the funds are spent. If the candidate or other nonqualified entity pays the preparation, printing, or postage costs for the mailing in return for the qualified political committee's agreement to make the mailing, that mail matter is not eligible for the Nonprofit Standard Mail rates.
- c. *Mailing Support.* A political candidate may provide suggested copy, pictures, biographical information, or similar assistance requested by a qualified political committee that is preparing a mailing in support of the candidate. The qualified political committee may also ask a candidate to review a proposed mailpiece for accuracy. However, the qualified political committee must have final authority over the decision to mail the political matter and the contents of that matter.

Example — Improper candidate funding

Authorized political committee D announces the creation of a "Candidate's Coordinated Mailing Fund." Contributions to the fund will be used exclusively for mailings supporting candidates. Candidates E, F, G, and H contribute to the fund, and committee D makes a multicandidate endorsement for candidates E, F, G, H, and I. This would be considered a cooperative mailing. It would not be a cooperative mailing if (a) the fund created is not announced as one that will be used exclusively for mailings, and (b) committee D retained absolute discretion about whether to make the mailings at all.

492.733 Endorsements on Mail

Mailings by qualified political committees often bear endorsements such as "Paid for by [committee] and authorized by [candidate]." These endorsements are often required by federal or state law. The presence of these endorsements alone does not disqualify the mailing from being sent at the Nonprofit Standard Mail rates. The presence of factors discussed in the preceding sections of this chapter is required to find the mailing ineligible for the special rates.

492.74 Identification

The name and return address of the qualifying organization must appear either on the outside of the mailpiece or in a prominent location on the material being mailed at the Nonprofit Standard Mail rates.

2002 Congressional Primary and Runoff Dates

State	Primary Date	Runoff Date
Alabama	6/4	6/25
Alaska	8/27	
American Samoa	11/5	11/19
Arizona	9/10	
Arkansas	5/21	6/11
California	3/5	
Colorado	8/13	
Connecticut	9/10	
Delaware	9/7	
District of Columbia	9/10	
Florida	9/10	
Georgia	8/20	9/10
Guam	9/7	
Hawaii	9/21	
Idaho	5/28	
Illinois	3/19	
Indiana	5/7	
Iowa	6/4	
Kansas	8/6	
Kentucky	5/28	
Louisiana	11/5	12/7
Maine	6/11	

State	Primary Date	Runoff Date
Maryland	9/10	
Massachusetts	9/17	
Michigan	8/6	
Minnesota	9/10	
Mississippi	6/4	6/25
Missouri	8/6	
Montana	6/4	
Nebraska	5/14	
Nevada	9/3	
New Hampshire	9/10	
New Jersey	6/4	
New Mexico	6/4	
New York	9/10	
North Carolina	TBD	TBD
Ohio	5/7	
Oklahoma	8/27	9/17
Oregon	5/21	
Pennsylvania	5/21	
Puerto Rico	n/a	n/a
Rhode Island	9/10	
South Carolina	6/11	6/25
South Dakota	6/4	6/18
Tennessee	8/1	
Texas	3/12	4/9
Utah	6/25	
Vermont	9/10	
Virginia	6/11	
Virgin Islands	9/14	
Washington	9/17	
West Virginia	5/14	
Wisconsin	9/10	
Wyoming	8/20	

— *Legislative Policy and Strategy Development, 4-4-02*

NOTICE**Over-the-Road Containers to Be Used in a Closed Loop**

Effective March 18, 2002, control of Bulk Mail Center (BMC) over-the-road containers (OTRs) was transferred from the Mail Transport Equipment Service Center (MTESC) network to the BMC network. The MTESC network is still responsible for repairing OTRs. All processing operations must red-tag all damaged and unsafe OTRs in accordance with *Postal Operations Manual* 583.11. In addition, no empty equipment may be placed in the OTRs.

When imbalances in the number of OTRs at each facility occur, the BMC network will be responsible for relocating OTRs from oversupplied areas to areas with fewer OTRs, preferably by moving mail with existing transportation in the BMC network.

— *Mail Transport Equipment, 4-4-02*

APO/FPO Changes

The following changes appear in the APO/FPO table that is also published in its entirety in this *Postal Bulletin* (22073). **Acceptance clerks may contact the Military Postal Service Agency with any questions regarding APO/FPO ZIP Codes, toll free: 800-810-6098, Monday–Friday, 0730–1630.**

APO/FPO	Action	Effective Date	See Restrictions
09315	Close	Immediately	
09792	Close	Immediately	
09854	Close	Immediately	

— *International Network Operations, Network Operations Management, 4-4-02*

Overseas Military Mail

Mail addressed to or from military Post Offices overseas is subject to certain conditions or restrictions of mailing regarding content, preparation, and handling. The table below outlines these conditions by APO/FPO ZIP Codes through the use of footnoted mailing restrictions codes, which appear on the page following the table.

Acceptance clerks should use this table with the Integrated Retail Terminal (IRT) or POS ONE terminal to determine whether an APO/FPO ZIP Code is active and

which conditions of mailing apply. **Acceptance clerks may contact the Military Postal Service Agency with any questions regarding APO/FPO ZIP Codes, toll free, at 800-810-6098, Monday–Friday, 0730–1630.**

For Express Mail Military Service (EMMS) availability, all acceptance clerks must refer to the local hardcopy EMMS directory.

Changes from previous listing are in bold type.

Conditions Applied to Mail Addressed to Military Post Offices Overseas

APO/FPO	See Restrictions	APO/FPO	See Restrictions	APO/FPO	See Restrictions
09001	Not Active	09035	Not Active	09069	B-B1-C-D-U
09002	Not Active	09036	B-B1-C-D-U	09070	Not Active
09003	Not Active	09037	Not Active	09071	Not Active
09004	Not Active	09038	Not Active	09072	Not Active
09005	Not Active	09039	Not Active	09073	Not Active
09006	Not Active	09040	Not Active	09074	B-B1-C-D-U
09007	B-B1-C-D-U	09041	Not Active	09075	Not Active
09008	Not Active	09042	B-B1-C-D-U	09076	B-B1-C-D-U
09009	B-B1-C-D-U	09043	Not Active	09077	Not Active
09010	Not Active	09044	Not Active	09078	Not Active
09011	Not Active	09045	B-B1-C-D-U	09079	Not Active
09012	B-B1-C-D-U	09046	B-B1-C-D-U	09080	B-B1-C-D-U
09013	B-B1-C-D-U-Z1	09047	Not Active	09081	B-B1-C-D-U
09014	B-B1-C-D-U	09048	Not Active	09082	Not Active
09015	Not Active	09049	Not Active	09083	Not Active
09016	Not Active	09050	B-B1-C-D-U	09084	Not Active
09017	Not Active	09051	Not Active	09085	Not Active
09018	Not Active	09052	Not Active	09086	B-B1-C-D-U
09019	Not Active	09053	B-B1-C-D-U	09087	Not Active
09020	Not Active	09054	B-B1-C-D-U	09088	Not Active
09021	B-B1-C-D-U	09055	Not Active	09089	B-B1-C-D-U
09022	Not Active	09056	B-B1-C-D-U	09090	B-B1-C-D-U
09023	Not Active	09057	Not Active	09091	Not Active
09024	Not Active	09058	B-B1-C-D-U	09092	Not Active
09025	Not Active	09059	B-B1-C-D-U	09093	Not Active
09026	Not Active	09060	B-B1-C-D-U	09094	B-B1-C-D
09027	Not Active	09061	Not Active	09095	B-B1-C-D-U
09028	B-B1-C-D-U	09062	Not Active	09096	B-B1-C-D-U
09029	Not Active	09063	B-B1-C-D-L-U	09097	Not Active
09030	Not Active	09064	Not Active	09098	B-B1-C-D-U
09031	B-B1-C-D-U	09065	Not Active	09099	B-B1-C-D-U
09032	Not Active	09066	Not Active	09100	B-B1-C-D-U
09033	B-B1-C-D-U	09067	B-B1-C-D-U	09101	Not Active
09034	B-B1-C-D-U	09068	Not Active	09102	B-B1-C-D-U

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09103	B-B1-D-U	09174	Not Active	09245	B-B1-C-D-U
09104	B-B1-C-D-U	09175	B-B1-C-D-U	09246	Not Active
09105	Not Active	09176	Not Active	09247	Not Active
09106	Not Active	09177	B-B1-C-D-U	09248	Not Active
09107	B-B1-C-D-U	09178	Not Active	09249	Not Active
09108	Not Active	09179	Not Active	09250	B-B1-C-D-U
09109	Not Active	09180	B-B1-C-D-U	09251	Not Active
09110	B-B1-C-D-U	09181	Not Active	09252	B-B1-C-D-U
09111	B-B1-C-D-U	09182	B-B1-C-D-U	09253	Not Active
09112	B-B1-C-D-U	09183	B-B1-C-D-U	09254	Not Active
09113	Not Active	09184	Not Active	09255	Not Active
09114	B-B1-C-D-U	09185	B-B1-C-D-U	09256	Not Active
09115	Not Active	09186	B-B1-C-D-U	09257	Not Active
09116	Not Active	09187	Not Active	09258	Not Active
09117	Not Active	09188	Not Active	09259	Not Active
09118	Not Active	09189	Not Active	09260	Not Active
09119	Not Active	09190	Not Active	09261	Not Active
09120	Not Active	09191	Not Active	09262	B-B1-C-D-U
09121	Not Active	09192	Not Active	09263	B-B1-C-D-U
09122	Not Active	09193	Not Active	09264	B-B1-C-D-U
09123	B-B1-C-D-U	09194	Not Active	09265	B-B1-C-D-N-U
09124	Not Active	09195	Not Active	09266	B-B1-C-D-U
09125	Not Active	09196	Not Active	09267	B-B1-C-D-U
09126	B-B1-C-D	09197	Not Active	09268	Not Active
09127	Not Active	09198	Not Active	09269	Not Active
09128	B-B1-C-D-U	09199	Not Active	09270	Not Active
09129	Not Active	09200	Not Active	09271	Not Active
09130	Not Active	09201	Not Active	09272	Not Active
09131	B-B1-C-D-U	09202	Not Active	09273	Not Active
09132	Not Active	09203	Not Active	09274	Not Active
09133	Not Active	09204	Not Active	09275	Not Active
09134	Not Active	09205	Not Active	09276	Not Active
09135	Not Active	09206	Not Active	09277	Not Active
09136	B-B1-C-D	09207	Not Active	09278	Not Active
09137	B-B1-C-D-U	09208	Not Active	09279	Not Active
09138	B-B1-C-D-U	09209	Not Active	09280	Not Active
09139	B-B1-C-D	09210	Not Active	09281	Not Active
09140	B-B1-C-D-U	09211	B-B1-C-D-U	09282	Not Active
09141	Not Active	09212	B-B1-C-D-U	09283	Not Active
09142	B-B1-C-D-U	09213	B-B1-C-D-U	09284	Not Active
09143	B-B1-C-D-U	09214	B-B1-C-D-U	09285	Not Active
09144	Not Active	09215	Not Active	09286	Not Active
09145	Not Active	09216	Not Active	09287	Not Active
09146	Not Active	09217	Not Active	09288	Not Active
09147	Not Active	09218	Not Active	09289	Not Active
09148	Not Active	09219	Not Active	09290	Not Active
09149	Not Active	09220	Not Active	09291	Not Active
09150	Not Active	09221	Not Active	09292	Not Active
09151	Not Active	09222	Not Active	09293	Not Active
09152	Not Active	09223	Not Active	09294	Not Active
09153	Not Active	09224	Not Active	09295	Not Active
09154	B-B1-C-D-U	09225	B-B1-C-D-U	09296	Not Active
09155	Not Active	09226	B-B1-C-D-U	09297	Not Active
09156	Not Active	09227	B-B1-C-D-U	09298	Not Active
09157	Not Active	09228	Not Active	09299	Not Active
09158	Not Active	09229	B-B1-C-D-U	09300	Not Active
09159	Not Active	09230	Not Active	09301	Not Active
09160	Not Active	09231	Not Active	09302	B-B1-E2-F-H1-R-R1- U2-Z1
09161	Not Active	09232	Not Active		
09162	Not Active	09233	Not Active	09303	B-B1-E2-F-H1-R-R1- U2-Z1
09163	Not Active	09234	Not Active		
09164	Not Active	09235	Not Active	09304	B-B1-E2-F-H1-R-R1- U2-Z1
09165	B-B1-C-D-U	09236	Not Active		
09166	B-B1-C-D-U	09237	B-B1-C-D-U	09305	B-B1-E2-F-H1-R-R1- U2-Z1
09167	Not Active	09238	Not Active		
09168	Not Active	09239	Not Active	09306	Not Active
09169	B-B1-C-D-U	09240	Not Active	09307	Not Active
09170	Not Active	09241	Not Active	09308	Not Active
09171	Not Active	09242	Not Active	09309	A-B-B1-C1-E2-F-H1-M-N- R-R1-Z1
09172	B-B1-C-D-U	09243	Not Active		
09173	B-B1-C-D-U	09244	B-B1-C-D-U		

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09310	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09364	Not Active	09433	Not Active
09311	A-B-B1-C1-E2-F-H1-M-R-R1-Z1	09365	Not Active	09434	Not Active
09312	Not Active	09366	Not Active	09435	Not Active
09313	Not Active	09367	Not Active	09436	Not Active
09314	B-B1-C-F	09368	Not Active	09437	Not Active
09315	Not Active	09369	Not Active	09438	Not Active
09316	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09370	Not Active	09439	Not Active
09317	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09371	Not Active	09440	Not Active
09318	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09372	Not Active	09441	Not Active
09319	Not Active	09373	Not Active	09442	Not Active
09320	Not Active	09374	Not Active	09443	Not Active
09321	Not Active	09375	Not Active	09444	Not Active
09322	Not Active	09376	Not Active	09445	Not Active
09323	Not Active	09377	Not Active	09446	Not Active
09324	Not Active	09378	Not Active	09447	B-B1-C-C1-U
09325	Not Active	09379	Not Active	09448	Not Active
09326	Not Active	09380	Not Active	09449	Not Active
09327	Not Active	09381	Not Active	09450	Not Active
09328	Not Active	09382	Not Active	09451	Not Active
09329	Not Active	09383	Not Active	09452	Not Active
09330	Not Active	09384	Not Active	09453	Not Active
09331	Not Active	09385	Not Active	09454	B-B1-C-C1-U
09332	Not Active	09386	Not Active	09455	Not Active
09333	Not Active	09387	Not Active	09456	B-B1-C-C1-U
09334	Not Active	09388	Not Active	09457	Not Active
09335	Not Active	09389	Not Active	09458	Not Active
09336	Not Active	09390	Not Active	09459	B-B1-C-C1-U
09337	Not Active	09391	Not Active	09460	Not Active
09338	Not Active	09392	Not Active	09461	B-B1-C-C1-U
09339	Not Active	09393	Not Active	09462	Not Active
09340	A-B-B1-C1-F-R	09394	Not Active	09463	B-B1-C-C1-U
09341	Not Active	09395	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09464	B-B1-C-C1-U
09342	Not Active	09396	A-B-B1-F	09465	Not Active
09343	Not Active	09397	Not Active	09466	Not Active
09344	Not Active	09398	Not Active	09467	Not Active
09345	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09399	Not Active	09468	B-B1-C-C1-U
09346	Not Active	09400	Not Active	09469	B-B1-C-C1-U
09347	Not Active	09401	Not Active	09470	B-B1-C-C1-U
09348	Not Active	09402	Not Active	09471	Not Active
09349	Not Active	09403	Not Active	09472	Not Active
09350	A-B-B1-C1-E2-F-H1-M-R-R1-Z1	09404	Not Active	09473	Not Active
09351	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09405	Not Active	09474	Not Active
09352	A-B-B1-C1-E2-F-H1-M-R-R1-Z1	09406	Not Active	09475	Not Active
09353	A-B-B1-C1-E2-F-H1-M-R-R1-Z1	09407	Not Active	09476	Not Active
09354	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09408	Not Active	09477	Not Active
09355	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09409	B-B1-C-C1-U	09478	Not Active
09356	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09410	Not Active	09479	Not Active
09357	Not Active	09411	Not Active	09480	Not Active
09358	Not Active	09412	Not Active	09481	Not Active
09359	Not Active	09413	Not Active	09482	Not Active
09360	B-B1	09414	Not Active	09483	Not Active
09361	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09415	Not Active	09484	Not Active
09362	A-B-B1-C1-E2-F-H1-M-N-R-R1-Z1	09416	Not Active	09485	Not Active
09363	Not Active	09417	Not Active	09486	Not Active
		09418	Not Active	09487	Not Active
		09419	Not Active	09488	Not Active
		09420	Not Active	09489	Not Active
		09421	B-B1-C-C1-U	09490	Not Active
		09422	Not Active	09491	Not Active
		09423	Not Active	09492	Not Active
		09424	Not Active	09493	Not Active
		09425	Not Active	09494	B-B1-C-C1-U
		09426	Not Active	09495	Not Active
		09427	Not Active	09496	B-B1-C-C1-U
		09428	Not Active	09497	Not Active
		09429	Not Active	09498	B-B1-C-C1-U
		09430	Not Active	09499	B-B1-C-C1-U
		09431	Not Active	09500	Not Active
		09432	Not Active	09501	B
				09502	B

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09503	B	09574	B	09645	B,U
09504	B	09575	B	09646	Not Active
09505	B	09576	B	09647	B-B1-N-U
09506	B	09577	B	09648	Not Active
09507	B	09578	B	09649	B-B1-U
09508	B	09579	B	09650	Not Active
09509	B	09580	Not Active	09651	Not Active
09510	B	09581	B	09652	Not Active
09511	B-N-Z	09582	B	09653	Not Active
09512	Not Active	09583	Not Active	09654	Not Active
09513	Not Active	09584	Not Active	09655	Not Active
09514	Not Active	09585	Not Active	09656	Not Active
09515	Not Active	09586	B	09657	Not Active
09516	Not Active	09587	B	09658	Not Active
09517	B	09588	B	09659	Not Active
09518	Not Active	09589	B-B1	09660	Not Active
09519	Not Active	09590	B	09661	Not Active
09520	Not Active	09591	B	09662	Not Active
09521	B	09592	Not Active	09663	Not Active
09522	Not Active	09593	B	09664	Not Active
09523	Not Active	09594	B	09665	Not Active
09524	B	09595	B	09666	Not Active
09525	Not Active	09596	B	09667	Not Active
09526	Not Active	09597	Not Active	09668	Not Active
09527	Not Active	09598	Not Active	09669	Not Active
09528	Not Active	09599	B	09670	Not Active
09529	Not Active	09600	Not Active	09671	Not Active
09530	Not Active	09601	B-B1-C-F-F1-U	09672	Not Active
09531	Not Active	09602	Not Active	09673	Not Active
09532	B	09603	B-B1-C-F-F1-U	09674	Not Active
09533	Not Active	09604	B-B1-C-F-F1-U	09675	Not Active
09534	B	09605	Not Active	09676	Not Active
09535	Not Active	09606	Not Active	09677	Not Active
09536	Not Active	09607	Not Active	09678	Not Active
09537	Not Active	09608	Not Active	09679	Not Active
09538	Not Active	09609	B-B1-C-F-U	09680	Not Active
09539	Not Active	09610	B-B1-C-F-U	09681	Not Active
09540	Not Active	09611	Not Active	09682	Not Active
09541	Not Active	09612	B-B1-C-F-U	09683	Not Active
09542	Not Active	09613	B-B1-C-F-U	09684	Not Active
09543	B	09614	Not Active	09685	Not Active
09544	Not Active	09615	Not Active	09686	Not Active
09545	B	09616	Not Active	09687	Not Active
09546	Not Active	09617	B-B1-C-F-U	09688	Not Active
09547	Not Active	09618	B-B1-C-F-U	09689	Not Active
09548	Not Active	09619	B-B1-C-F-U	09690	Not Active
09549	B	09620	B-B1-C-F-U	09691	Not Active
09550	B	09621	B-B1-C-F-U	09692	Not Active
09551	Not Active	09622	B-B1-C-F-U	09693	Not Active
09552	Not Active	09623	B-B1-C-F-U	09694	Not Active
09553	Not Active	09624	B-B1-C-F-U	09695	Not Active
09554	B-B1	09625	B-B1-C-F-U	09696	Not Active
09555	Not Active	09626	B-B1-C-F-U	09697	Not Active
09556	B	09627	B-B1-C-F-U	09698	Not Active
09557	B	09628	B-B1-C-F-F1-U	09699	Not Active
09558	Not Active	09629	Not Active	09700	Not Active
09559	Not Active	09630	B-B1-C-F-U	09701	Not Active
09560	Not Active	09631	B-B1-C-F-U	09702	Not Active
09561	Not Active	09632	Not Active	09703	B-B1-C-F1
09562	Not Active	09633	Not Active	09704	B-B1-C-D
09563	Not Active	09634	Not Active	09705	B-B1-U
09564	B	09635	Not Active	09706	B-B1-C-U
09565	B	09636	B-B1-C-F-U	09707	B-B1-C-N-U
09566	B	09637	Not Active	09708	B-B1
09567	B	09638	B-B1-C-E2-F-U	09709	B-B1-F1
09568	B	09639	Not Active	09710	B-B1-C-C1-F1-M-R-R1-U
09569	B	09640	Not Active		
09570	B	09641	Not Active		
09571	Not Active	09642	B-B1-N-U	09711	B-B1-F1-Z1
09572	Not Active	09643	B-B1-U	09712	Not Active
09573	B	09644	B-B1-U	09713	B-B1-C-F1

