

# usps postal|bulletin

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# VOE Let's hear from YOU!

## Voice of the Employee Surveys Due February 23



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*Patriotic Banner (Presorted Standard) stamp*

**USPS National Emergency Hotline**  
Is your facility operating? Call 888-363-7462

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

PB 22251: 7690-10-000-6467	PB 22243: 7690-10-000-6459	PB 22235: 7690-10-000-6451	PB 22228: 7690-10-000-6444
PB 22250: 7690-10-000-6466	PB 22242: 7690-10-000-6458	PB 22234: 7690-10-000-6450	PB 22227: 7690-10-000-6443
PB 22249: 7690-10-000-6465	PB 22241: 7690-10-000-6457	PB 22233: 7690-10-000-6449	PB 22226: 7690-10-000-6442
PB 22248: 7690-10-000-6464	PB 22240: 7690-10-000-6456	PB 22232: 7690-10-000-6448	PB 22225: 7690-10-000-6441
PB 22247: 7690-10-000-6463	PB 22239: 7690-10-000-6455	PB 22231: 7690-10-000-6447	PB 22224: 7690-09-000-9375
PB 22246: 7690-10-000-6462	PB 22238: 7690-10-000-6454	PB 22230A: 7690-10-000-8803	PB 22223: 7690-09-000-9374
PB 22245: 7690-10-000-6461	PB 22237: 7690-10-000-6453	PB 22230: 7690-10-000-6446	PB 22222: 7690-09-000-9373
PB 22244: 7690-10-000-6460	PB 22236: 7690-10-000-6452	PB 22229: 7690-10-000-6445	PB 22221: 7690-09-000-9372

# National Consumer Protection Week

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## Introduction/Overview

National Consumer Protection Week (NCPW) is a federal program, led by the Federal Trade Commission (FTC) to draw attention to issues and ideas that help customers become smarter consumers of products, materials, and services and improve their knowledge of how to combat fraud of any type. NCPW is fully supported by the U.S. Postal Service® and managed by the vice president and Consumer Advocate and the chief postal inspector of the Postal Inspection Service.

### What is National Consumer Protection Week?

The U.S. Postal Service office of Consumer Advocate and the U.S. Postal Inspection Service are working to educate consumers about identity theft and fraudulent schemes and to provide them with the tools and information needed to combat these frauds. During NCPW, other federal, state, and local consumer protection agencies — together with consumer organizations and industry associations — are launching consumer protection and education efforts around the country.

### NCPW 2009 Theme

“Nuts and Bolts: Tools for Today’s Economy”

The national theme is intended to educate consumers about making wise purchase decisions and knowing how to avoid scams. Every year, the Postal Service™ supports the national theme by focusing on a specific aspect of the theme.

### USPS 2009 NCPW Theme

The USPS® theme for this year is “Survive Today’s Economy: Avoid ID Theft and Fraudulent Schemes.” Our theme builds on the most successful consumer fraud awareness campaign in the Postal Inspection Service’s long, proud, and successful history. We will once again point consumers to the websites established by the Postal Inspection Service and its business partners, <http://postalinspectors.uspis.gov> and [www.FakeChecks.org](http://www.FakeChecks.org).

### Priority Project

This is a priority project and program for Consumer Affairs managers (CAMs). CAMs will be responsible for overall program planning, with assistance from U.S. postal inspectors. Corporate Communications staff will promote events and activities with local media.

### Postmasters and Facility Managers

Postmasters and facility managers are encouraged to join in this annual consumer awareness effort by sponsoring or supporting local activities during NCPW, March 1–7, 2009.

### District Consumer Affairs Managers

The district Consumer Affairs manager should serve as a consultant and resource for postmasters and managers planning NCPW activities.

### Corporate Communications

Corporate Communications staff will coordinate media outreach and press coverage of the week and planned events through media advisories, news releases, and calls to area reporters.

## Background on USPS 2009 NCPW Theme “Survive Today’s Economy: Avoid ID Theft and Fraudulent Schemes.”

### Identity Theft

Identity theft is a criminal offense. It occurs when a person knowingly transfers or uses, without lawful authority, a means of identification of another person with the intent to commit or to aid or abet any unlawful activity that constitutes a violation of federal law or that constitutes a felony under any applicable state or local law.