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09714	B-B1-C-C1-F1-M-R-R1-U	09782	Not Active	09846	Not Active
09715	B-B1-F1	09783	Not Active	09847	Not Active
09716	B-B1-C-D-N-U	09784	Not Active	09848	Not Active
09717	B-B1-M-W	09785	Not Active	09849	Not Active
09718	B-B1-F-I-N-U	09786	Not Active	09850	Not Active
09719	Not Active	09787	Not Active	09851	Not Active
09720	B-B1-U	09788	A-B-B1-F-R	09852	B-B1-E2-E3-F-H1-R-R1-U1-Z1
09721	B-B1-N-U-Z1	09789	A-B-B1-F-R		
09722	B-B1-C-D-N-U	09790	A-B-B1-C1-F-R	09853	B-B1-E2-F-H1-R-R1-U2-Z1
09723	B-B1-N-U-Z1	09791	A-B-B1-C1-E1-F-M-R		
09724	B-B1-C-C1-F1-M-R-R1-U	09792	Not Active	09854	Not Active
09725	B-C	09793	A-B-B1-F-R	09855	B-B1-E2-F-H1-R-R1-U2-Z1
09726	B-B1-N-U	09794	Not Active		
09727	Not Active	09795	Not Active	09856	Not Active
09728	B-C	09796	Not Active	09857	Not Active
09729	Not Active	09797	B-B1-C-D-P	09858	B-B1-E2-E3-F-H1-R-R1-U1-Z1
09730	Not Active	09798	Not Active		
09731	Not Active	09799	Not Active	09859	Not Active
09732	B-B1-N-Z1	09800	Not Active	09860	Not Active
09733	B-B1-I	09801	Not Active	09861	Not Active
09734	Not Active	09802	Not Active	09862	Not Active
09735	B-B1-N-Z1	09803	B-B1-E2-E3-F-H1-R-R1-U1-Z1	09863	Not Active
09736	Not Active	09804	Not Active	09864	Not Active
09737	Not Active	09805	Not Active	09865	A-B-B1-Z1
09738	Not Active	09806	Not Active	09866	Not Active
09739	Not Active	09807	Not Active	09867	Not Active
09740	Not Active	09808	Not Active	09868	A-B-B1-U-Z1
09741	Not Active	09809	Not Active	09869	Not Active
09742	Not Active	09810	Not Active	09870	Not Active
09743	Not Active	09811	B-B1-E2-E3-F-H1-R-R1-U1-Z1	09871	B-B1-E2-E3-F-H1-R-R1-U1-Z1
09744	Not Active				
09745	Not Active	09812	B-B1-E2-E3-F-F1-I-N-R-U-Z1	09872	Not Active
09746	Not Active			09873	Not Active
09747	Not Active	09813	Not Active	09874	Not Active
09748	Not Active	09814	B-B1-E2-E3-F-F1-I-N-R-U-Z1	09875	Not Active
09749	Not Active			09876	Not Active
09750	Not Active	09815	Not Active	09877	Not Active
09751	Not Active	09816	Not Active	09878	Not Active
09752	Not Active	09817	Not Active	09879	Not Active
09753	Not Active	09818	Not Active	09880	B-B1-E2-F-H1-R-R1-U2-Z1
09754	Not Active	09819	A-B-F-P-Z1		
09755	Not Active	09820	Not Active	09881	Not Active
09756	Not Active	09821	A-B-F-Z1	09882	B-B1-E2-E3-F-H1-R-R1-U1-Z1
09757	Not Active	09822	A-B-F-Z1		
09758	Not Active	09823	A-B-F-Z1	09883	Not Active
09759	Not Active	09824	A-B-F-Z1	09884	Not Active
09760	Not Active	09825	Not Active	09885	Not Active
09761	Not Active	09826	B-B1-E2-E3-F-H1-R-R1-U1-Z1	09886	Not Active
09762	Not Active			09887	Not Active
09763	Not Active	09827	A-B-F-Z1	09888	B-B1-E2-F-H1-R-R1-U2-Z1
09764	Not Active	09828	B-N-Z1		
09765	Not Active	09829	Not Active	09889	B-B1-E2-F-H1-R-R1-U2-Z1
09766	Not Active	09830	B-B1-C-Z1		
09767	Not Active	09831	B-B1-F-N-U-Z1	09890	B-B1-E2-F-H1-R-R1-U2-Z1
09768	Not Active	09832	B-B1-U1-Z1		
09769	Not Active	09833	B-B1-U1-Z1	09891	Not Active
09770	Not Active	09834	B-B1-Z1	09892	A-B-B1-F-N-R-R1-Z1
09771	Not Active	09835	A-B-B1-Z1	09893	Not Active
09772	Not Active	09836	A-B-B1-C-F-M-Z1	09894	Not Active
09773	Not Active	09837	B-B1-Z1	09895	Not Active
09774	Not Active	09838	B-B1-Z1	09896	Not Active
09775	Not Active	09839	A-B-B1-U-Z1	09897	Not Active
09776	Not Active	09840	Not Active	09898	B-B1-E2-F-H1-I-R-R1-U2-Z1
09777	A-B-B1-C-E1-N	09841	A-B-B1-U-Z1		
09778	Not Active	09842	A-B-B1-Z1	09899	Not Active
09779	A-B-B1-F-R	09843	Not Active	09900	Not Active
09780	A-B-B1-F-R	09844	A-B-B1-U-Z1	09901	Not Active
09781	Not Active	09845	Not Active	09902	Not Active

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09903	Not Active	09974	Not Active	34045	Not Active
09904	Not Active	09975	Not Active	34046	Not Active
09905	Not Active	09976	Not Active	34047	Not Active
09906	Not Active	09977	Not Active	34048	Not Active
09907	Not Active	09978	Not Active	34049	Not Active
09908	Not Active	09979	Not Active	34050	B
09909	Not Active	09980	Not Active	34051	B-Z1
09910	Not Active	09981	Not Active	34052	Not Active
09911	Not Active	09982	Not Active	34053	B-Z1
09912	Not Active	09983	Not Active	34054	Not Active
09913	Not Active	09984	Not Active	34055	B-N-Z1
09914	Not Active	09985	Not Active	34056	Not Active
09915	Not Active	09986	Not Active	34057	Not Active
09916	Not Active	09987	Not Active	34058	B-B1-Z1
09917	Not Active	09988	Not Active	34059	Not Active
09918	Not Active	09989	Not Active	34060	Not Active
09919	Not Active	09990	Not Active	34061	Not Active
09920	Not Active	09991	Not Active	34062	Not Active
09921	Not Active	09992	Not Active	34063	Not Active
09922	Not Active	09993	Not Active	34064	Not Active
09923	Not Active	09994	Not Active	34065	Not Active
09924	Not Active	09995	Not Active	34066	Not Active
09925	Not Active	09996	Not Active	34067	Not Active
09926	Not Active	09997	Not Active	34068	Not Active
09927	Not Active	09998	Not Active	34069	Not Active
09928	Not Active	09999	Not Active	34070	Not Active
09929	Not Active	34000	Not Active	34071	B-I-M-N-Z
09930	Not Active	34001	Not Active	34072	Not Active
09931	Not Active	34002	B-B1-N-U-Z1	34073	Not Active
09932	Not Active	34003	Not Active	34074	Not Active
09933	Not Active	34004	Not Active	34075	Not Active
09934	Not Active	34005	Not Active	34076	B-B1-F1-N-Z1
09935	Not Active	34006	Not Active	34077	Not Active
09936	Not Active	34007	Not Active	34078	B-B1-F1-N-Z1
09937	Not Active	34008	Not Active	34079	B-B1-F1-N-Z1
09938	Not Active	34009	Not Active	34080	Not Active
09939	Not Active	34010	Not Active	34081	Not Active
09940	Not Active	34011	Not Active	34082	Not Active
09941	Not Active	34012	Not Active	34083	Not Active
09942	Not Active	34013	Not Active	34084	Not Active
09943	Not Active	34014	Not Active	34085	Not Active
09944	Not Active	34015	Not Active	34086	Not Active
09945	Not Active	34016	Not Active	34087	Not Active
09946	Not Active	34017	Not Active	34088	Not Active
09947	Not Active	34018	Not Active	34089	Not Active
09948	Not Active	34019	Not Active	34090	B
09949	Not Active	34020	B-B1-M-N-Z1	34091	B
09950	Not Active	34021	B-M-N-Z1	34092	B
09951	Not Active	34022	B-B1-D-F-M-N-Z1	34093	B
09952	Not Active	34023	B-B1-M-N-Z1	34094	Not Active
09953	Not Active	34024	B-B1-M-N-Z1	34095	B
09954	Not Active	34025	B-B1-F-N-U-Z1	34096	Not Active
09955	Not Active	34026	Not Active	34097	Not Active
09956	Not Active	34027	Not Active	34098	B
09957	Not Active	34028	Not Active	34099	B
09958	Not Active	34029	Not Active	96200	Not Active
09959	Not Active	34030	B-B1-M-N-Z1	96201	A-B
09960	Not Active	34031	B-B1-M-N-Z1	96202	A-B1-U
09961	Not Active	34032	B-M-N-Z1	96203	A-B
09962	Not Active	34033	B-C-F-M-N-Z1	96204	A-B-B1
09963	Not Active	34034	B-B1-M-N-Z1	96205	A-B-B1-U
09964	Not Active	34035	B-B1-H-M-N-Z1	96206	A-B-B1-U
09965	Not Active	34036	B-M-N-Z1	96207	A-B-B1
09966	Not Active	34037	B-B1-C-F-H-I-M-N-Z1	96208	A-B-B1-U
09967	Not Active	34038	B-B1-M-N-Z1	96209	Not Active
09968	Not Active	34039	B-N-Z1	96210	Not Active
09969	Not Active	34040	B-Z1	96211	Not Active
09970	Not Active	34041	B-B1-M-N-U-Z1	96212	A-B-B1-U
09971	Not Active	34042	B-B1-D-F-M-N-Z1	96213	A-B-B1-U
09972	Not Active	34043	B-B1-D-F-M-N-Z1	96214	A-B-B1-U
09973	Not Active	34044	Not Active	96215	A-B-B1-U

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
96216	Not Active	96287	Not Active	96358	Not Active
96217	A-B-B1-U	96288	Not Active	96359	Not Active
96218	A-B-B1-U	96289	Not Active	96360	Not Active
96219	A-B-B1-U	96290	Not Active	96361	Not Active
96220	A-B-B1-U	96291	Not Active	96362	B-B1-F-F1-F2-M-W
96221	A-B-B1-U	96292	Not Active	96363	Not Active
96222	Not Active	96293	Not Active	96364	Close
96223	Not Active	96294	Not Active	96365	B-B1-M-W
96224	A-B-B1-U	96295	Not Active	96366	Not Active
96225	Not Active	96296	Not Active	96367	B-B1-L-M-W
96226	Not Active	96297	A-B-B1-U	96368	B-B1-M-W
96227	Not Active	96298	Not Active	96369	Not Active
96228	Not Active	96299	Not Active	96370	B-B1-F-F1-F2-M-W
96229	Not Active	96300	Not Active	96371	Not Active
96230	Not Active	96301	Not Active	96372	B-B1-M-W
96231	Not Active	96302	Not Active	96373	B-B1-M-W
96232	Not Active	96303	Not Active	96374	B-B1-M-W
96233	Not Active	96304	Not Active	96375	B-B1-M-W
96234	Not Active	96305	Not Active	96376	B-B1-M-W
96235	Not Active	96306	B-B1-F-F1-F2-M-W	96377	B-B1-M-W
96236	Not Active	96307	Not Active	96378	B-B1-M-W
96237	Not Active	96308	Not Active	96379	B-B1-M-W
96238	Not Active	96309	B-B1-M-W	96380	Not Active
96239	Not Active	96310	B-B1-M-W	96381	Not Active
96240	Not Active	96311	B-B1-M-W	96382	Not Active
96241	Not Active	96312	Not Active	96383	Not Active
96242	Not Active	96313	B-B1-F-F1-F2-M-W	96384	B-B1-M-W
96243	Not Active	96314	Not Active	96385	Not Active
96244	Not Active	96315	Not Active	96386	B-B1-M-W
96245	Not Active	96316	Not Active	96387	B-B1-M-W
96246	Not Active	96317	Not Active	96388	B-B1-M-W
96247	Not Active	96318	Not Active	96389	Not Active
96248	Not Active	96319	B-B1-M-W	96390	Not Active
96249	Not Active	96320	Not Active	96391	Not Active
96250	Not Active	96321	B-B1-F-F1-F2-M-W	96392	Not Active
96251	A-B-B1-U	96322	B-B1-F-F1-F2-M-W	96393	Not Active
96252	Not Active	96323	B-B1-M-W	96394	Not Active
96253	Not Active	96324	Not Active	96395	Not Active
96254	Not Active	96325	Not Active	96396	Not Active
96255	Not Active	96326	B-B1-M-W	96397	Not Active
96256	Not Active	96327	Not Active	96398	Not Active
96257	A-B-B1-U	96328	B-B1-M-W	96399	Not Active
96258	A-B-B1-U	96329	Not Active	96400	Not Active
96259	A-B-B1-U	96330	B-B1-M-W	96401	B-B1-F
96260	A-B-B1-U	96331	Not Active	96402	B-B1-F
96261	Not Active	96332	Not Active	96403	A-B-B1-M-N-U
96262	A-B-B1-U	96333	Not Active	96404	Not Active
96263	Not Active	96334	Not Active	96405	Not Active
96264	A-B-B1-U	96335	Not Active	96406	Not Active
96265	Not Active	96336	B-B1-M-W	96407	Not Active
96266	A-B-B1-U	96337	B-B1-M-W	96408	Not Active
96267	A-B-B1-U	96338	B-B1-M-W	96409	Not Active
96268	Not Active	96339	B-B1-M-W	96410	Not Active
96269	A-B-B1-U	96340	Not Active	96411	Not Active
96270	Not Active	96341	Not Active	96412	Not Active
96271	A-B-B1-U	96342	Not Active	96413	Not Active
96272	Not Active	96343	B-B1-M-W	96414	Not Active
96273	Not Active	96344	Not Active	96415	Not Active
96274	Not Active	96345	Not Active	96416	Not Active
96275	A-B-B1	96346	Not Active	96417	Not Active
96276	A-B-B1	96347	B-B1-F-F1-F2-M-W	96418	Not Active
96277	Not Active	96348	B-B1-F-F1-F2-M-W	96419	Not Active
96278	A-B-B1-U	96349	B-B1-F-F1-F2-M-W	96420	Not Active
96279	Not Active	96350	B-B1-F-F1-F2-M-W	96421	Not Active
96280	Not Active	96351	B-B1-F-F1-F2-M-W	96422	Not Active
96281	Not Active	96352	Not Active	96423	Not Active
96282	Not Active	96353	Not Active	96424	Not Active
96283	A-B-B1-U	96354	Not Active	96425	Not Active
96284	A-B-B1-U	96355	Not Active	96426	Not Active
96285	Not Active	96356	Not Active	96427	Not Active
96286	Not Active	96357	Not Active	96428	Not Active

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
96429	Not Active	96500	Not Active	96571	Not Active
96430	Not Active	96501	Not Active	96572	Not Active
96431	Not Active	96502	Not Active	96573	Not Active
96432	Not Active	96503	Not Active	96574	Not Active
96433	Not Active	96504	Not Active	96575	Not Active
96434	Not Active	96505	Not Active	96576	Not Active
96435	Not Active	96506	Not Active	96577	Not Active
96436	Not Active	96507	A-B-F	96578	Not Active
96437	Not Active	96508	Not Active	96579	Not Active
96438	Not Active	96509	Not Active	96580	Not Active
96439	Not Active	96510	Not Active	96581	Not Active
96440	Not Active	96511	B-B1 -I-N	96582	Not Active
96441	Not Active	96512	Not Active	96583	Not Active
96442	Not Active	96513	Not Active	96584	Not Active
96443	Not Active	96514	Not Active	96585	Not Active
96444	Not Active	96515	B-B1 -F	96586	Not Active
96445	Not Active	96516	Not Active	96587	Not Active
96446	Not Active	96517	B-B1 -F-U3	96588	Not Active
96447	Not Active	96518	B-B1	96589	Not Active
96448	Not Active	96519	Not Active	96590	Not Active
96449	Not Active	96520	B-F-U3	96591	Not Active
96450	Not Active	96521	B-F-N	96592	Not Active
96451	Not Active	96522	B-F-N-U	96593	Not Active
96452	Not Active	96523	Not Active	96594	Not Active
96453	Not Active	96524	Not Active	96595	B-B1
96454	Not Active	96525	Not Active	96596	Not Active
96455	Not Active	96526	Not Active	96597	Not Active
96456	Not Active	96527	Not Active	96598	B-B1
96457	Not Active	96528	Not Active	96599	B-B1
96458	Not Active	96529	Not Active	96600	Not Active
96459	Not Active	96530	A-B-B1-H-M-N-U	96601	B
96460	Not Active	96531	B-B1-H-M-U	96602	B
96461	Not Active	96532	Not Active	96603	B
96462	Not Active	96533	Not Active	96604	B
96463	Not Active	96534	A-B-F	96605	B-O
96464	Not Active	96535	A-B-B1-F	96606	B
96465	Not Active	96536	B-B1	96607	B
96466	Not Active	96537	B-B1	96608	B
96467	Not Active	96538	B-B1	96609	B
96468	Not Active	96539	Not Active	96610	B
96469	Not Active	96540	B-B1	96611	B
96470	Not Active	96541	B-B1	96612	B
96471	Not Active	96542	B-B1	96613	B-B1-C1-E2-F-H1-I- R1-U2-Z1
96472	Not Active	96543	B-B1-P		
96473	Not Active	96544	Not Active		
96474	Not Active	96545	Not Active	96614	B-B1-C1-E2-F-H1-I- R1-U2-Z1
96475	Not Active	96546	B-F-U3		
96476	Not Active	96547	B-F-U3	96615	B
96477	Not Active	96548	A-B-B1-H-M-U	96616	Not Active
96478	Not Active	96549	A-B-B1-H-M-U	96617	B
96479	Not Active	96550	Not Active	96618	Not Active
96480	Not Active	96551	A-B-B1-H-M-U	96619	B
96481	Not Active	96552	Not Active	96620	B
96482	Not Active	96553	A-B-B1-H-M-N-U	96621	B
96483	Not Active	96554	A-B-B1-H-M-U	96622	B
96484	Not Active	96555	B-B1-F-M	96623	B
96485	Not Active	96556	Not Active	96624	B
96486	Not Active	96557	B-B1-F-M	96625	Not Active
96487	Not Active	96558	B	96626	Not Active
96488	Not Active	96559	Not Active	96627	Not Active
96489	Not Active	96560	Not Active	96628	B
96490	B-B1	96561	Not Active	96629	B
96491	Not Active	96562	Not Active	96630	Not Active
96492	Not Active	96563	Not Active	96631	Not Active
96493	Not Active	96564	Not Active	96632	Not Active
96494	Not Active	96565	Not Active	96633	Not Active
96495	Not Active	96566	Not Active	96634	B
96496	Not Active	96567	Not Active	96635	B
96497	Not Active	96568	Not Active	96636	Not Active
96498	Not Active	96569	Not Active	96637	Not Active
96499	Not Active	96570	Not Active	96638	Not Active