Identity theft is America’s fastest-growing crime. Last year alone, more than 9.9 million Americans reported being victims of identity theft, a crime that cost them roughly \$5 billion. The number of identity theft victims and their total losses are probably much higher. It’s hard to pin down, because law enforcement agencies may classify identity theft differently — it can involve credit card fraud, Internet fraud, or mail theft, among other crimes.

The FTC reported that only 2 percent of victims cited stolen mail as the source of personal information. Even so, U.S. postal inspectors, charged with protecting the nation’s mail system from criminal misuse, are leaders in the fight against identity theft.

Postal inspectors provide these identity theft tips:

- Review your consumer credit reports annually.
- Shred and destroy unwanted documents that contain personal information.
- Deposit mail in U.S. Postal Service collection boxes.
- Don’t leave mail in your mailbox overnight or on weekends.

The Postal Inspection Service has produced an identity theft awareness video for consumer groups, financial institutions, and police departments (see page 19).



Visit these websites for more information on identity theft:

- U.S. Postal Inspection Service: <http://postalinspectors.uspis.gov>.
- Federal Trade Commission: [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).
- U.S. Secret Service: [www.secretservice.gov](http://www.secretservice.gov).
- Department of Justice: [www.usdoj.gov/criminal/fraud/idtheft.html](http://www.usdoj.gov/criminal/fraud/idtheft.html).
- Federal Deposit Insurance Corporation: [www.fdic.gov/consumers](http://www.fdic.gov/consumers).

Also:

- Learn how to protect personal identifying information in your organization: <http://postalinspectors.uspis.gov/radDocs/BusChecklist.html>.
- More tips to help you avoid identity theft: <http://postalinspectors.uspis.gov/investigations/MailFraud/fraudschemes/mailtheft/IDTheftTips.aspx>.
- If you think you're a victim of identity theft, here's what you should do: <http://postalinspectors.uspis.gov/investigations/MailFraud/fraudschemes/mailtheft/IDIfVictims.aspx>.
- View and print a text-only version of the identity theft brochure: <http://www.usps.com/cpim/ftp/pubs/pub280/welcome.htm>.
- Learn about how identity thieves can steal your name and your money: <http://postalinspectors.uspis.gov/investigations/MailFraud/fraudschemes/mailtheft/IDProtectName.aspx>.
- Identity theft may include mail fraud, credit card theft, or check fraud. Read current online news of postal inspectors' investigations of this fast-growing crime to learn how to best protect yourself: <http://postalinspectors.uspis.gov/pressroom/inspectorsnews.aspx>.
- If you're a victim of identity theft and the U.S. Mail is involved, call the Postal Inspection Service at 877-876-2455 and local police, or report identity theft online at <https://postalinspectors.uspis.gov/forms/IDTheft.aspx>.

### Fraudulent Schemes

In fraudulent schemes, scammers often look for their potential victims on websites or in chat rooms, or they share their "sucker lists" with other crooks. The scams may be disguised as a work-at-home business opportunity, a prize from a foreign lottery, or a transfer of foreign money into a U.S. bank. All of them involve receipt of a check that looks genuine and will be accepted for cashing by most banks. The scammer convinces the victim that all or part of the check must be immediately wired out of the United States. When the victim takes the bait and wires money

away, he or she will be responsible for repaying the money to the bank when the check is later found to be counterfeit.

Once consumers become educated about how these schemes work, they can stop scammers before the deposit of a fake check leads to an unplanned expense of thousands of dollars. When a potential victim is stopped from participating in fraudulent schemes, a crime has been prevented from taking place. The U.S. Postal Service goal is to:

- Increase Americans' awareness about fraudulent financial schemes.
- Give consumers valuable information about protecting their assets from the schemes.
- Provide a central location where consumers can report suspected financial fraud.

The best defense against the constantly evolving threat of fraud is to be prepared to instantly identify it. An educated public is the first line of defense.

These schemes involve counterfeit checks, gift checks, traveler's checks, or money orders. Virtually every American could be a scammer's target, primarily through e-mail, though also through mail and phone solicitations.

The Alliance for Consumer Fraud Awareness conducted a survey of American adults and found the following:

- Two out of three adults say they receive at least one potential scam contact per week.
- Eighteen percent of adults say they or a family member has fallen for one of these scams.
- A majority of those surveyed believe the fraudulent check writer is responsible for the funds.

Identity theft and fraudulent schemes are fast-growing crimes that could ruin financial investment and cost thousands of dollars. There are many types of fraudulent schemes, but they all start when someone offers a realistic-looking check or money order and asks a potential victim to send cash somewhere in return.