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
96639	Not Active	96660	B	96680	Not Active
96640	Not Active	96661	B	96681	B
96641	Not Active	96662	B	96682	B
96642	Not Active	96663	B	96683	B
96643	B	96664	B	96684	B
96644	Not Active	96665	B	96685	Not Active
96645	Not Active	96666	B	96686	B
96646	Not Active	96667	B	96687	B
96647	Not Active	96668	B	96688	Not Active
96648	Not Active	96669	B	96689	Not Active
96649	Not Active	96670	B	96690	Not Active
96650	Not Active	96671	B	96691	Not Active
96651	Not Active	96672	B	96692	Not Active
96652	Not Active	96673	B	96693	Not Active
96653	Not Active	96674	B	96694	Not Active
96654	Not Active	96675	B	96695	Not Active
96655	Not Active	96676	B	96696	Not Active
96656	Not Active	96677	B	96697	Not Active
96657	B	96678	B	96698	B
96658	Not Active	96679	B	96699	Not Active
96659	Not Active				

RESTRICTIONS

LEGEND

PS Form 2976, *Customs - CN 22 (Old C 1) and Sender's Declaration* (green label)

PS Form 2976-A, *Customs Declaration and Dispatch Note*

AAFES	= Army and Air Force Exchange Service
APO	= Army/Air Force Post Office
Box R	= Retired military personnel
FPO	= Fleet Post Office
DMM	= <i>Domestic Mail Manual</i>
MOM	= Military Ordinary Mail
MPO	= Military Post Office
PAL	= Parcel Airlift
PSC	= Postal Service Center
SAM	= Space Available Mail
USDA	= United States Department of Agriculture

Note: Mail order catalogs are prohibited as SAM or PAL mail.

A. Securities, currency, or precious metals in their raw, unmanufactured state are prohibited. Official shipments are exempt from this restriction.

B. PS Form 2976-A is required for all mail weighing 16 ounces or more, with exceptions noted below. In addition, mailers must properly complete required customs documentation when mailing any potentially dutiable mail addressed to an APO or FPO regardless of weight. The following are exceptions to the requirement for customs documentation on nondutiable mail that weighs 16 ounces or more:

- Known mailers are exempt from providing customs documentation on non-dutiable letters, and printed matter weighing 16 ounces or more. (A known mailer is anyone who legally applies a permit imprint to a mailpiece. Mail with meter postage is not considered to be from a known mailer.)
- All federal, state, and local government agencies are exempt from providing customs documentation on mail addressed to an APO or FPO, except for those APOs/FPOs to which restriction B2 applies.
- Prepaid mail from military contractors is exempt, providing the mailpiece is endorsed "Contents for Official Use — Exempt from Customs Requirements."

B1. PS Form 2976 or 2976-A is required. Articles are liable for customs duty and/or purchase tax unless they are bona fide gifts intended for use by military personnel or their dependents. When the contents of a parcel meet these requirements, the mailer must endorse the customs form, "Certified to be a bona fide gift, personal effects, or items for personal use of military personnel and dependents," under the heading, Description of Contents. **Exceptions:** All other exceptions listed in restriction B above are applicable to this restriction.

B2. All federal, state, and local government agencies must complete customs documentation when sending mail addressed to or from this APO or FPO weighing 16 ounces or more.

C. Cigarettes and other tobacco products are prohibited.

C1. Obscene articles, prints, paintings, cards, films, videotapes, etc., and horror comics and matrices are prohibited.

D. Coffee is prohibited.

E1. Medicines or vaccines not conforming to French laws are prohibited.

E2. Any matter containing religious materials contrary to Islamic faith or depicting nude or seminude persons, pornographic or sexual items, or nonauthorized political materials is prohibited.

E3. Radio transceivers, cordless telephones, global positioning systems, scanners, base stations, and handheld transmitters are prohibited.

F. Firearms of any type are prohibited in all classes of mail. See definitions of firearms in DMM C024.1.1C. This restriction does not apply to firearms mailed to or by official U.S. government agencies.

F1. Privately owned weapons addressed to an individual are prohibited in any class of mail.

F2. Importation of firearms is restricted to one shotgun and one single shot .22 caliber rifle per individual.

G. Only First-Class Mail letters, Periodicals, and Standard Mail items are authorized.

H. Meats, including preserved meats, whether hermetically sealed or not, are prohibited.

H1. Pork or pork by-products are prohibited.

I. Mail of all classes must fit in a mail sack. Mail may not exceed the following dimensions:

Length	42" 72" length and girth combined
	over 42" to 44" 24" girth
	over 44" to 46" 20" girth
	over 46" to 48" 16" girth
	Maximum length 48"

This restriction does not apply to registered mail and official government mail marked MOM.

I1. This restriction does not apply to registered mail.

I2. This restriction does not apply to official government mail marked MOM.

J. Parcels may not exceed 108 inches in length and girth combined.

K. Mail that includes in the address the words, "Dependent Mail Section," may consist only of letter mail, newspapers, magazines, and books. No parcel of any class containing any other matter may be mailed to the Dependent Mail section. This restriction does not apply if the address does not include the words "Dependent Mail Section."

L. All official mail is prohibited.

M. Fruits, animals, and living plants are prohibited.

N. Registered mail is prohibited.

O. Personal mail addressed to vessels using this number is limited to unregistered First-Class Mail items and certified mail. Other classes of mail are prohibited.

P. APO is used for the receipt and dispatch of official mail only.

Q. Mail may not exceed 66 pounds, and size is limited to 42 inches maximum length and 72 inches maximum length and girth combined.

R. All alcoholic beverages, including those mailable under DMM C021, are prohibited.

R1. Materials used in the production of alcoholic beverages (i.e., distilling material, hops, malts, yeast, etc.) are prohibited.

T. Mailings of case lots of food and supplemental household shipments must be approved by the sender's parent agency prior to mailing.

U. Parcels must weigh less than 16 ounces when addressed to Box R. This restriction does not apply to mail endorsed "Free Matter for the Blind or Handicapped."

U1. Mail is limited to First-Class Mail weighing 13 ounces or less when addressed to Box R. This restriction does not apply to mail endorsed "Free Matter for the Blind or Handicapped." Videotapes are prohibited when addressed to Box R, regardless of weight.

U2. Mail is limited to First-Class Mail letters only when addressed to Box R.

U3. Mail is limited to First-Class Mail correspondence (including voice and video cassettes), newspapers, magazines, photographs, not exceeding 16 ounces, when addressed to Box R.

W. Meat products, such as dried beef, salami, and sausage, may be mailed, provided they remain in their original, hermetically sealed packages and bear USDA certification. Other meats, bones, skin, hair, feathers, horns or hoofs of hoofed animals, wool samples, tobacco leaves, including chewing and pipe tobacco, snuff, cigars, and cigarettes, or obscene material, including obscene drawings, photographs, films, and carvings, are prohibited. Exception: 200 grams of tobacco per parcel are permitted duty free.

X. Personal mail is limited to First-Class Mail items (to include audio cassettes and voice tapes) weighing 13 ounces or less. This limitation does not apply to official mail.

Y. Mail is limited to First-Class and Priority Mail items only. All Periodicals, Standard Mail items, and Package Services items (including SAM and PAL) are not authorized. This restriction also applies to official mail.

Z. No outside pieces (OSPs).

Z1. The Anti-Pilferage Seal (Item No O818-A) is required on all pouches and sacks.

Finance

HANDBOOK F-1 REVISION

Postage Meter Resetting System

Effective April 4, 2002, Handbook F-1, *Post Office Accounting Procedures*, 714.1 is revised to permit the use of remote-set postage meters at authorized Post Offices and classified units by using the Postage Meter Resetting System (PMRS). PMRS enables the remote resetting of postage meters without requiring advance payment. This revision is in anticipation of the mandatory removal and discontinuance of all manually set Post Office meters from the field.

Note: See 714.2 regarding the use of PMRS by contract postal units.

In order to use remote-set meters under PMRS, Post Offices and classified units must:

- Obtain written authorization from the manager, Post Office Operations, of their district, who shall make the determination if the leasing of a remote-set postage meter is cost effective. The authorization letter must include the unit's finance number, standard field accounting system (SFAS) unit ID, and ZIP Code.
- Obtain funding approval by submitting PS Form 7381, *Requisition for Supplies, Services, or Equipment*, to cover the annual cost of leasing a postage meter from an authorized manufacturer. The expense of leasing a remote-set postage meter will be charged to the individual unit's finance number and to AIC 572, *Equipment Rental — PO* (GLA 54411).
- Provide a copy of the authorization letter to the selected meter manufacturer.
- Maintain the original authorization letter on file.

The district manager, Post Office Operations, must also maintain a copy of the authorization letter.

Meter manufacturers will establish a PMRS meter account only after verifying a letter of authorization. When establishing a PMRS meter account, a meter manufacturer must perform the following:

- Complete PS Form 3601-C, *Postage Meter Activity Report*.
- Record the agency code as "700."
- Record the SFAS unit ID in the cost code field.
- Establish records on its system to allow setting without prepayment.

Postal units using a PMRS meter account must report daily meter revenue on PS Form 3602-PO, *Postage Collected Through Post Office Meter*, and on PS Form 1412-B, *Daily Financial Report*, in AIC 110, *Postage Meters — Post Office*.

To facilitate auditing,

- SFAP units will retain PS Form 3602-PO with local supporting documents by day by AIC account.
- Non-SFAP units will retain PS Form 3602-PO with local supporting documents.

The postal unit must use procedures defined by the meter manufacturer to add postage to a postage meter using a PMRS meter account. The maximum allowed setting for a remote-set meter leased by a Post Office or classified unit may not exceed the estimated postage usage for a 30-day period based upon the same period last year with an adjustment factor not to exceed 5 percent. The postal unit must record all meter settings on PS Form 3602-PO.

We will incorporate these revisions into the next printed version of Handbook F-1 and into the next update of the online version accessible on the corporate intranet at <http://blue.usps.gov/cpim>; click on HBKs.

Handbook F-1, *Post Office Accounting Procedures*

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7 Accounting for Nonstamp Revenue

71 Postage Meters

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714 Procedures for Reporting Post Office Meters

714.1 Reporting in Post Offices and Classified Units

[ReNUMBER existing 714.1.1 through 714.1.5 as 714.1.2 through 714.1.6; insert new 714.1.1 to read as follows:]

- 1> Post Offices and classified units must obtain written authorization from their district manager, Post Office Operations, along with funding approval by submitting PS Form 7381, *Requisition for Supplies, Services, or Equipment*, to cover the cost of leasing a remote-set meter under the Postage Meter Resetting System (PMRS). The authorization letter must include the

unit's finance number, SFAS unit ID, and ZIP Code. The district manager, Post Office Operations, must maintain a copy of the authorization letter. The Post Office or classified unit requesting the authorization letter must provide a copy to the selected meter manufacturer and must maintain the original on file.

Postal units must use procedures defined by the meter manufacturer to add postage to a postage meter using a PMRS meter account. The maximum allowed setting for a remote-set meter leased by a Post Office or classified unit may not exceed the estimated postage usage for a 30-day period based upon the same period last year with an adjustment factor not to exceed 5 percent. Each AP, postage meters must be re-set or subjected to the verification process. The postal unit must record all meter settings on PS Form 3602-PO, *Postage Collected*

Through Post Office Meter. The postal unit must also report daily meter revenue on PS Form 3602-PO and on PS Form 1412-B, *Daily Financial Report*.

In SFAP units, the employee reviewing PS Form 1412-B financial documentation must also review all PS Forms 3602-PO. SFAP units must retain PS Forms 3602-PO with local supporting documents by day by AIC account to facilitate auditing.

In non-SFAP units, the employee reviewing PS Form 1412-B financial documentation must also review all PS Forms 3602-PO. Non-SFAP units must retain PS Forms 3602-PO with local support documents to facilitate auditing.

* * * * *

— Revenue and Field Accounting,
Finance, 4-4-02

International Mail

IMM REVISION

International Mail — Payments for Registered Letter-Post Mail and Insured Parcel Post

Effective April 4, 2002, *International Mail Manual (IMM)* 932e is revised to agree with IMM 924.1 that the time period to file an inquiry for registered letter-post mail and insured parcel post is 6 months (not 1 year). Also, IMM 924.1 is revised to use the term “registered letter-post mail.”

We will incorporate these revisions into the printed version of IMM 27 and the online version of the IMM, which can be accessed via Postal Explorer at <http://pe.usps.gov>.

International Mail Manual (IMM)

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9 Inquiries, Indemnities, and Refunds

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920 Inquiries and Claims

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924 Initiation of Claims

[Revise the heading of 924.1 to read as follows:]

924.1 Registered Letter-Post Mail and Insured Parcel Post

[Revise the first sentence of 924.1 by changing the words “registered mail” to “registered letter-post mail,” to read as follows:]

Claims for registered letter-post mail and insured parcel post may be initiated by either the sender or the addressee. ***

* * * * *

930 Indemnity Payments

* * * * *

[Revise the heading of 932 to read as follows:]

932 General Exceptions to Payment — Registered Letter-Post Mail and Insured Parcel Post

Indemnity may not be paid:

* * * * *

[Revise the first sentence of item e by changing the words “1 year” to “6 months,” to read as follows:]

- e. When no inquiry or application has been made by the claimant or a representative within 6 months, commencing with the day following the mailing of the item. ***

* * * * *

— International Business, 4-4-02

Fraud Alert

Withholding of Mail Orders

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

State/City/ZIP Code	Names and Addresses Covered
CA, Eureka 95503-5639	Any And All Various Names Other Than The Surname Of O'Callahan, 3259 Harrison Avenue
CA, Hayward 94543-0179	Any And All Various Names Other Than Kiwana McClain/A Safe Haven For Women, P.O. Box 179
CA, Hilmar 95324-0461	Any And All Various Names Other Than Steven Mihalovic And Krista Spellman, Post Office Box 461
CA, Inglewood 90232-3312	Any And All Names Except Alliance Logistics Resources Inc., Mercury International Corp., Sanford Forman, Susan Reuben, Gary Felzien, Antonio Silvia, Laura Morales And James McDonald And Any Reasonable Variations Thereof, 347 N. Oak Street and
CA, Los Angeles 90009-0435	P.O. Box 90435 and
CA, Los Angeles 90009-8549	P.O. Box 88549
CA, Los Angeles 90064-2300	Charles Kondrack And All Other Names, 10573 West Pico Blvd., PMB 329
CA, Rosemead 91770-3264	Any And All Names Except Peter H. Lee, Binh Luong And Cao Lu, 2627 Walnut Grove Avenue
CA, San Francisco 94131-2618	Any And All Various Names Other Than The Surnames Of Harris, Price And Grigsby, 168 Moreland Street
CA, San Leandro 94557-0074	Any And All Various Names Other Than Kiwana McClain/Kiki's Refurbished PC's, P.O. Box 744
MD, Millersville 21108-1363	Any And All Of Various Names Other Than The Surname Morse, 672 Old Mill Road, #121
NV, Las Vegas 89109-3003	First Hand Portables, Anthony Jordan And All Other Names, 3661 South Maryland Pkwy., #41, PMB 107
NC, Benson 27504-0241	Any And All Of Various Names Other Than The Surnames Riveras And Riveros, P.O. Box 241
VA, Rocky Mount 24151-4637	Any And All Of Various Names Other Than The Surnames Holland And Craighead, 40 Samuel Lane, Lot 1

— Recorder's Office, Judicial Officer, 4-4-02

Invalid Express Mail Corporate Account Numbers

These numbers are to be posted and used by retail/acceptance clerks. This listing supersedes all previous notices, which must be recycled. Retail/acceptance clerks must not accept Express Mail shipments bearing any of the invalid numbers (listed below) in the "customer

number" or "agreement number" section of the label or form.

Note: The first 6 digits of a 9-digit Custom Designed Service and Next Day Pickup Service Agreement make up the Corporate Account Number.

005020	019412	045020	068228	071664	080604	095870	103625	112702	122400	165051	221007	305032
005812	019425	045021	068294	071744	080726	095895	103634	112726	123125	165220	221168	305624
005930	019457	045029	068338	075440	085015	096241	103712	112746	124110	170334	221175	306199
006110	019460	046071	068347	075474	085112	096590	103744	112757	124174	177037	221426	306366
006314	019528	054151	068400	075763	085161	096768	103779	112797	125178	180063	222093	306495
006617	020609	054212	068403	076125	085190	096769	103796	112812	125418	183017	222264	307030
007109	021229	055081	068406	076144	085209	097016	103845	112838	129936	187082	223026	307042
007143	021333	055232	068419	076178	085455	097066	103893	112875	132024	191119	223320	308005
007327	021432	057067	068438	076213	085506	097159	103930	112935	135239	192145	232352	312346
007387	021450	058076	068439	076216	085573	097207	103947	112993	138014	192349	232353	312393
007390	021537	060036	068452	076217	088011	097225	103983	113058	138015	192738	232366	312436
008023	021764	060100	068474	076378	088036	097348	103997	113141	142022	193282	235271	312485
008030	021788	060105	068518	076962	088086	097355	104232	113232	142091	195094	235503	312530
008178	021846	060188	068545	077119	088094	097513	105003	113306	142199	196136	246052	314216
008398	022085	060267	068587	077208	088122	097536	105152	113433	142357	197139	253084	314385
008594	022508	060281	069008	077254	088201	097896	105502	113716	142425	198220	270052	314388
008726	022518	060413	069076	077289	088405	097917	105647	114411	142494	200428	272091	314819
008823	022580	060417	069080	077291	088482	097931	105668	114469	142627	200430	272107	314847
008837	022645	060448	069104	077292	088538	098199	105913	115051	142640	200548	273069	317114
009008	022705	060520	069134	077343	088730	098377	106504	115067	142644	200928	273119	317332
009078	022886	060826	069160	077455	089199	098442	108025	115121	142831	207624	274113	320010
009145	022960	060838	069200	077474	089680	098497	108249	115132	142984	207894	274310	320032
009388	023484	060938	069212	077485	089789	098631	108301	115439	146029	207938	274372	320125
009450	023572	061057	069234	077497	089859	098667	108479	115457	146037	208207	275052	321280
009577	023646	061494	069419	077513	089867	098721	108585	115578	146051	208405	280062	321305
009585	026584	061609	069571	077527	089895	098752	108748	115706	146379	208451	282625	321382
009603	027941	061703	069603	077593	089954	098773	108918	115800	146468	208669	282652	322026
009828	028301	064242	069622	077699	089962	098792	108924	115982	148251	208893	282828	322102
009916	028700	064261	069633	077707	089993	098813	109590	117093	148301	209297	282873	322144
009987	028840	064471	069636	077724	090183	098850	109920	117228	150254	210212	282877	322270
010367	028870	064524	069766	077767	090318	098898	109976	117238	151114	210239	282902	322281
010380	029148	064664	069781	077778	090519	100146	110104	117505	151137	210240	282911	322297
014150	029736	064788	069795	077789	091206	100294	110769	117559	151217	210422	283382	322310
014287	029771	064810	069826	077879	091440	100409	110862	117575	152108	210501	283427	322398
014340	030067	064818	069828	077907	091512	101763	110867	117582	152148	210615	284024	322548
015090	030074	065034	069843	078047	091518	102015	111076	117644	152313	210643	285029	322632
015371	030531	065284	070037	078149	092191	102033	111205	117660	152436	210710	287069	322815
015565	030543	065377	070122	078159	092192	102131	111249	117826	152488	210727	292235	322996
015587	031028	065384	070304	078174	092255	102672	111367	118082	152501	210733	292632	323541
015601	034003	065953	070328	078231	092290	102716	111457	118399	152508	210737	292637	323656
015620	034615	065958	070336	078232	092375	102773	111483	118541	152536	210738	294147	325416
015687	037132	066105	070485	078875	092552	103014	111712	118603	152573	210739	294566	326195
016644	038168	066131	070541	078881	092824	103016	111913	118718	152584	210740	295077	326697
016716	038181	066210	070554	078900	093002	103019	111935	118902	152700	210741	300503	327007
018029	038473	066267	070592	079058	093278	103072	111969	118947	152703	210754	300673	327018
018033	038634	067040	071114	079121	093503	103188	112006	118995	152712	212909	300738	327028
018143	039003	067254	071188	079612	093603	103222	112180	119033	152881	212957	301003	327468
018175	040015	067287	071352	079964	093746	103225	112216	119037	152987	220017	301023	327636
018341	041138	068002	071362	080261	093816	103362	112226	119224	154045	220039	301288	327773
018504	042099	068008	071371	080362	093882	103524	112233	119521	154046	220075	301321	327821
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— Express and Priority Mail, Marketing, 4-4-02

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	026 492 3180 to 026 492 3199	360 324 2326 to 2399	393 893 6007 to 6099
011 582 1889 to 011 582 1899	027 361 0430 to 027 361 0499	362 861 3064 to 3099	394 126 6907 to 6999
011 588 2900 to 011 588 3099	027 369 4482 to 027 369 4495	373 006 2176 to 2199	394 189 0405 to 0599
012 579 5675 to 012 579 5699	027 671 8762 to 027 671 8776	374 768 2600 to 2699	394 822 3243 to 3278
013 289 6176 to 013 289 6199	027 787 9886 to 027 787 9899	375 169 4400 to 4599	394 990 1810 to 1899
013 610 0014 to 013 610 0099	027 965 9487 to 027 965 9499	375 829 3400 to 3499	395 343 3264 to 3299
014 932 1000 to 014 932 1099	028 191 1852 to 028 191 1999	375 851 9100 to 9199	395 373 3035 to 3099
014 972 0800 to 014 972 0899	028 850 3000 to 028 850 3199	376 196 0911 to 0999	395 396 9649 to 9799
015 363 0007 to 015 363 0099	029 510 1500 to 029 510 1599	378 085 3679 to 3699	395 970 3240 to 3299
017 028 3200 to 017 028 3299	030 687 0903 to 030 687 0999	378 351 1063 to 1099	397 622 4054 to 4099
018 569 5333 to 018 569 5399	030 701 3442 to 030 701 3499	379 843 5100 to 5199	397 819 8902 to 8999
018 986 5264 to 018 986 5299	031 077 4507 to 031 077 4799	380 093 9600 to 9699	398 149 7200 to 7699
019 518 2814 to 019 518 2899	032 295 7500 to 032 295 9999	380 165 1165 to 1199	399 070 0872 to 0899
020 698 5159 to 020 698 5199	034 394 1000 to 034 394 1099	381 325 4500 to 4599	399 156 7119 to 7199
020 844 7307 to 020 844 7399	034 943 0400 to 034 943 0799	381 604 2510 to 2699	399 203 5064 to 5099
020 972 8948 to 020 972 8999	040 024 3901 to 040 024 3999	381 645 9525 to 9599	399 296 9910 to 9999
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022 037 1411 to 022 037 1499	227 275 9400 to 227 275 9999	383 892 1000 to 1344	399 792 7775 to 7799
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025 369 5535 to 025 369 5599	349 746 2056 to 2099	385 599 7554 to 7575	401 045 1571 to 1599
025 729 1151 to 025 729 1199	350 518 7350 to 7374	385 774 2024 to 2099	401 294 2700 to 2799
025 729 1643 to 025 729 1799	360 011 1690 to 1699	386 624 1412 to 1599	401 310 9505 to 9599
	360 168 6008 to 6099	386 883 8936 to 8999	401 382 5312 to 5399
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407 959 2190 to	2199	422 842 5073 to	5087	450 801 2700 to	2799	462 554 6051 to	6099
408 265 2275 to	2288	422 907 7563 to	7599	451 109 2967 to	2984	463 011 5529 to	5540
408 499 7700 to	7799	424 500 6050 to	6099	451 115 4110 to	4125	463 176 4115 to	4199
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418 164 6500 to	6799	435 303 1986 to	1999	456 470 4146 to	4299	472 191 6700 to	6799
418 423 9863 to	9899	435 666 6092 to	6399	456 619 4460 to	4499	472 270 2555 to	2599
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478 469 7838 to 7858	493 394 5568 to 5599	609 825 4100 to 4115	630 389 3056 to 3071
478 469 7883 to 7899	493 470 2562 to 2599	609 884 2981 to 2999	630 463 0588 to 0599
479 280 9800 to 9899	493 473 7700 to 7799	609 893 1000 to 1099	631 459 9117 to 9199
479 365 9116 to 9176	493 716 2153 to 2199	610 092 3200 to 3299	631 762 9325 to 9399
479 412 9900 to 9999	494 206 2972 to 2999	610 582 4200 to 4299	632 217 4933 to 4999
479 667 6190 to 6199	494 217 3446 to 3999	611 879 6939 to 6999	632 500 0000 to 599 9999
479 748 9680 to 9699	494 224 0500 to 0599	612 291 8013 to 8099	633 110 4165 to 4199
479 860 7000 to 7199	495 145 0600 to 0699	612 751 5171 to 5199	633 110 4303 to 4499
480 526 2000 to 2099	496 209 7425 to 7499	612 751 5226 to 5299	633 438 6429 to 6599
480 640 6330 to 6399	496 213 8728 to 8799	612 751 6083 to 6099	633 588 7173 to 7182
480 658 0568 to 0599	496 474 5226 to 5248	612 751 6268 to 6299	634 725 0700 to 0799
480 689 5100 to 5199	497 053 8517 to 8699	612 751 6572 to 6599	634 803 3239 to 3299
481 072 9463 to 9499	497 854 8673 to 8699	612 774 2111 to 2199	634 807 2474 to 2499
481 673 0074 to 0095	498 449 8888 to 8899	612 774 2254 to 2299	634 827 5900 to 5999
482 527 1500 to 1599	498 929 8285 to 8499	612 774 2500 to 2599	634 886 3428 to 3499
482 541 5255 to 5299	498 936 5310 to 5399	614 469 0979 to 0999	635 559 3449 to 3499
482 729 6800 to 6899	499 016 5425 to 5499	614 474 3000 to 3099	636 289 6214 to 6299
483 363 7207 to 7299	499 440 8575 to 8899	614 521 3490 to 3499	636 634 8007 to 8042
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	500 064 1858 to 1869	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	600 645 3223 to 3299	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	620 073 9400 to 9499	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	640 289 7500 to 7599
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	641 877 3187 to 3299
489 311 1930 to 1999	604 503 7776 to 7799	623 917 0200 to 0299	641 877 3310 to 3399
489 318 6200 to 6300	605 520 9037 to 9099	624 468 5288 to 5299	642 355 8094 to 8199
489 384 0027 to 0099	605 685 4010 to 4099	624 665 3162 to 3198	642 355 8308 to 8999
489 427 0658 to 0899	605 988 6467 to 6499	625 088 6735 to 6799	642 900 0018 to 0099
489 997 5252 to 5299	607 689 7951 to 7960	625 916 9500 to 9799	643 030 6254 to 6299
490 669 5850 to 6099	607 728 1276 to 1299	625 968 8956 to 8999	644 066 0882 to 0899
490 717 7080 to 7099	608 727 7100 to 7199	627 005 3938 to 3999	644 069 0600 to 0699
490 721 6000 to 6099	608 727 7273 to 7599	627 384 3907 to 4099	644 077 7506 to 7699
490 793 1500 to 2099	608 813 9950 to 9999	627 496 7549 to 7599	644 085 8157 to 8199
490 886 8171 to 8199	609 067 5325 to 5399	627 708 3605 to 3699	644 112 9839 to 9899
490 977 9221 to 9240	609 067 5488 to 5499	627 776 2500 to 2599	644 373 9083 to 9099
491 258 8100 to 9099	609 067 5600 to 5699	628 226 3100 to 3199	644 380 1460 to 1499
491 567 1376 to 1399	609 289 6123 to 6199	628 814 4702 to 4799	644 733 4715 to 4799
492 254 4800 to 4899	609 438 4400 to 4499	628 851 9689 to 9699	644 900 9712 to 9799

644 901 0109 to	1299	659 398 7300 to	7399	682 965 1201 to	1299	700 859 0744 to	0758
644 901 1325 to	1399	659 706 8113 to	8199	683 118 2389 to	2399	701 028 6780 to	6899
644 923 6800 to	7799	659 846 7837 to	7899	683 378 2000 to	2099	701 213 3900 to	3999
644 932 4655 to	4699	660 510 4100 to	4199	683 378 2117 to	2299	701 267 2000 to	3999
645 318 7240 to	7499	660 673 0400 to	0599	683 415 1200 to	1499	701 335 7312 to	7399
645 333 1766 to	1799	661 488 5000 to	5099	683 444 8159 to	8199	701 369 2005 to	2050
645 790 8632 to	8699	661 609 9100 to	9199	685 154 7780 to	7789	701 503 2247 to	2299
645 821 0657 to	0699	661 716 9420 to	9499	685 297 7645 to	7699	701 541 2271 to	2299
645 930 7948 to	7999	661 906 6522 to	6599	685 623 5264 to	5299	701 553 6557 to	6599
645 975 0737 to	0762	662 021 8332 to	8399	685 650 9487 to	9499	701 601 3457 to	3499
646 242 6200 to	6299	662 068 0700 to	0899	685 669 4200 to	4299	701 605 5913 to	5999
646 270 7639 to	7799	662 553 0774 to	0799	685 757 8452 to	8499	701 695 3982 to	3999
646 798 4000 to	4999	663 078 7034 to	7099	686 071 2694 to	2799	701 695 4148 to	4199
647 048 7035 to	7099	663 763 5300 to	5399	686 176 3333 to	3354	701 695 4227 to	4299
647 049 2900 to	2999	663 883 7039 to	7499	686 372 3200 to	3299	701 708 1741 to	1799
647 398 8300 to	8399	664 253 8000 to	8499	686 644 5879 to	5899	701 736 3966 to	3999
647 398 8481 to	8499	664 656 3055 to	3099	686 899 1371 to	1399	701 838 2800 to	2899
647 437 3000 to	4999	665 174 6400 to	6499	686 931 7636 to	7699	701 941 0600 to	0699
647 811 2188 to	2199	665 274 8208 to	8299	687 601 0973 to	0999	702 171 1603 to	1699
648 009 6057 to	6099	665 669 5400 to	5499	687 614 6774 to	6799	702 195 5109 to	5199
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	690 291 1361 to	1371	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	670 368 3400 to	3499	690 904 1300 to	1599	740 002 7710 to	7719
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
650 114 7707 to	7719	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	740 705 9790 to	9799
650 213 0406 to	0499	671 926 5600 to	5799	691 664 1800 to	1999	740 726 6400 to	6500
650 555 1749 to	1799	672 444 2000 to	2999	691 664 2400 to	2499	806 087 1100 to	1499
650 564 1900 to	1999	672 828 3410 to	3499	692 727 9362 to	9399	806 268 9275 to	9299
650 627 4212 to	4299	673 167 5776 to	5799	692 798 1800 to	1899	806 534 3400 to	3477
650 736 2043 to	2099	675 464 3700 to	3799	693 249 0779 to	0799	807 342 3283 to	3399
650 739 1540 to	1699	675 464 4000 to	4199	693 249 0877 to	1699	808 086 7100 to	7199
651 741 4415 to	4499	676 365 5958 to	5999	693 445 0566 to	0999	808 090 3440 to	3499
651 882 2800 to	2899	676 669 1024 to	1099	693 448 8500 to	8999	808 325 5161 to	5699
652 754 6317 to	6399	677 126 6734 to	6799	693 645 9583 to	9599	808 784 8000 to	8299
653 131 4945 to	4999	677 333 9979 to	9999	693 965 4200 to	4299	830 125 0672 to	0699
653 426 3300 to	3399	677 466 1088 to	1099	695 741 2906 to	2999	830 602 5800 to	5999
653 455 4874 to	4899	678 071 4500 to	4799	695 947 8518 to	8599	830 610 3700 to	3799
654 238 0000 to	0399	678 096 7531 to	7599	696 662 8247 to	8299	830 983 3500 to	3599
654 404 3065 to	3092	679 909 2578 to	2599	697 447 8285 to	8296	830 983 3635 to	3699
654 962 2900 to	3199	680 112 9565 to	9599	698 042 4816 to	4899	831 354 1387 to	1399
655 103 5081 to	5199	680 244 0903 to	0999	698 131 2138 to	2157	831 815 8240 to	8299
655 523 2600 to	2999	680 412 6046 to	6099	698 227 0000 to	0099	832 525 3810 to	3899
656 305 2448 to	2499	680 761 6800 to	6899	700 065 2570 to	2599	833 159 1884 to	1899
657 347 4438 to	4999	681 677 0540 to	0699	700 065 4800 to	4899	833 456 2567 to	2599
657 710 8100 to	8999	682 070 1029 to	1099	700 190 3350 to	3359	833 566 3015 to	3071
657 780 0985 to	0999	682 956 6280 to	6299	700 228 6048 to	6099	834 316 5444 to	5499
658 586 1400 to	1499	682 956 6490 to	6599	700 650 0452 to	0499	834 354 8747 to	8766
658 877 8000 to	8199	682 956 6700 to	6799	700 666 1323 to	1349	834 354 8824 to	8838
658 880 8000 to	8199	682 965 1178 to	1199	700 786 9106 to	9142	835 269 5700 to	5799

PULL-OUT SECTION

835 496 7303 to	7399	847 284 2481 to	2499	859 855 8873 to	8999	869 800 0000 to	999 9999
835 539 5200 to	5999	847 374 7055 to	7065	860 240 8520 to	8599	870 054 4814 to	4899
835 813 3015 to	3099	847 374 7055 to	7065	860 275 3900 to	3999	870 491 4812 to	4849
837 672 8967 to	8999	847 636 5304 to	5399	860 518 9629 to	9699	870 536 5820 to	5829
837 784 3282 to	3299	847 700 5447 to	5499	860 600 0021 to	0999	870 541 7167 to	7239
838 176 8377 to	8399	847 723 7500 to	7599	861 158 2350 to	2599	870 575 8155 to	8999
838 518 1257 to	1299	849 485 3427 to	3499	861 637 6010 to	6099	870 589 0485 to	0494
839 718 8257 to	8299	849 608 1357 to	1399	861 979 7292 to	7499	870 691 7060 to	7099
840 323 0600 to	0699	849 792 2600 to	2699	862 216 6100 to	6199	872 100 0445 to	0459
840 875 6235 to	6299	850 546 1862 to	1899	862 263 9213 to	9299	900 556 4178 to	4199
840 910 0900 to	0999	851 143 6826 to	6844	862 271 0800 to	0999	900 845 0044 to	0099
841 349 5000 to	5099	851 209 9880 to	9899	862 271 5000 to	5099	900 936 0217 to	0299
841 805 7747 to	7899	851 928 9221 to	9299	863 871 5138 to	5199	900 936 0435 to	0499
841 805 7944 to	8099	852 589 6560 to	6599	863 949 5300 to	5399	901 058 5255 to	5280
842 226 0685 to	0695	853 049 3646 to	3699	864 088 8200 to	8299	901 273 1082 to	1099
842 685 4600 to	4699	854 304 4089 to	4999	864 426 3972 to	3999	901 287 5143 to	5199
842 685 4742 to	4999	854 529 2200 to	2299	864 520 6117 to	6136	901 291 2789 to	2799
842 860 0300 to	0399	855 001 6204 to	6249	865 151 0526 to	0599	901 525 7122 to	7199
842 898 5582 to	5599	855 319 9364 to	9399	865 500 4034 to	4099	902 198 9769 to	9799
843 062 7100 to	7199	855 361 3390 to	3399	865 883 6082 to	6099	902 948 1269 to	1299
843 077 6288 to	6299	856 226 0490 to	0499	866 004 3000 to	3999	902 985 0832 to	0899
843 077 6378 to	6399	856 656 5800 to	5999	866 442 4100 to	4899	904 600 6523 to	6599
843 758 5769 to	5778	856 752 0200 to	0299	867 366 9108 to	9118	904 892 0378 to	0399
843 786 2554 to	2699	857 279 3450 to	3499	867 633 7403 to	7499	904 892 0648 to	1299
845 656 8165 to	8199	857 843 4000 to	4099	867 737 5623 to	5699	904 895 5414 to	5499
845 727 2100 to	2199	858 124 7644 to	7699	868 169 4529 to	4599	905 056 2216 to	2299
845 746 2618 to	2635	858 756 3111 to	3299	868 173 8400 to	8599	905 885 8411 to	8499
846 390 7531 to	7599	859 063 8200 to	8699	868 514 9000 to	9099	905 885 8411 to	8499
846 918 0572 to	0599	859 190 0600 to	0644	868 566 9200 to	9299	905 889 7100 to	7199
847 237 7690 to	7699	859 811 2888 to	2899	869 387 1150 to	1199		

— Postal Inspection Service, 4-4-02

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 9 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.

000 000 001 to 692 600 000	701 945 451 to 5 500	707 958 541 to 8 570	717 193 161 to 3 490
692 720 871 to 0 900	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	710 046 813 to 6 840	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	720 227 871 to 7 930
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
700 068 473 to 8 500	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

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
730 077 683	to	7 840	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	750 071 587	to	1 610	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	760 004 596	to	4 610
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	740 011 517	to	1 530	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

761 688 631 to 8 690	765 003 667 to 3 680	769 000 051 to 0 080	773 858 011 to 8 100
761 805 199 to 5 240	765 042 517 to 2 540	769 034 701 to 4 790	773 892 721 to 3 140
761 826 106 to 6 120	765 194 728 to 4 970	769 737 496 to 7 510	773 958 061 to 8 660
761 881 171 to 1 560	765 387 365 to 7 450	769 778 491 to 8 730	774 177 226 to 7 270
762 304 144 to 4 170	765 541 801 to 2 100	769 827 331 to 7 450	774 279 481 to 9 810
762 324 931 to 4 960	765 638 461 to 8 970	770 216 071 to 6 100	774 408 399 to 8 420
762 439 261 to 9 290	765 647 101 to 7 190	770 723 281 to 3 400	774 431 821 to 2 450
762 524 158 to 4 220	765 813 781 to 4 029	770 915 150 to 5 490	774 510 451 to 0 780
762 584 872 to 4 970	765 879 314 to 9 390	771 455 551 to 5 610	774 652 981 to 3 010
762 593 431 to 3 460	765 954 001 to 4 030	771 609 661 to 9 690	774 778 981 to 9 040
763 155 160 to 5 180	766 120 286 to 0 320	772 057 224 to 7 440	774 863 251 to 3 400
763 178 631 to 8 660	766 125 716 to 5 750	772 162 660 to 3 070	774 867 481 to 7 510
763 506 001 to 6 060	766 158 824 to 8 840	772 208 341 to 8 370	774 867 515 to 7 540
763 522 141 to 2 470	766 388 433 to 8 460	772 718 615 to 8 640	774 934 275 to 4 290
763 717 694 to 7 800	766 509 421 to 9 660	772 970 890 to 0 940	774 961 261 to 1 290
763 826 461 to 6 520	766 572 901 to 3 020	773 009 419 to 9 430	775 106 223 to 6 235
763 900 460 to 0 471	766 748 500 to 8 521	773 112 031 to 2 060	775 106 237 to 6 248
763 900 479 to 0 530	767 024 341 to 4 370	773 125 387 to 5 410	775 331 515 to 1 550
763 917 271 to 7 750	767 326 471 to 6 590	773 179 320 to 9 410	775 444 210 to 4 230
764 125 801 to 5 860	767 332 561 to 2 950	773 202 989 to 3 140	775 622 683 to 2 760
764 284 525 to 4 560	768 009 841 to 9 960	773 208 991 to 9 290	776 154 001 to 4 060
764 526 241 to 6 330	768 011 489 to 1 520	773 231 311 to 1 340	777 561 631 to 2 080
764 601 421 to 1 600	768 177 980 to 7 990	773 348 739 to 8 940	777 621 721 to 1 750
764 650 231 to 0 470	768 391 081 to 1 170	773 575 891 to 5 950	777 810 305 to 0 330

— Postal Inspection Service, 4-4-02

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, 4-4-02

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 800-563-0444.

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

— Postal Inspection Service, 4-4-02

ICM UPDATES

International Customized Mail

We have combined ICM updates into one *Postal Bulletin* article to save space and paper. Four ICM updates appear on the following pages.

On March 14, 2002 the Postal Service entered into an International Customized Mail (ICM) Service Agreement with a qualifying mailer. In accordance with *International Mail Manual (IMM)* 297.4, the Postal Service now makes public the following information concerning the Agreement:

- a. **Term:** March 28, 2002, through March 27, 2003.
- b. **Type of mail:** Global Express Mail™ service (EMS). Every item must conform to the mailing requirements set forth in the IMM for EMS.
- c. **Destination countries:** Worldwide.
- d. **Service provided by the Postal Service:** The Postal Service has agreed to transport EMS to international destinations for delivery by the appropriate authorities.
- e. **Minimum volume commitments:** The Mailer has agreed to meet an annualized minimum of 600 pieces of EMS or \$12,000 in annual postage for EMS.
- f. **Worksharing:** The Mailer has agreed to:

- 1. Comply with the terms and conditions for mailing EMS as set forth in the IMM.
- 2. Pay postage for EMS by means of a dedicated Express Mail Corporate Account (EMCA) in accordance with the EMCA requirements set forth in the *Domestic Mail Manual (DMM)*.
- g. **Rates:** The Mailer has agreed to pay postage at a rate discounted at eight (8) percent off of nondiscounted published rates in effect on the date of mailing in accordance with Exhibit 1.

Exhibit 1

Annualized Volume (Piece) or Annualized Postage (\$)	Discount Applied (%)
600 – 999 or 12,000 – 19,999	8
1,000 – 2,999 or 20,000 – 59,999	10
3,000 – or more or 60,000 – or more	12

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 - 2. Pay postage for EMS by means of a dedicated Express Mail Corporate Account (EMCA) in accordance with the EMCA requirements set forth in the *Domestic Mail Manual (DMM)*.
- g. **Rates:** The Mailer has agreed to pay postage at a rate discounted at ten (10) percent off of nondiscounted published rates in effect on the date of mailing in accordance with Exhibit 1.

Exhibit 1

Annualized Volume (Piece) or Annualized Postage (\$)	Discount Applied (%)
600 – 999 or 12,000 – 19,999	8
1,000 – 2,999 or 20,000 – 59,999	10
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3,000 – or more or 60,000 – or more	12



**"Dad, you always make me buckle up.
Why didn't you?"**

Always buckle up

**SAFETY
DEPENDS
ON ME!**

UNITED STATES
POSTAL SERVICE

**“Mom, why didn’t you wear
your work shoes?”**



**ALWAYS
WEAR PROPER
FOOTWEAR.**



Philately

NEW PUBLICATION

Women on Stamps

Publication 512, *Women on Stamps*, was released on Friday, March 8, 2002, at the Women's History Month program headquarters. Diversity Development directed the new publication which contains over 150 images of women who have had a lasting impact on American history and society.

You can order Publication 512 by one of the following means:

- **Touch Tone Order Entry:** Call 800-332-0317, option 1, then option 2.
- **cc:Mail:** Send an F3Fill-completed PS Form 7380, *MDC Supply Requisition*, to MDC Customer Service at TOKS001L.

- **Mail:** Mail a completed PS Form 7380 to the MDC at the following address:

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

The relevant ordering information for Publication 512 is as follows:

PSIN:	PUB 512
NSN:	7610-03-000-9294
Unit of Issue:	EA
Bulk Pack Quantity:	160
Quick Pick Number:	n/a
Price:	\$0.8228
Edition Date:	3/2002

— Diversity Development, 4-4-02

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.

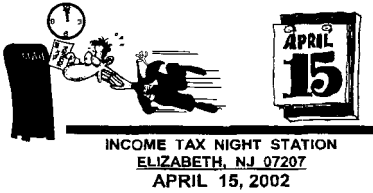
People attending these local events may obtain the cancellation in person at the temporary Post Office station established there. Those who cannot attend the event, but who wish to obtain the cancellation, may submit a mail order request. Pictorial cancellations are available only for the dates indicated, 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.



April 15, 2002

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 310 NORTH BROAD ST
 ELIZABETH NJ 07207-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 89 RIVER ST
 HOBOKEN NJ 07030-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 49 WEST MT PLEASANT AVE
 LIVINGSTON NJ 07039-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 2717 ROUTE 23
 NEWFOUNDLAND NJ 07435-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 2 FEDERAL SQUARE
 NEWARK NJ 07102-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 33 EAST MIDLAND AVE
 PARAMUS NJ 07652-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 194 WARD ST
 PATERSON NJ 07510-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 201 WATCHUNG AVE
 PLAINFIELD NJ 07061-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 560 HUYLER ST
 SOUTH HACKENSACK NJ 07606-9998

USPS
 INCOME TAX NIGHT STATION
 POSTMASTER
 150 POMPTON PLAINS RD
 WAYNE NJ 07470-9994



**APRIL 16TH, 2002
 SESQUICENTENNIAL
 STATION
 1852-2002 150 YEARS
 DOWNIEVILLE, 95936
 SIERRA COUNTY
 CALIFORNIA**

April 16, 2002

City of Downieville
 SESQUICENTENNIAL STATION
 POSTMASTER
 301 MAIN ST
 DOWNIEVILLE CA 95936-9998



Sesquicentennial Station!
 1852-2002 150 Years
 Sierra City CA 96125
 April 16, 2002

City of Sierra City
 SESQUICENTENNIAL STATION
 POSTMASTER
 215 MAIN ST
 SIERRA CITY CA 96125-9998



Crystal River, FL 34429 March 8, 2002

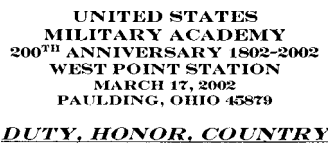
March 8-10, 2002

*Nature Coast Civil War
 Reenactment Committee*
 5TH ANNUAL NATURE COAST
 CIVIL WAR REENACTMENT
 STATION
 POSTMASTER
 18 NORTHEAST 4TH AVE
 CRYSTAL RIVER FL 34429-9998



March 17, 2002

31ST ANNUAL ST PATRICK'S DAY
 DAY PARADE STATION
 POSTMASTER
 SPECIAL CANCELLATION UNIT
 900 BRENTWOOD RD NE
 WASHINGTON DC 20066-9998



DUTY, HONOR, COUNTRY

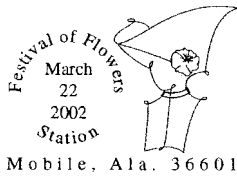
March 17, 2002

*Paulding Post Office U.S. Army
 Reserve*
 WEST POINT STATION
 POSTMASTER
 121 WEST JACKSON ST
 PAULDING OH 45879-9998



March 18, 2002

US Military Academy
 US MILITARY ACADEMY NORTH
 PLATTE NE STATION
 POSTMASTER
 1302 INDUSTRIAL AVE
 NORTH PLATTE NE 69101-9998



March 22-23, 2002
 FESTIVAL OF FLOWERS
 STATION
 RETAIL SPECIALIST
 250 ST JOSEPH ST
 MOBILE AL 36601-9813



April 4, 2002
 USPS
 NIAGARA FALLS STATION
 POSTMASTER
 615 MAIN ST
 NIAGARA FALLS NY
 14302-9998



March 27, 2002
 US Grant Homestead Association
 ULYSSES S GRANT BOYHOOD
 HOME STATION
 POSTMASTER
 PO BOX 9998
 GEORGETOWN OH 45121-9998



April 5, 2002
 USPS
 GREETINGS FROM AMERICA
 STATION
 POSTMASTER
 301 MAIN ST
 DOWNEVILLE CA 95936-9998



April 1, 2002
 40TH ANNIVERSARY STATION
 POSTMASTER
 4165 MAIN ST
 PO BOX 9998
 FLUSHING NY 11355-9998



April 5, 2002
 USPS
 GREETINGS FROM AMERICA
 STATION
 POSTMASTER
 105 NORTH DENTON ST
 ALPENA AR 72611-9998



April 4, 2002
 USPS
 GREETINGS FROM AMERICA
 STATION
 POSTMASTER
 150 NORTH LIMESTONE ST
 SPRINGFIELD OH 45501-9998



April 5, 2002
 USPS
 National Card and Letter writing
 month station
 POSTMASTER
 PO BOX 9998
 WENDELL MA 01379-9998



April 4, 2002
 Jackson Post Office
 GREETINGS FROM AMERICA
 STATION
 POSTMASTER
 PO BOX 9998
 JACKSON WY 83002-9998



April 5, 2002
 Bronx, NY 10451

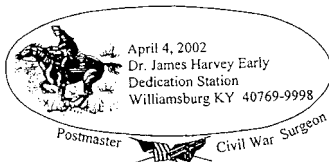
April 5, 2002
 YANKEES STATION
 SPECIAL EVENTS UNIT
 USPS
 421 8TH AVE RM 2029B
 NEW YORK NY 10199-9998



April 4, 2002
 NIAGARA FALLS MAIN
 PO STATION
 POSTMASTER
 615 MAIN ST
 NIAGARA FALLS NY
 14302-9998



April 5-7, 2002
 BAYPEX STATION
 POSTMASTER
 PO BOX 9998
 CLEARWATER FL 33758-9998



April 4, 2002
 Dr. Thomas R. Early
 DR JAMES HARVEY EARLY
 DEDICATION STATION
 POSTMASTER
 PO BOX 9998
 WILLIAMSBURG KY 40769-9998

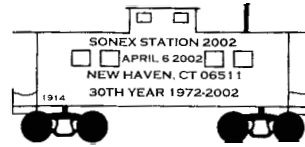


AFL-CIO UNION
 INDUSTRIES SHOW
 STATION
 APRIL 5, 2002
 MINNEAPOLIS, MN 55403

April 5-8, 2002
 American Postal Workers Union
 AFL-CIO UNION INDUSTRIES
 SHOW STATION
 MAIN OFFICE
 WINDOWS/STAMP SHOP
 PO BOX 9998
 MINNEAPOLIS MN 55401-9998



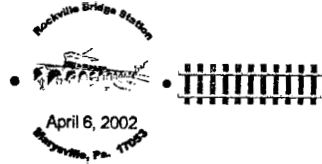
April 6, 2002
GREETINGS FROM AMERICA
STATION
POSTMASTER
22 POST OFFICE SPUR RD
GOODYEARS BAR CA
95944-9998



April 6, 2002
SONEX STATION
POSTMASTER
50 BREWBERY ST
NEW HAVEN CT 06511-9998



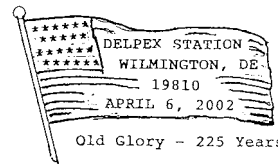
April 6, 2002
Unicover Corporation
OLD GLORY STATION
POSTMASTER
325 SANTA CLAUS LANE
NORTH POLE AK 99705-9998



April 6, 2002
Rockville Bridge Stamp
Committee
ROCKVILLE BRIDGE STATION
POSTMASTER
PO BOX 9998
MARYSVILLE PA 17053-9998



April 6, 2002
GREETINGS FROM ALABAMA
STATION
RETAIL SPECIALIST
250 SAINT JOSEPH ST
MOBILE AL 36601-9913



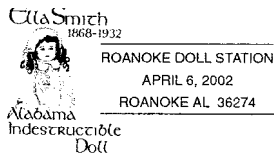
April 6-7, 2002
Delaware Postal Exchange
(DELPEX)
DELPEX STATION
POSTMASTER
PO BOX 7500
WILMINGTON DE 19803-9998



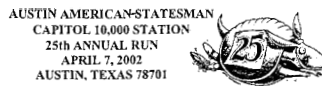
April 6, 2002
Alliance Post Office
ALLIANCE SESQUICENTENNIAL
CELEBRATION STATION
POSTMASTER
PO BOX 9998
ALLIANCE OH 44601-9998



April 6-7, 2002
Park Forest Stamp Club
FOREST TRAILS SCHOOL
STATION
POSTMASTER
123 INDIANWOOD BLVD
PARK FOREST IL 60466-9998



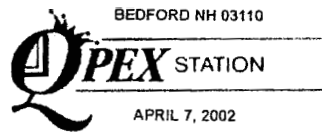
April 6, 2002
ROANOKE DOLL STATION
POSTMASTER
3078 US HWY 431
ROANOKE AL 36274-9998



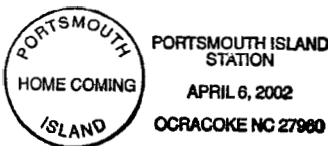
April 7, 2002
Austin Texas Stamp Club
CAPITAL 10,000 STATION
POSTMASTER
510 GUADALUPE ST
AUSTIN TX 78701-9998



April 6, 2002
DANEPEX 2002 STATION
POSTMASTER
PO BOX 9998
MADISON WI 53703-9998



April 7, 2002
Manchester Stamp Club
QPEX STATION
POSTMASTER
PO BOX 9998
NORTH SALEM NH 03073-9998



April 6, 2002
Friends of Portsmouth
PORTSMOUTH ISLAND
STATION
POSTMASTER
PO BOX 9998
OCRACOKE NC 27960-9998



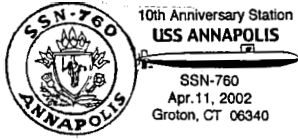
April 8, 2002
BASEBALL HOME OPENER
STATION
MARKETING/SPECIAL
CANCELS
2200 ORANGE AVE #206
CLEVELAND OH 44101-9996



April 8-9, 2002
RENEWABLE PROSPERITY STATION
PHILATELIC OFFICE
DOWNTOWN STATION
951 20TH ST
DENVER CO 80202-9998

MAPS EXPO XXIV STATION
MACOMB, IL.
61455
APRIL 12, 2002
Eubrontes glenrosensis
THE YEAR OF TRACKS - TRAILS - TRACES

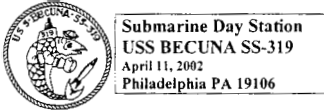
April 12, 2002
Mid American Paleontology Society
MAPS EXPO XXIV STATION
POSTMASTER
WESTERN ILLINOIS UNIVERSITY
MACOMB IL 61455-9998



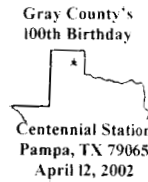
April 11, 2002
USS ANNAPOLIS 10TH ANNIVERSARY STATION
POSTMASTER
100 PLAZA COURT
CROTON CT 06340-9998



April 12, 2002
Uncover Corporation
OLD GLORY STATION
POSTMASTER
PO BOX 9998
CHARLESTON SC 29423-9998



April 11, 2002
Submarine Veterans of WWII Delaware Valley Chapter
SUBMARINE DAY STATION
POSTMASTER
2970 MARKET ST, ROOM 525
PHILADELPHIA PA 19104-9611



April 12, 2002
Gray County Historical Commission
GRAY COUNTY'S 100TH BIRTHDAY STATION
POSTMASTER
120 EAST FOSTER
PAMPA TX 79065-9998



April 11, 2002
Altrusa Club of Norman
ALTRUSA AWARENESS STATION
POSTMASTER
129 WEST GRAY ST
NORMAN OK 73069-9998



April 13, 2002
SPACE UNIT STATION
POSTMASTER
PO BOX 9998
FLUSHING NY 11351-9998



DARE
To Resist Drugs and Violence
Fair Lawn Police-Dare Station
Mentoring Our Children to be Drug and Violence Free
April 12, 2002
Fair Lawn NJ 07410-9998

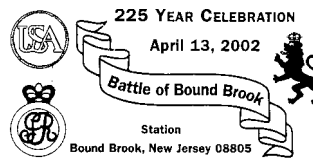
April 12, 2002
USPS
FAIRLAWN POLICE-DARE STATION
POSTMASTER
14-24 ABBOTT RD NORTH
FAIRLAWN NJ 07410-9998



April 13, 2002
AFRICAN AMERICAN CULTURAL STATION
POSTMASTER
PO BOX 9998
FRESNO CA 93706-9998



April 12, 2002
City of Peetz
GREETINGS FROM AMERICA STATION
POSTMASTER
602 MAIN ST
PEETZ CO 80747-9900



April 13, 2002
Bound Brook Community Development Association
BATTLE OF BOUND BROOK STATION
POSTMASTER
24 MOUNTAIN AVE
BOUND BROOK NJ 08805-9998



April 12, 2002
GREETINGS FROM AMERICA STATION
POSTMASTER
PO BOX 9998
LEITERS FORD IN 46945-9998



April 13, 2002
Wilkburg Stamp Club
EXHIBITION STATION
PHILATELIC CLERK
700 GRANT ST
PITTSBURGH PA 15219-9998



April 13, 2002
 Rose Tree Inn Museum
 ROSE TREE STATION
 POSTMASTER
 100 NORTH HUSKELL
 TOMBSTONE AZ 85638-9998



April 13-14, 2002
 Southern Oregon Philatelic Society
 SOPEX STATION
 POSTMASTER/PHILATELIC SERVICES
 333 WEST 8TH ST
 MEDFORD OR 97501-9998



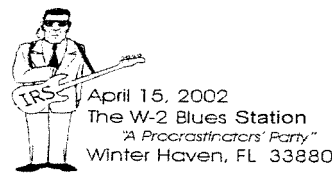
April 13, 2002
 RUN FOR THE ROSES STATION
 OIC
 2112 MT CARMEL AVE
 PRENTISS MS 39474-9998



April 14, 2002
 Warren Stamp Club
 WARREN STAMP FUN 2002
 STATION
 POSTMASTER
 PO BOX 9998
 WARREN OH 44481-9998



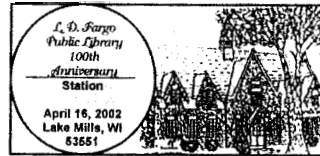
April 13, 2002
 Wilksburg Stamp Club
 EXHIBITION STATION
 PHILATELIC CLERK
 700 GRANT ST
 PITTSBURGH PA 15219-9998



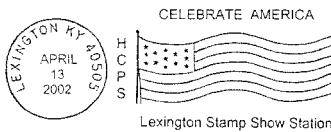
April 15, 2002
 THE W-2 BLUES STATION
 POSTMASTER
 111 WEST CENTRAL AVE
 WINTER HAVEN FL 33880-9998



April 13, 2002
 Warren Stamp Club
 WELCOME TO WARREN OHIO
 STATION
 POSTMASTER
 PO BOX 9998
 WARREN OH 44481-9998



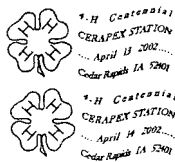
April 16, 2002
 L.D. Fargo Public Library
 L.D. FARGO PUBLIC LIBRARY
 100TH ANNIVERSARY
 STATION
 POSTMASTER
 PO BOX 9998
 LAKE MILLS WI 53551-9998



April 13-14, 2002
 Henry Clay Philatelic Society
 LEXINGTON STAMP SHOW
 STATION
 POSTMASTER
 PO BOX 9998
 LEXINGTON KY 40505-9998



April 16-21, 2002
 The American Legion
 73RD ANNUAL STATION
 201 WEST OKLAHOMA ST
 GUTHRIE OK 73044-9998



April 13-14, 2002
 Local 4-H Group and Cedar Rapids Stamp Club
 CERAPEX STATION
 615 6TH AVE SOUTHEAST
 CEDAR RAPIDS IA 52401-9806



April 17, 2002
 Clifton Main Post Office
 GREETINGS FROM AMERICA
 STATION
 POSTMASTER
 811 PAULISON AVE
 CLIFTON NJ 07011-9998

— Stamp Services,
 Government Relations and Public Policy, 4-4-02

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
Easter Seals, Fight Crippling	March 1–April 22
April Is Child Abuse Prevention Month	April 1–April 30
April Is Organ Donor Awareness Month — Donors Make Miracles	April 1–April 30
Law Day USA Freedom Under Law, May 1	April 1–April 30
Strike Back at Cancer, Give to the American Cancer Society	April 1–April 30
National Carih Asthma Week	April 1–May 6
Only You Can Prevent Forest Fires	April 1–Oct. 31
National Salvation Army Week, 4 th Week in May	May 1–May 31
Support Research for “NF,” Neurofibromatosis	May 1–May 31
Support Your Mental Health Association	May 1–May 31
National Flag Day, June 14, Pause for the Pledge	May 1–June 14
Goodwill Industries — Our Business Works So People Can	May 1–June 30
Support National Historic Preservation Week	May 9–May 15
National Transportation Week	May 14–May 20
Fight Disease, Support City of Hope Pilot Medical Center	May 15–June 15
Defeat Muscular Dystrophy, Support MDAA	May 15–June 17
Conquer Multiple Sclerosis	May 17–June 17
Conquer Cystic Fibrosis	Sept. 1–Sept. 30
Peace Corps Anniversary, Making a Difference	Sept. 1–Oct. 31
Employ People With Disabilities	Sept. 1–Nov. 30
Give to the United Way	Sept. 15–Nov. 15
Learn About Lupus, October Is Lupus Awareness Month	Oct. 1–Oct. 31
Radon Action Week, Protect Your Family, Test Your Home	Oct. 1–Oct. 31
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, 4-4-02

Post Offices

NOTICE

New 3-Digit ZIP Code Area

Effective July 1, 2002, the Postal Service will be activating a new 3-digit ZIP Code area. That new area will be using the 3-digit prefix 398 for a portion of the area currently served by the 317 3-digit prefix.

We will publish information on the 34 new ZIP Codes for those areas separately in future issues of the *Postal*

Bulletin, in the Post Offices section. You should check all Postal Service systems using ZIP Codes to ensure the new ZIP Code prefix has been activated before July 1, 2002.

— Office of Address Management,
Chief Technology Officer, 4-4-02

Post Office Changes

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	05-5730	93030	CA	Oxnard	Ventura	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Oxnard CA 93036 as last line of address for 11,208 deliveries previously in ZIP Code 93030.
New	05-5730	93036	CA	Oxnard	Ventura	Main Office	Post Office	07/01/2002	
Old	05-4380	94550	CA	Livermore	Alameda	Main Office	Post Office	07/01/2002	This announcement expands the use of ZIP Code 94551 to include 14,364 deliveries.
New	05-4380	94551	CA	Livermore	Alameda	Main Office	Post Office	07/01/2002	
Old	05-2580	94533	CA	Fairfield	Solano	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Fairfield CA 94534 as last line of address for 6,038 deliveries previously in ZIP Code 94533.
New	05-2580	94534	CA	Fairfield	Solano	Main Office	Post Office	07/01/2002	
Old	05-4482	90804	CA	Long Beach	Los Angeles	East Long Beach	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Signal Hill CA 90755 as last line of address for 1,000 deliveries previously in ZIP Code 90804.
New	05-4482	90755	CA	Long Beach	Los Angeles	Redondo	Carrier Annex	07/01/2002	
Old	05-4482	90806	CA	Long Beach	Los Angeles	Pacific	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Signal Hill CA 90755 as last line of address for 3,800 deliveries previously in ZIP Code 90806.
New	05-4482	90755	CA	Long Beach	Los Angeles	Redondo	Carrier Annex	07/01/2002	
Old	05-4482	90807	CA	Long Beach	Los Angeles	Bixby	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Signal Hill CA 90755 as last line of address for 530 deliveries previously in ZIP Code 90807.
New	05-4482	90755	CA	Long Beach	Los Angeles	Redondo	Carrier Annex	07/01/2002	
Old	05-7572	94585	CA	Suisun City	Solano	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Fairfield CA 94534 as last line of address for 4,933 deliveries previously in ZIP Code 94585.
New	05-2580	94534	CA	Fairfield	Solano	Main Office	Post Office	07/01/2002	
Old	05-8058	95229	CA	Vallecito	Calaveras	Douglas Flat	Contract Branch	03/13/2002	This announcement changes the administrative office for this ZIP Code from Vallecito CA to Murphys CA. Continue to use Douglas Flat 95229 as last line for addresses.
New	05-5268	95229	CA	Murphys	Calaveras	Douglas Flat	Contract Branch	03/13/2002	
Old	05-6462	94805	CA	Richmond	Contra Costa	Main Office	Post Office	07/01/2002	Realign ZIP Code boundaries. Use El Cerrito CA 94530 as last line of address for 70 deliveries previously in ZIP Code 94805.
New	05-2390	94530	CA	El Cerrito	Contra Costa	Main Office	Post Office	07/01/2002	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	07-1440	80104	CO	Castle Rock	Douglas	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Castle Rock CO 80108 as last line of address for 4,517 deliveries previously in ZIP Code 80104.
New	07-1440	80108	CO	Castle Rock	Douglas	Main Office	Post Office	07/01/2002	
Old	07-1440	80104	CO	Castle Rock	Douglas	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Castle Rock CO 80109 as last line of address for 2,416 deliveries previously in ZIP Code 80104.
New	07-1440	80109	CO	Castle Rock	Douglas	Main Office	Post Office	07/01/2002	
Old	07-2358	80231	CO	Denver	Denver/ Arapahoe	Sullivan	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Denver CO 80247 as last line of address for 11,743 deliveries previously in ZIP Code 80231.
New	07-2358	80247	CO	Denver	Denver/ Arapahoe	Sullivan	Classified Station	07/01/2002	
Old	11-9810	33540	FL	Zephyrhills	Pasco	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Zephyrhills FL 33542 as last line of address for 6,990 deliveries previously in ZIP Code 33540.
New	11-9810	33542	FL	Zephyrhills	Pasco	Main Office	Post Office	07/01/2002	
Old	11-8085	33570	FL	Ruskin	Hillsborough	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for Post Office Boxes. Use Ruskin FL 33575 as last line of address for 1,489 deliveries previously in ZIP Code 33570.
New	11-8085	33575	FL	Ruskin	Hillsborough	Main Office	Post Office	07/01/2002	
Old	11-7560	33566	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Plant City FL 33563 as last line of address for 7,457 deliveries previously in ZIP Code 33566.
New	11-7560	33563	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	
Old	11-7560	33567	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Plant City FL 33563 as last line of address for 2,340 deliveries previously in ZIP Code 33567.
New	11-7560	33563	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	
Old	11-7560	33565	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Plant City FL 33563 as last line of address for 475 deliveries previously in ZIP Code 33565.
New	11-7560	33563	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	
Old	11-7560	33564	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Plant City FL 33563 as last line of address for 1,942 PO Boxes previously in ZIP Code 33564.
New	11-7560	33563	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	11-9810	33541	FL	Zephyrhills	Pasco	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Zephyrhills FL 33542 as last line of address for 6,291 deliveries previously in ZIP Code 33541.
New	11-9810	33542	FL	Zephyrhills	Pasco	Main Office	Post Office	07/01/2002	
Old	11-7560	33567	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	Realign ZIP Code Boundaries. Use Plant City FL 33566 as last line of address for 4,862 deliveries previously in ZIP Code 33567.
New	11-7560	33566	FL	Plant City	Hillsborough	Walden Woods	Classified Station	07/01/2002	
Old	12-1441	30117	GA	Carrollton	Carroll	Main Office	Post Office	02/07/2002	Establish a new ZIP Code for Post Office Boxes. Use Carrollton GA 30112 as last line of address.
New	12-1441	30112	GA	Carrollton	Carroll	Main Office	Post Office	02/07/2002	
Old	16-1272	62901	IL	Carbondale	Jackson	Main Office	Post Office	07/01/2002	This announcement expands the use of ZIP Code 62903 to include 1,731 deliveries.
New	16-1272	62903	IL	Carbondale	Jackson	Main Office	Post Office	07/01/2002	
Old	16-1272	62901	IL	Carbondale	Jackson	Main Office	Post Office	07/01/2002	This announcement expands the use of ZIP Code 62902 to include 2,178 deliveries.
New	16-1272	62902	IL	Carbondale	Jackson	Main Office	Post Office	07/01/2002	
Old	34-4788	88005	NM	Las Cruces	Dona Ana	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Las Cruces NM 88007 as last line of address for 6,322 deliveries previously in ZIP Code 88005.
New	34-4788	88007	NM	Las Cruces	Dona Ana	Main Office	Post Office	07/01/2002	
Old	34-0147	87124	NM	Albuquerque	Sandoval	Rio Rancho	Classified Branch	07/01/2002	Establish a new ZIP Code for a delivery area. Use Rio Rancho NM 87144 as last line of address for 6,911 deliveries previously in ZIP Code 87124.
New	34-0147	87144	NM	Albuquerque	Sandoval	Rio Rancho	Classified Branch	07/01/2002	
Old	45-0800	29910	SC	Bluffton	Beaufort	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Okatie SC 29909 as last line of address for 4,153 deliveries previously in ZIP Code 29910.
New	45-0800	29909	SC	Bluffton	Beaufort	Main Office	Post Office	07/01/2002	
Old	48-5525	75147	TX	Mabank	Kaufman	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Mabank TX 75156 as last line of address for 7,019 deliveries previously in ZIP Code 75147.
New	48-5525	75156	TX	Mabank	Kaufman	Main Office	Post Office	07/01/2002	
Old	48-1830	77327	TX	Cleveland	Liberty	Main Office	Post Office	07/01/2002	This announcement expands the use of ZIP Code 77328 to include 4,336 deliveries.
New	48-1830	77328	TX	Cleveland	Liberty	Main Office	Post Office	07/01/2002	
Old	48-9045	77375	TX	Tomball	Harris	Main Office	Post Office	07/01/2002	This announcement expands the use of ZIP Code 77377 to include 6,404 deliveries.
New	48-9045	77377	TX	Tomball	Harris	Main Office	Post Office	07/01/2002	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	48-2220	77429	TX	Cypress	Harris	Main Office	Post Office	07/01/2002	Realign ZIP Code boundaries. Use Cypress TX 77433 as last line of address for 2,663 deliveries previously in ZIP Code 77429.
New	48-2220	77433	TX	Cypress	Harris	Main Office	Post Office	07/01/2002	
Old	48-5395	79405	TX	Lubbock	Lubbock	Main Office	Post Office	07/01/2002	Realign ZIP Code boundaries. Use Lubbock TX 79411 as last line of address for all 1,306 deliveries previously in ZIP Code 79405.
New	48-5395	79411	TX	Lubbock	Lubbock	Main Office	Post Office	07/01/2002	
Old	48-5625	78654	TX	Marble Falls	Burnet	Main Office	Post Office	07/01/2002	This announcement expands the use of ZIP Code 78657 to include 1,029 deliveries.
New	48-5625	78657	TX	Marble Falls	Burnet	Main Office	Post Office	07/01/2002	
Old	48-2735	78539	TX	Edinburg	Hidalgo	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Edinburg TX 78541 as last line of address for 12,736 deliveries previously in ZIP Code 78539.
New	48-2735	78541	TX	Edinburg	Hidalgo	Main Office	Post Office	07/01/2002	
Old	48-5995	78572	TX	Mission	Hidalgo	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Mission TX 78574 as last line of address for 20,207 deliveries previously in ZIP Code 78572.
New	48-5995	78574	TX	Mission	Hidalgo	Main Office	Post Office	07/01/2002	
Old	51-9360	23456	VA	Virginia Beach	City of Virginia Beach	Princess Anne Station	Classified Station	07/01/2002	Establish a new ZIP Code for a delivery area. Use Virginia Beach VA 23453 as last line of address for 12,913 deliveries previously in ZIP Code 23456.
New	51-9360	23453	VA	Virginia Beach	City of Virginia Beach	Princess Anne Station	Classified Station	07/01/2002	
Old	51-8496	22554	VA	Stafford	Stafford	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Stafford VA 22556 as last line of address for 6,553 deliveries previously in ZIP Code 22554.
New	51-8496	22556	VA	Stafford	Stafford	Main Office	Post Office	07/01/2002	

— Office of Address Management,
Chief Technology Officer, 4-4-02

Postal Employees

ELM REVISION

Administrative Leave Changes

Effective April 4, 2002, the *Employee and Labor Relations Manual* (ELM) 519, Administrative Leave, is revised as follows:

519, Administrative Leave, is resequenced and renumbered for easier searching, and references within are modified accordingly. The titles of Sections 519.2, 519.51, and 519.52 are changed for clarity.

519.1, Definition, is modified by the removal of the note precluding administrative leave for the donation of organs, blood platelets, and bone marrow.

519.24, Adverse Action Investigation and Decision, is added to make explicit the policy for removal of an employee from duty status.

519.42, Bone Marrow, Stem Cell, Blood Platelet, and Organ Donations, is added to make provision for administrative leave for qualification and donation of bone marrow, stem cells, blood platelets, and organs.

519.45, Day of Death, is added to make explicit provisions for compensation on the day of an employee's death.

The fully revised and resequenced text of ELM 519.1 through ELM 519.5 follows. We will incorporate these revisions into the next printed version of the ELM and into the online version of the ELM, available on the Postal Service intranet at <http://blue.usps.gov/cpim>; click on *Manuals*.

Employee and Labor Relations Manual (ELM)

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5 Employee Benefits

510 Leave

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519 Administrative Leave

519.1 Definition

Administrative leave is absence from duty authorized by appropriate postal officials without charge to annual or sick leave and without loss of pay.

519.2 Special Conditions

519.21 Acts of God

519.211 General

Acts of God involve community disasters such as fire, flood, or storms. The disaster situation must be general rather than personal in scope and impact. It must prevent groups of employees from working or reporting to work.

519.212 Authorizing Administrative Leave for Acts of God

The following provisions concern administrative leave for acts of God:

- a. Postmasters and other installation heads have authority to approve administrative leave for up to 1 day.
- b. District managers and Postal Career Executive Service (PCES) plant managers may authorize administrative leave beyond 1 day, but not to exceed a total of 3 days, for their installation and those reporting to it.
- c. District managers and senior or lead plant managers may approve administrative leave for periods up to and in excess of 3 days for their installation and those reporting to it.

519.213 Determining the Cause of Absence

Postmasters and other appropriate postal officials determine whether absences from duty allegedly due to "acts of God" were, in fact, due to such cause or whether the employee or employees in question could, with reasonable diligence, have reported for duty.

519.214 Early Dismissal Due to Acts of God

When employees are dismissed from duty before the normal completion of their duty due to an act of God, the following applies:

- a. Full-time employees are entitled to credit for hours worked plus enough administrative leave to complete their tour of duty. This combination of work and leave is not to exceed 8 hours in any one day.

- b. Part-time regular employees are entitled to credit for hours worked plus enough administrative leave to complete their scheduled hours of duty. This combination of work and leave is not to exceed 8 hours in any one day.
- c. Part-time flexible employees are entitled to credit for hours worked plus enough administrative leave to complete their scheduled tour. The combination of straight time worked and administrative leave may not exceed 8 hours in a service day. If there is a question as to the scheduled workhours, the part-time flexible employee is entitled to the greater of the following:
 - (1) The number of hours the part-time flexible worked on the same service day in the previous service week.
 - (2) The number of hours the part-time flexible was scheduled to work.
 - (3) The guaranteed hours as provided in the applicable national agreement.

519.215 Employees Prevented From Reporting

Employees scheduled to report who are prevented from reporting or, who after reporting, are prevented from working by an act of God may be excused as follows:

- a. Full-time and part-time regular employees receive administrative leave to cover their scheduled tour of duty not to exceed 8 hours.
- b. Part-time flexible employees receive administrative leave, subject to the 8-hour limitation, for their scheduled workhours, as provided in 519.214c.

519.216 Employees on Annual Leave, Sick Leave, or LWOP

Employees on annual leave, sick leave, or LWOP remain in such status. They are not entitled to administrative leave.

519.217 Substitute Rural Carriers and Rural Carrier Associates

Substitute rural carriers and RCAs in a leave-earning status are treated the same as rural carriers:

- a. If they are scheduled for duty and are unable to report to the postal installation, administrative leave is granted for the full day that the employees are scheduled to serve their routes. No equipment maintenance allowance is paid.
- b. If employees are scheduled for duty and report to the postal installation but are unable to serve all or part of their routes through no fault of their own, they may be granted administrative leave for the remainder of the normal tour of duty for that day. Payment for

equipment maintenance allowance is made, if appropriate, because employees are considered to be in duty status.

519.22 Civil Disorders

519.221 Decision to Curtail or Terminate Postal Operations

During times of civil disorders in communities, the postmaster or installation head determines whether conditions are such that postal operations are curtailed or terminated, taking into account the needs of the service, local conditions, and the welfare of postal employees.

519.222 Civil Disorder Extends Beyond Three Days

When civil disorder extends beyond 3 days and administrative leave is indicated as being necessary, prior approval is obtained through the district manager or senior or lead plant manager.

519.223 Early Dismissal

Employees dismissed early because of civil disorder are treated the same as for early dismissals for acts of God (see 519.214).

519.224 Employees Prevented From Reporting

Postmasters and installation heads are authorized to grant up to 3 days of administrative leave on a day-to-day basis to those employees who, through no fault of their own, are prevented from reporting to work. The following applies:

- a. Full-time and part-time regular employees prevented from reporting in civil disorder situations are treated the same as employees in the act of God situation (see 519.214a and 519.214b).
- b. Part-time flexible employees are not granted administrative leave except if scheduled to report but are prevented from doing so. Provisions in 519.214c apply.

519.23 Relocation

519.231 Policy

An employee who is transferred or relocated in the interest of the Postal Service from one official station to another in the Postal Service is entitled to 5 days of administrative leave. The 5 days of administrative leave are not charged to any other leave.

519.232 Requirements

An actual physical move of the employee's household is a requirement for eligibility for relocation leave. Therefore, employees who are relocated to another duty station in the same commuting area who do not move their households are not eligible. The following employees are entitled to

5 days of relocation leave with pay when directed to transfer or relocate:

- a. Employees who are transferred or relocated from one official duty station to another in the interest of the Postal Service.
- b. Employees who request and accept a transfer in lieu of a separation or demotion when separation or demotion is not for personal cause.

519.233 Notation on Form 50

If any leave is granted by the losing duty station, the number of days allowed is noted in the Remarks section of the reassignment Form 50, *Notification of Personnel Action*. Before granting relocation leave, the gaining duty station reviews the losing station's Form 50 to determine the additional leave that may be allowed.

519.234 Limitations

Relocation leave may be taken before or after the physical move and may be taken a day or more at a time; it must be taken in whole days. In no instance does it exceed a total of 5 days. In the event that the employee later decides not to transfer to the new station, all relocation leave taken is charged to annual leave or LWOP.

519.24 Adverse Action Investigation and Decision

During the time required for investigation and decision regarding an adverse action, management may place an employee in an off-duty, nonpay status, in accordance with ELM 651.3 or the applicable bargaining unit agreement. If these provisions are not applicable and it is necessary to remove the employee from a duty status, management may place the employee on administrative leave until the effective date of an adverse action or until the employee is returned to work, whichever comes first. Beginning on the effective date of an adverse action, the employee remains on the rolls but in a nonpay status during an appeal process. (See 651.66 and 651.67, and see applicable bargaining unit agreement to determine maximum allowable time.)

519.3 Civil Participation

519.31 State and Local Civil Defense Programs

519.311 No Charge to Leave

Full-time employees who volunteer and are selected by state or local authorities for civil defense assignments are authorized to participate in pre-emergency training programs and test exercises conducted by the state or local government. Participation in these activities during the employee's regularly scheduled tour of duty cannot exceed more than 40 hours of administrative leave in any 1 leave year.

519.312 Annual or LWOP

Employees who participate in civil defense activities other than those cited in 519.311 are granted annual leave or LWOP if it is possible to spare them without undue interference with the needs of the Postal Service.

519.313 Availability for Civil Defense Assignment

Employees are designated as available for assignment to civil defense activities subject to the following conditions:

- a. The employee's participation is requested by the state or local civil defense authorities.
- b. Within reason, the employee is expected to be available for assignment to civil defense activities in the event of an emergency.
- c. The employee can be spared from regular duties for the required periods of participation.

519.314 Key Role Restriction

Key roles in civil defense activities are *not* assigned to employees for whom a certificate of availability has been granted for military duty.

519.315 Statement Requirement

On return to duty, employees are required to submit a written statement from the state or local civil defense authorities showing days or hours of their participation.

519.32 Voting or Registering to Vote

519.321 Policy

Employees are encouraged to exercise their voting rights. So far as is practicable without seriously interfering with service, postal employees, excluding casual and temporary employees, who desire to vote or register in any election or in any referendum on a civic matter in their community are excused for a reasonable time for that purpose on a day they are scheduled to work. Casual and temporary workers are encouraged to vote but are not eligible for administrative leave for this purpose.

519.322 Administrative Determination

Postal officials in charge of installations obtain necessary information concerning the hours during which the polls are open in the political subdivisions in which their employees reside. They then make an administrative determination regarding the amount of excused absence necessary (and limits in accordance with 519.323). Employees are notified of this determination and of the procedures to be followed in obtaining advance approval for the absence.

519.323 Voting

The following provisions concern time allowed for voting:

- a. *Three-Hour Rule*. As a general rule, if the polls are not open at least 3 hours either before or after an employee's scheduled hours of work, the employees

may be excused for the length of time that permits them to report for work 3 hours after the polls open or to leave work 3 hours before the polls close, whichever requires the lesser amount of time off.

- b. *Exception to Three-Hour Rule.* Under exceptional circumstances, if the general rule in 519.323a does not permit sufficient time, an employee may be excused for the additional time needed to vote. However, time off must not exceed a full day.
- c. *Charge to Annual Leave or LWOP.* If an employee's voting place is beyond normal commuting distance and if voting by absentee ballot is not permitted, employees may be granted sufficient time off to be able to make the trip to the voting place to cast their ballots. When more than 1 day is required to make the trip to the voting place, postal officials observe a liberal policy in granting necessary time off for this purpose. Time off in excess of 1 day is charged to annual leave or, if annual leave is exhausted or the employee so requests, it is charged to LWOP.

519.324 Registration

If the employee votes in a jurisdiction that requires registration in person, time off to register is granted on substantially the same basis as for voting, except that no time is granted if registration can be accomplished on a nonworkday and the place of registration is within a (reasonable) 1 day, round trip travel distance of the employee's place of residence.

519.325 Restrictions

An employee is not allowed administrative leave for voting or registration during a period of absence on sick leave, annual leave, or LWOP pay.

519.33 Funeral Services

519.331 Absence of Veterans to Attend Funeral Services

Full-time Postal Service employees (except rural carriers) who are veterans of any war, campaign, or expedition (for which a campaign badge has been authorized, see Exhibit 512.232a), or who are members of honor or ceremonial groups or organizations of such veterans, may be granted administrative leave, not to exceed 4 hours in any one day, to participate in funeral ceremonies for members of the Armed Forces of the United States whose remains are returned from abroad for final interment in the United States. Such participation is limited to service as active pallbearers or as members of firing squads or guards of honor. Absences in excess of 4 hours in any one day are charged to annual leave or to LWOP.

519.332 Funeral of Immediate Relatives Who Died in Combat Zone

Administrative leave not to exceed 3 days is granted to employees to make arrangements for, or to attend the funeral of, or memorial service for, an immediate relative who died as a result of wounds, disease, or injury incurred while serving as a member of the Armed Forces of the United States in a combat zone. An *immediate relative* is defined as:

- a. Spouse and his or her parents.
- b. Children and their spouses.
- c. Parents.
- d. Brothers, sisters, and brothers-in-law and sisters-in-law (brothers and sisters of spouses and spouses of brothers and sisters).

519.4 Medical Events

519.41 Blood Donations

519.411 Policy

All postal employees are urged to cooperate fully with the public blood donation programs for the health and security of their community. The time necessary includes the time required for travel and the time required by the medical facility to process the blood donations.

519.412 Time Allowed

The following provisions concern time allowed for blood donations:

- a. *General Allowance.* Postal employees may be excused for that period of time deemed reasonably necessary to cover any absence from regular tours of duty to make voluntary blood donations, without remuneration, to the Red Cross, the community, or other nonprofit blood bank. This regulation does not apply to those employees who participate in this program on their own time, off duty.
- b. *Additional Time.* In the case of employees in occupations for which the blood bank recommends additional time off following the blood donation, the time necessary includes the additional time recommended by the blood bank. Every effort should be made to have blood donations for such employees scheduled near the end of their tour of duty.

519.413 Restrictions

The following provisions concern restrictions on time allowed for blood donations:

- a. The time allowed may in no instance exceed 8 hours. A full day's administrative leave may be granted only when there are unusual circumstances, such as in rural areas where considerable travel may be

involved. It is not intended that a full day's administrative leave be granted any employee for donating blood when the blood bank or facility is nearby.

- b. Administrative leave for blood donation may be granted during a regular tour of the employee's basic workweek, but only on the date of the blood donation. It is not granted to employees on suspension or in any nonpay status.

519.414 Facility Arrangements

For group donations, postmasters or installation heads make arrangements with the blood bank to provide facilities (mobile) for on-site participation or arrange the hours of donation to present the least interruption and cost to the Postal Service.

519.42 Bone Marrow, Stem Cell, Blood Platelet, and Organ Donations

519.421 Policy

Career postal employees who wish to donate bone marrow, stem cells, blood platelets, or organs may be granted administrative leave, subject to the limitations in 519.422, with appropriate management approval. Administrative leave is *not* available to bone marrow or organ *recipients*.

519.422 Time Limitations

The maximum administrative leave that can be granted per leave year to cover qualification and donation is limited to the following:

- a. To a full-time career employee:
 - (1) For bone marrow, 3 days.
 - (2) For stem cells, 3 days.
 - (3) For blood platelets, 3 days.
 - (4) For organs, 14 days.
- b. To a part-time career employee:
 - (1) For bone marrow, 1 ½ days.
 - (2) For stem cells, 1 ½ days.
 - (3) For blood platelets, 1 ½ days.
 - (4) For organs, 7 days.

519.43 Physical Examination for Entry Into Armed Forces

Postal employees who are scheduled for physical examination for entry into the armed forces at times when they are also scheduled for postal duty are given administrative leave for the time necessary to take the examination.

519.44 First-Aid Examination and Treatment for On-the-Job Injury or Illness

519.441 Employee on Regular Tour

If an employee on a regular tour of duty is injured or becomes ill and the injury or illness can be treated so that the employee can return to duty during that tour, the employee is excused without charge to annual or sick leave. The employee is not required to clock out when leaving the place of duty for first-aid examination or treatment.

519.442 Employee in Overtime Status

When an employee is directed by management to an on- or off-site medical unit due to illness or injury, all time spent waiting for and/or receiving medical attention on the service day on which the illness or injury occurs, which would have been worked but for the medical attention, is credited as work time even though overtime hours may be involved. The employee's time card is so noted and initialed by the supervisor.

519.45 Day of Death

If an employee dies during a scheduled work day, the balance of the full tour is charged to administrative leave. If the employee dies before a scheduled tour begins, the full tour is charged to administrative leave, provided the employee was in a pay status, either work hours or paid leave, on the last scheduled day before the day of death. When a scheduled tour overlaps a calendar day and begins at or near the previous day, a death occurring within 2 hours of the beginning of the tour is considered to be before the scheduled tour and the full tour is charged to administrative leave.

519.5 Special Events

519.51 Postal Service Invitation

The postmaster general, deputy postmaster general, or chief operating officer may approve the use of administrative leave for spouses or guests who are postal employees when they are invited by the Postal Service to attend a special event. The invitation from the postmaster general, deputy postmaster general, or chief operating officer must include the spouse or guest attendance as well as the allowable period of administrative leave authorized for the specific special event. The invitation must be attached to the Form 3971, *Request for or Notification of Absence*, and submitted to the spouse's or guest's supervisor in advance of the leave.

519.52 Postmaster Organization Conventions

519.521 Conventions

The following provisions concern time allowed for career postmasters to attend postmaster organization conventions:

- a. *Time Limitation.* Up to 5 working days of administrative leave with pay are authorized for postmasters for the purpose of attending postmaster organization, state, and/or national conventions. These 5 working days (inclusive of travel time) may be used in a leave year as follows:
 - (1) For actual attendance at one postmaster organization’s annual national convention, and/or at the postmaster organization’s annual state or multi-state convention that is held for the district in which the postmaster’s installation is located.
 - (2) For the travel time that is actually required by a postmaster in order to attend the national and/or state conventions provided such travel time is also during a regularly scheduled workday.
- b. *Restriction.* Administrative leave is not authorized for any other meeting, including training sessions or any other meetings or conferences sponsored by the management organizations.
- c. *Advance Approval.* Application for the intended absence must be approved in advance by the Postal Service manager to whom the postmaster directly reports. Any request for annual leave or LWOP to

supplement administrative leave must be approved in advance by the postal manager to whom the postmaster directly reports. The postmaster should complete a Form 3971, *Request for or Notification of Absence*, prior to taking such leave.

- d. *Verification of Attendance.* Supporting documentation such as hotel receipts and confirmation of convention registration may be requested by the postal manager to whom the postmaster reports following attendance at any state or national convention for which administrative leave has been extended.

519.522 Recording Leave at Time Card Offices

Postmasters record their own leave. Administrative leave is recorded in the “OL” column. LWOP is recorded on time cards in the “WOP” column using the following symbols:

For national conventions	N/(number of hours)
For state conventions	S/(number of hours)
For convention travel	T/(number of hours)

519.523 Travel or Per Diem

The Postal Service does not pay the postmaster’s travel or per diem expenses for travel to or attendance at conventions.

* * * * *

— Compensation,
Employee Resource Management, 4-4-02

SUMMARIES OF RECENT USPS NEWS RELEASES

Postmaster Wins Benjamin Franklin Award

March 25

Roberta Brinkman, postmaster of the Staples, MN, Post Office, has been awarded the prestigious 4th Annual Benjamin Franklin Community Newspaper and Postal Service Partnership Award of Excellence. Postmaster General Jack Potter and National Newspaper Association President Kenneth Rhoades presented the award to Brinkman at the 41st Annual Government Affairs Conference in Washington, DC.

This honor is bestowed upon a USPS employee who best exemplifies the spirit of Benjamin Franklin, one of our country's founders and a newspaper publisher, statesman and postmaster. It was Franklin's commitment and dedication to service that helped set standards by which community newspapers and the Postal Service operate today.

Brinkman is a 30-year Postal Service veteran. She began her career as a clerk in Aldrich, MN, and has been postmaster of Staples since 1999. She has received numerous commendations for her work with, and training of, postmasters in central Minnesota.

"Brinkman has a great working relationship with employees and customers and knows periodicals verification inside out," said Jim Armitage, manager of Post Office Operations for the Postal Service's Minnesota District.

Statement of Robert F. Rider, Chairman of USPS Board of Governors

March 22

The Governors have received the recommended decision for the R 2001-1 Rate Case filed in September 2001 from the Postal Rate Commission. We thank the Chairman for his leadership and the Commission for its efforts and the expedited manner in which it handled this case. We also thank the parties in the case from the mailing community for agreeing to the unprecedented settlement agreement.

The Governors will consider the Commission's recommended decision at our April meeting.

Retail

HANDBOOK PO-102 REVISION

Change in Vending Refund Process

Effective April 4, 2002, the vending refund process described in Handbook PO-102, *Self Service Vending Operational and Marketing Program*, Chapter 8, Handling Customer Complaints, Claims, and Refunds, May 1999, is revised.

In all cases, vending refunds will now be **cash** transactions. If a refund is to be mailed, a no-fee postal money order will be issued. Customers desiring to purchase a product will be able to complete this transaction after receiving their cash refund.

Currently, vending refunds are paid using PS Form 4314-C, *Consumer Service Card*. That form serves as a receipt for the customer, as well as supporting documentation during credit examinations for sales and services associates and vending servicing personnel. PS Form 4314-C is replaced with Notice 4314-C, *We Want To Know*. For this replacement, a transition plan will begin with the Pacific and Western Areas in April 2002 and end with the Capital Metro Area in August.

During the transition period, you should continue to use PS Form 4314-C stock until it is depleted or until your area begins to use Notice 4314-C.

Once supplies of PS Form 4314-C are exhausted, order PS Forms 5445 by sending PS Form 7380, *MDC Supply Requisition*, or by using the Touch-Tone Order Entry (TTOE). **PS Form 5445 will be available for ordering after April 19, 2002.**

You can order PS Form 5445 by one of the following means:

- **Touch Tone Order Entry:** Call 1-800-332-0317, option 1, then option 2.
- **cc:Mail:** Send an F3Fill-completed PS Form 7380, *MDC Supply Requisition*, to MDC Customer Service at TOKS001L.
- **Mail:** Mail a completed PS Form 7380 to the MDC to the following address:

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

The relevant ordering information for PS Form 5445 is as follows:

PSN:	7530-05-000-4885
PSIN:	PS5445
Unit of Issue:	EA
Price:	\$0.0368

For more information, see the Handbook PO-102 section in the "We Want to Know" kit on page 9.

— *Self Service and Access Management,
Delivery and Retail, 4-4-02*

ALL IRT AND DEBIT/CREDIT CARD OFFICES

Setting Clocks for Daylight Saving Time

Managers must ensure that before opening for business on Monday, April 8, 2002, the clocks in all integrated retail terminals (IRTs) and debit/credit card terminals under their control are set *forward* (in most locations) 1 hour to reflect the change to Daylight Saving Time. Facilities with Saturday night operations should reset the time as soon as possible after the 2 A.M. start time, Sunday, April 7, 2002.

The correct system time in IRTs is critical since their internal clocks are used to verify Express Mail® and GXG™ acceptance times and service commitments. The IRT system time is also printed on customer receipts and

employee reports. It is very important that the debit/credit card terminal clocks be set to the correct day, date, and time as this will help reduce the possibility of accepting an expired debit/credit card.

IRTs

On the UNISYS III Supervisor Disk, select menu item 11, Set System Date and Time, from the Control menu, and perform the following steps:

1. Observe that the date appears.

2. Press the ENTER key to accept the current date. The time appears.
3. Press the CE key to clear the time.
4. Enter correct Daylight Saving Time in military format (examples: 8 A.M. = 0800, 1:30 P.M. = 1330).
5. Press the ENTER key to save the corrected time. The Control menu appears.
6. Observe that the corrected time is displayed in the upper right-hand corner of the screen.

Debit/Credit Card Terminals

For debit/credit card terminals, follow these steps:

Display	Action
U.S. Postal Service	Press the (*) key and the (3) key at the same time. (If you are having trouble, simply hold the (*) key and tap the (3) key.)
Diagnostics	Press ALPHA key.
Year	Key in the current year (4 digits). Press ENTER key.
Month	Key in a number (1–12) for current month. Press ENTER key.
Date	Key in a number (1–31) for current date. Press ENTER key.
Hour	Key in a number (1–24) for current hour. Press ENTER key.
Minutes	Key in number of minutes (0–59). Press ENTER key.
Seconds	Key in number of seconds or press ENTER key to bypass.

You must make an entry for each selection, even if the display is correct.

Note: The date and time of Tranz 380s located in Europe should be set to Eastern (New York) time. The date and time of Tranz 380s located in the Pacific should be set to Pacific (San Francisco) time.

FOLLOW-UP

Meter Manufacturer Contacts — Setting Electronic Manually Reset Meters After April 30, 2002

As part of the overall plan to improve security and revenue protection the Postal Service is taking another step in the plan for secure postage meters by removing **all** manually reset electronic meters. Post Offices have been instructed to stop resetting all meters after April 30, 2002, unless the customer has a valid authorization letter for the postage meter.

The Postal Service sent a letter to each of the approximately 24,000 known users of a manually reset electronic postage meter. The letter authorizes resetting the meter until a stated “last reset date.” The authorization

Displaying the Clock and Calendar

To verify the existing date and time of the clock in the terminal, follow these steps:

Display	Action
U.S. Postal Service	Press ENTER key.
Function	Press the (4) key.
Day, Date, Time	blank
Exit	Press CLEAR key.
<US Postal Service>	

Retail Consolidation Unit (RCU)

The time for the RCU/CONA will be updated automatically by the Raleigh Distributed Systems Service Center, Operations and Support Services.

Mobile Data Collection Devices (MDCDs)

The Delivery Confirmation™ handheld scanners will automatically change to Daylight Saving Time. No manual changes are necessary.

IBM and NCR POS ONE Terminals

The IBM and NCR POS ONE terminals will automatically change to Daylight Saving Time. No manual changes are necessary.

— Customer Service System Support,
Delivery and Retail, 4-4-02

letter gives both the retail unit employees and the meter customer accurate information about the last date that a given meter can be reset. It clears up any confusion there might have been about when to stop resetting these meters.

In *Postal Bulletin* 22072 (3-21-02, page 108), the article “Announcement: Setting Electronic Manually Reset Meters After April 30, 2002” contained more information on this new process and on how to recognize the special security paper so you can be sure the authorization is an original.

As retail unit employees reset meters between now and April 30, 2002, each customer should be asked if he or she has received the authorization letter from the Postal Service. If customers have not received the letter, or if they have questions about the last reset date or other issues, ask them to contact the meter manufacturer immediately. Since the meter manufacturers provided the information in the letter to the Postal Service, the manufacturers are the primary points of contact for solving any problems involving the "last reset date." Any communication with the Postal Service on this subject should be initiated through the manufacturer.

The meter manufacturer contacts for users of electronic manually reset meters are as follows:

Francotyp-Postalia, Inc.

Phone: 630-827-5761

e-mail: *tsokley@fp-usa.com*

Hasler, Inc. (formerly Ascom Hasler)

Phone: 800-237-9157

e-mail: *MC@ahmail.com*

Neopost, Inc.

Phone: 800-NEOPOST, ext 3717 or selection 3

e-mail: *meterinventory@neopostinc.com*

Fax: 510-489-7205

Pitney Bowes, Inc.

Phone: 800-MRBOWES

e-mail: *MRBOWES@PB.com*

Fax: 800-688-2728

**REMEMBER:
AFTER APRIL 30, 2002
NO RESET WITHOUT A VALID
AUTHORIZATION LETTER**

— *Postage Technology Management,
Product Development, 4-4-02*

**“Mom, why didn’t you wear
your work shoes?”**



**ALWAYS
WEAR PROPER
FOOTWEAR.**



EMPLOYEE CONNECTIVITY PROGRAM

Anniversary Promotion

April marks the 1-year anniversary of the Employee Connectivity Program. Through this program, Postal Service employees have the opportunity to purchase state-of-the-art computers at discounted prices from two industry-leading vendors. Compaq and IBM have put together a new offering to commemorate this successful program and partnership with the Postal Service. Following are their latest offers that take effect immediately. Order as much as you want, there are no limits on purchases!

For more information or to place an order, please contact them directly at:

- Compaq: 866-877-7327, or at www.compaq.com/affinity/uspsecp.
- IBM: 800-426-7235, extension 4563, or at www.ibm.com/shop/ibmdeals/usps.

Base System

Compaq	IBM
Base system \$635	Base system \$764.10
Hardware Compaq Presario 4000A Intel Celeron™ Processor 1.3GHz 128MB SDRAM PC133 20GB UltraDMA Hard Drive 48X Max CD-ROM Drive 56K ITU v.90 Modem Compaq CV5500 15" monitor (13.8" VIA) JBL Platinum Speakers Internet Keyboard Internet Scroll Mouse Upgrade to 17" monitor for \$55 Lexmark Color Ink Jet Printer for \$46	Hardware NetVista A22p (229233U) Intel Pentium 4 1.8 GHz processor 128 MB RAM memory 20GB Hard Drive 48x-20x CD ROM V.90 56K Modem Integrated Modem and 10/100 Ethernet Internet keyboard – IBM Rapid Access Ille Speakers Free: 15" IBM monitor (13.8" viewable) (W83147N) Upgrade the Monitor: 17" IBM monitor (16.0 viewable) for \$60.00 (W7324HN) 15" IBM Flat Panel monitor for \$429 (W853HG2)
Software MS Windows XP Home Edition MS Works MS Money MS Encarta On-line Deluxe Encyclopedia (1-year free subscription) Norton Anti-Virus 2002 Norton Internet Security 2002	Software MS Windows XP Home Edition Access IBM ConfigSafe PC Doctor Microsoft Internet Explorer Norton AntiVirus 2000 (OEM Version)
Warranty 1-year parts/labor/on-site limited warranty	Warranty 1-year parts and on-site labor limited warranty
Internet Service Provider Free NetZero (10 hrs per month per household) CompuServe at reduced rates	Internet Service Provider Free NetZero (10 hrs per month per household) Premium NetZero at reduced rates (Telephone charges may apply based on customer location and calling plan.)
Other Products Compaq offers Postal Service employees a discount on all Compaq portable and desktop systems and associated accessories listed on its consumer web page.	Other Products IBM offers Postal Service employees a discount on PCs and PC accessories in the online IBM.com catalog.

Full specifications and details are available from Compaq and IBM.

Pricing, promotions, and specifications are subject to change without notice, check the applicable website frequently for the latest information.

All taxes and shipping are extra.

Step-up System

Compaq	IBM
Step-up system \$938	Step-up system \$827.10
Hardware Compaq Presario 6000A Intel® Pentium® 4 Processor 1.6 GHz 128MB PC2100 DDR SDRAM (1 DIMM) 20GB UltraDMA Hard Drive (5400RPM) 24X CD-RW Drive 32MB nVIDIA M64 Pro Graphics Card 56K ITU v.90 PCI Modem Integrated 10/100 Base T Ethernet Card Internet Keyboard Internet Scroll Mouse 17" monitor JBL Platinum Speakers April Anniversary Special: Free Ground Shipping on this Desktop PC bundle	Hardware NetVista A22p (229235U) Intel Pentium 4 1.8 GHz processor 128MB RAM memory 40GB Hard Drive 16x/10x/40x Max CD-RW V.90 56K Modem Integrated Modem and 10/100 Ethernet Internet keyboard – IBM Rapid Access Ille Speakers Free: 15" IBM monitor (13.8" viewable) (W83147N) Upgrade the Monitor: 17" IBM monitor (16.0 viewable) for \$60.00 (W7324HN) 15" IBM Flat Panel monitor for \$429 (W853HG2)
Software MS Windows XP Home Edition MS Works MS Money MS Encarta On-line Deluxe Encyclopedia (1-year free subscription) Norton Anti-Virus 2002 Norton Internet Security 2002	Software MS Windows XP Home Edition Access IBM ConfigSafe PC Doctor Microsoft Internet Explorer Norton Anti-Virus 2000 (OEM Version) Lotus Notes Standalone (license) Lotus Smartsuite (license)
Warranty 1-year parts/labor/on-site limited warranty	Warranty 1-year parts and on-site labor limited warranty
Internet Service Provider Free NetZero (10 hrs per month per household) CompuServe at reduced rates	Internet Service Provider Free NetZero (10 hrs per month per household) Premium NetZero at reduced rates (Telephone charges may apply based on customer location and calling plan.)
Other Products Compaq offers Postal Service employees a discount on all Compaq portable and desktop systems and associated accessories listed on its consumer web page.	Other Products IBM offers Postal Service employees a discount on PCs and PC accessories in the online IBM.com catalog.

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All taxes and shipping are extra.

Premium

Compaq	IBM
Premium system \$1105	Premium system \$1214.10
Hardware Compaq Presario 8000A AMD Athlon™ XP 1800-1.53 256MB PC2100 DDR SDRAM (1 DIMM) 40GB UltraDMA Hard Drive 16X DVD-ROM Drive 24X CD-RW Drive Integrated 32MB DDR GeForce2 Graphics SoundBlaster Live! 5.1 56K ITU v.90 PCI Modem Integrated 10/100 Base T Ethernet Card Internet Keyboard Internet Scroll Mouse 17" monitor JBL Platinum Speakers	Hardware NetVista A22p (229251U) Intel Pentium 4 2.0 GHz processor 256MB RAM memory 40GB Hard Drive 16x/10x/40x Max CD-RW V.90 56K Modem IBM IEEE 1394 PCI Adapter Internet keyboard – IBM Rapid Access Ille Speakers Free: 15" IBM monitor (13.8" viewable) (W83147N)
April Anniversary Special: Free Ground Shipping on this Desktop PC bundle	
Software MS Windows XP Home Edition MS Works MS Money MS Encarta On-line Deluxe Encyclopedia (1-year free subscription) Norton Anti-Virus 2002 Norton Internet Security 2002	Software MS Windows XP Home Edition Access IBM ConfigSafe PC Doctor Microsoft Internet Explorer Norton AntiVirus 2000 (OEM Version) Lotus Notes Standalone (license) Lotus Smartsuite (license)
Warranty 1-year parts/labor/on-site limited warranty	Warranty 1-year parts and on-site labor limited warranty
Internet Service Provider Free NetZero (10 hrs per month per household) CompuServe at reduced rates	Internet Service Provider Free NetZero (10 hrs per month per household) Premium NetZero at reduced rates (Telephone charges may apply based on customer location and calling plan.)
Other Products Compaq offers Postal Service employees a discount on all Compaq portable and desktop systems and associated accessories listed on its consumer web page.	Other Products IBM offers Postal Service employees a discount on PCs and PC accessories in the online IBM.com catalog.

Full specifications and details are available from Compaq and IBM.

Pricing, promotions, and specifications are subject to change without notice, check the applicable website frequently for the latest information.

All taxes and shipping are extra.

Laptop System

Compaq	IBM
Laptop \$1031	Laptop \$1124.10
Hardware Presario 701ZA AMD Duron 1.1GHz 13.3" XGA TFT Active Matrix Display 128MB 133MHz SDRAM 10GB UltraDMA Hard Drive Integrated 3.5" Floppy 24X Max CD-ROM Drive Integrated 56K Modem and 10/100 NIC 1.64" x 12.4 x 10.6" (6.39 lbs)	Hardware ThinkPad R Series (265625U) GHz Mobile Intel Pentium III w/SpeedStep Technology 13.3" Active Matrix TFT Display 128MB SDRAM 20GB Hard Drive 24X Max CD-ROM Drive 56K V.92 designed Modem 10/100 Ethernet
Software MS Windows XP Home Edition MS Works 6.0 MS Money 2002 MS Encarta On-line Deluxe Encyclopedia (1-year free subscription) Norton Anti-Virus 2002 Norton Internet Security 2002	Software Microsoft Windows XP Home Edition Access IBM ThinkPad Utilities PC Doctor – Windows
Warranty 1-year parts, labor, mail-in limited warranty	Warranty 1-year limited warranty
Internet Service Provider Free NetZero (10 hrs per month per household) CompuServe at reduced rates	Internet Service Provider Free NetZero (10 hrs per month per household) Premium NetZero at reduced rates (Telephone charges may apply based on customer location and calling plan.)
Other Products Compaq offers Postal Service employees a discount on all Compaq portable and desktop systems and associated accessories listed on its consumer web page.	Other Products IBM offers Postal Service employees a discount on PCs and PC accessories in the online IBM.com catalog.

Full specifications and details are available from Compaq and IBM.

Pricing, promotions, and specifications are subject to change without notice, check the applicable website frequently for the latest information.

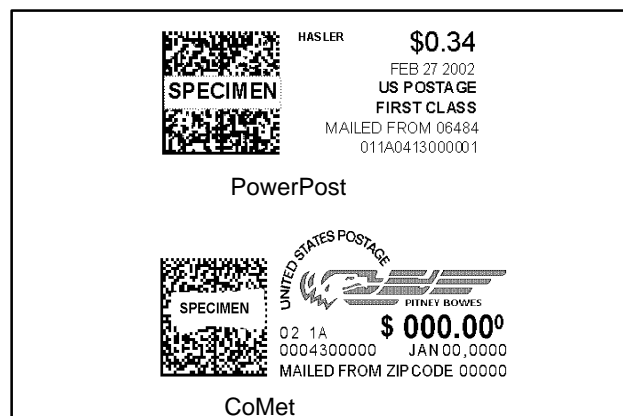
All taxes and shipping are extra.

— Information Technology, 4-4-02

NOTICE

New IBI Meter Approvals

Shown with this article are replicas of IBI (information-based indicia) produced by PowerPost, a Hasler, Inc. product, and CoMet, a Pitney Bowes product. Meters producing these IBI have been authorized for distribution. Mail bearing this IBI will be entering into the regular mailstream and should be processed in the same manner as any other mail bearing authorized full-rate postage.



— Postage Technology Management, Product Development, 4-4-02

What's in Store

Phone home

Through June 14

There's a FIRSTCLASS PHONECARD® promotion under way. Customers who buy a 120-minute phone card through June 14 (or while supplies last) will receive \$5 off the regular retail price. During the promotional period that began March 23, sales and services associates should process the sale of the FIRSTCLASS PHONECARD as normal and ring up the sale as \$22 instead of the regular retail price of \$27. Be sure to properly display all FIRSTCLASS PHONECARD point-of-purchase (POP) materials.

Consider this: If every FIRSTCLASS PHONECARD office sells just a single 120-minute phonecard per week during the promotion period, it will generate \$2.2 million in revenue for the Postal Service. Note: the promotion's start date that appeared in the March 7 issue of *Postal Bulletin* 22071 (3-7-02, page 84) was incorrectly shown as March 25. The correct start date was March 23.

At the end of the promotion on June 15, replace POP materials with the new summer POP elements.

Always ready

Made in USA

How valuable are ReadyPost™ shipping supplies to customers? Very. They're convenient and provide one-stop shopping. They're functional and include specialty items such as photo and video mailers. And customers trust the Postal Service brand. ReadyPost delivers...customer value!

Bringing you more ads

Check ads online

The Postal Service marketing campaign featuring the theme "brought to you by the United States Postal Service" has moved into its next stage. Print ads highlighting specific products and services are appearing in business trade publications. These ads feature the Postal Service global delivery services, direct mail, and Parcel Select. The ads spread the message that the Postal Service understands the needs of its customers and will continue to be a valuable part of their business and personal lives. The trade print ads can be viewed at www.usps.com; see alternating ads in center of page.

What's in Store

Looking good

Uniform options

Since its launch in September 2000, the retail uniform program has added items and modified some designs.

What's available? There's a shirt and blouse in gray/blue stripes in long or short sleeves. Women may wear the blouse out or tucked in, according to personal preference.

Retail employees are required to wear silver name badges. They may be purchased with uniform purchase cards. Districts may buy name badges for employees who do not receive a uniform allowance.

Bottoms are available in navy blue and charcoal gray. For women, that includes slacks, skirts, and skorts. Skirts and skorts are to be worn no shorter than knee length (top of kneecap).

The men's tie is available in two fabric designs: navy blue repeating logo with pin dot, and red, white, and blue stars and stripes. A silver logo tie bar was recently added.

Women have the option of wearing the knotted loop neckwear in either of the fabric designs described above or a silver logo button cover instead of the knotted loop. Neckwear items are to be worn with the top button on the blouse closed.

A new navy blue sweater and sweater vest have been released. The sweater is a knitted repeat logo design and is an optional item. Finally, a new belt is part of the retail uniform program. The black belt has a silver logo buckle and may be worn by men and women.

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 April Corner!

This month's edition has information regarding mailing tax returns, the Internet Change-of-Address (ICOA) notice, and a reminder about the retail calendar.

Mailing Tax Returns

We have a wide selection of products and services to offer taxpayers when mailing income tax returns. It is important to make sure customers know what services best meet their needs during tax time.

Express Mail

If the tax deadline is approaching, Express Mail® service offers overnight service to many destinations and noon delivery the next day to select locations.

Certified Mail

Certified mail is available only for First-Class Mail® or Priority Mail® service. For record-keeping purposes, add Certified mail with return receipt service and it will provide proof of mailing and delivery of tax returns.

Priority Mail Service With Delivery Confirmation

Priority Mail service ensures speedy delivery by offering 2–3 day service at a great price. In addition, online verification of delivery is available through Delivery Confirmation™ service.

Reminder: Retail Calendar

Is your Employee Mailbox posted? Review the information with retail associates.

PS Form 3575, Change-of-Address Order, and Electronic Forwarding Order Change Notice

The ICOA option is available nationwide. For fast, convenient, and efficient service, customers are able to initiate the ICOA from any personal computer with access to the Internet. The customer must have a valid e-mail address and credit card for identity validation before the change-of-address is processed electronically.

There is a \$1.00 processing charge for customers who choose to use this ICOA service. They will receive a confirmation of the request via e-mail. Customers must respond to the e-mail message by entering their specific seven-letter confirmation code displayed at the end of the transaction. If they decide not to provide credit card information, they can simply complete, print, and sign the form. They can then mail the form, hand it to a letter carrier, or take it to a Post Office.

The ICOA information is sent to the National Customer Support Center (NCSC) in Memphis, Tennessee, which transmits the information to the local Computerized Forwarding System (CFS) site. CFS personnel accept the ICOA into the local CFS database. PS Form 3575 is printed and a CFS label is placed on the form before it is sent to the appropriate delivery unit.

Retail Coaches Web Site

- What topics would you like to read about in *Coaches Corner*?
- Share your success stories and assist other retail units. Send us a message.

The site can be found at: <http://rpsweb.usps.gov/coaches/home.asp>.

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

What's in Store**THE
EMPLOYEE
MAILBOX****SPRING DRIVE PERIOD 03/23/02 – 06/15/02****TAX TIME****April 15th is fast approaching**

Is your location extending its hours this tax season? If so, inform your customers about your change of hours and help give them some tax relief.

Useful services for tax documents:

Services	Benefits
Priority Mail® With Certified Mail	Offers a record of delivery at recipient's office
Priority Mail With Delivery Confirmation™	Provides date and time of delivery information
Express Mail®	Overnight delivery to most locations

Refer to "The Employee Mailbox" hanging in the Employee Zone for additional information. Access the Retail Intranet Site at <http://retail.usps.gov>.

What's in Store

THE EMPLOYEE MAILBOX









April



BOOST WEEK

This icon means to look for opportunities to educate the customer about that week's featured product/service. You'll help your office meet its revenue goals!

MON TUE WED THU FRI SAT

	1	2	3	4	5	6
						
	BOOST: Priority Mail With Insurance Are customers sending gifts? Suggest this service.					
SUN					payday	
7	8	9	10	11	12	13
						
	BOOST: FIRSTCLASS PHONECARD® Through June 14th, customers get \$5 off when they purchase a 120-minute card.					
Daylight Saving Time begins					payday	
14	15	16	17	18	19	20
						
	BOOST: Priority Mail With Insurance Remind customers that insurance provides peace of mind.					
	TAX DAY					AP 9 begins
21	22	23	24	25	26	27
						
	BOOST: FIRSTCLASS PHONECARD Suggest to customers that phone cards make a great addition to their care packages.					
28	29	30				

Refer to "The Employee Mailbox" hanging in the Employee Zone for additional information. Access the Retail Intranet Site at <http://retail.usps.gov>.

What's in Store

THE EMPLOYEE MAILBOX

May



BOOST WEEK

This icon means to look for opportunities to educate the customer about that week's featured product/service. You'll help your office meet its revenue goals!

		WED		THU		FRI		SAT	
		1		2		3		4	
						 payday			
SUN	MON	TUE							
5	6	7	8	9	10	11			
		 BOOST: Priority Mail With Insurance Suggest this option to customers when they're sending wedding gifts.				Armed Forces Day Fly your POW/MIA flag AP 10 begins			
12	13	14	15	16	17	18			
		 BOOST: FIRSTCLASS PHONECARD Inform customers going on vacation that this card can be used anywhere in the U.S. – and most countries!		Make sure Holiday Closing door sign is displayed		 payday		Fly your POW/MIA flag	
Mother's Day	19	20	21	22	23	24	25		
		 BOOST: Priority Mail With Insurance Graduation is coming! Inform customers about this mailing option when sending gifts.							
Offices Closed	Memorial Day	26	27	28	29	30	31		

Refer to "The Employee Mailbox" hanging in the Employee Zone for additional information. Access the Retail Intranet Site at <http://retail.usps.gov>.



"Dad, all you had to do was wear the seat belt"



He's right.

**SAFETY
DEPENDS
ON ME!**





475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-5540

First-Class Mail
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USPS
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POSTAL SERVICE.

Direct Mail: Advertise through the mail to target new customers and their wallets and keep existing ones coming back for more.

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