### Suggested Talking Points

These talking points can be used at National Consumer Protection Week events.

#### U.S. Postal Service

- Serving America since 1775.
- Named most trusted government agency fifth year in a row.
- The Postal Inspection Service has more than 200 years of consumer protection experience.
- USPS is a trusted friend and partner in every American community.
- We are proud to help spread the word and increase awareness about consumer fraud.

- The focus of the USPS message this year is “Prevent Identity Theft and Avoid Fraudulent Schemes.” By resisting the temptation to deposit a large check, a consumer will avoid a loss of up to thousands of dollars when the scam is exposed.

### Common Defenses Against Identity Theft and Fraudulent Schemes

- It is never too early to learn the warning signs of scams:
  - Sounds too good to be true.
  - Pressure to act right away.
  - Guaranteed success.
  - Promises unusually high returns.
  - Requires upfront investment — even for a free prize.
  - Doesn’t act like a real business.
  - Something doesn’t feel right.
- And even if all looks right, it never hurts to do your homework and check the offer out with a local Better Business Bureau, state’s attorney’s office, or local consumer groups.
- Even if the person or company has no track record of complaints, a scam may be familiar to watchdog consumer protection agencies.
- Don’t hesitate to discuss identity theft and fraudulent schemes with friends and family.
- And don’t forget to watch out for those you love — sometimes just a simple “What’s new?” can alert you to a loved one who has become a victim of identity theft.

### Typical Types of Fraudulent Schemes

This information can be used in speeches or incorporated into fact sheets or handouts for consumers. Below are some examples of fraudulent schemes.

#### Reshipping Scams

Have you been asked to receive packages at your home or business and mail them to someone else? Postal inspectors advise: Don’t do it!

Criminals use a variety of come-ons to trick people into reshipping fraud. They may even send counterfeit mailing labels to their recruits as a part of the scheme. The U.S. Postal Service returns packages with invalid postage.

See if you recognize one of these reshipping scenarios:

#### Work-at-Home Scams

Criminals post phony job announcements on Internet career sites offering positions such as “merchandising manager,” “package processing assistant,” or a similar

title. Job duties include receiving packages and mailing them to a foreign address on behalf of a client. They may even send you postage-paid mailing labels.

*The real story:* A criminal has purchased merchandise with stolen credit cards and needs your help to smuggle the goods out of the country. The company is fake — even the mailing labels are counterfeit. And you are committing a felony when you help out these criminals.

#### Sweetheart Scams

Fraudulent reshippers also lurk on dating websites. They send a few e-mails to get to know you, and may even send a photo or flowers. Once they have your attention, they ask you to help their business or family by shipping packages to Europe or Africa. They may even claim to be working with a charity or mission, and request help in getting “donated” merchandise delivered to Africa or another part of the world.

*The real story:* You’re being asked to commit a crime by smuggling stolen goods. The photo may look like your perfect match, but it’s a fake — and could be the picture of your worst nightmare.

#### Postage-Paid Label Scams

Scammers sometimes buy merchandise on Internet auction or classified advertisement sites (and they often use counterfeit checks or stolen credit accounts to pay.) When they contact the seller, they ask if they can provide a postage-paid shipping label instead of paying for postage. Then they e-mail a label that looks legitimate.

*The real story:* The label is counterfeit or it was bought using a stolen credit card. When postal inspectors or other law enforcement officers follow the clues to the return address, it often leads to an unsuspecting victim of a postage-paid label scam. Too often, the victim tells how the payment for the merchandise bounced, too.

USPS Click-N-Ship<sup>®</sup> customers will want to make special note of this scheme.

What should you do if you’ve been tricked into reshipping fraud?

- Don’t accept packages at your address for people you don’t know.
- Be wary of anyone asking to send you a mailing label purchased online.
- Stop all communication with operators who try to solicit your help in reshipping items.
- If you already have merchandise from such an offer, don’t mail it.
- Keep all correspondence (e-mails, faxes, etc.) related to these scams.
- Contact postal inspectors at 877-876-2455.

## Fraud on the Internet

Old games, new tricks. Con artists are always offering deals that sound “too good to be true.” Originally, they came by mail or in a phone call. Now they’re coming through a more anonymous venue to pitch fraud — the Internet.

Although the Internet offers a safe and convenient venue to do business, fraudsters also like the Internet — to target unsuspecting consumers.

Online scammers can ignore national borders or boundaries. They have only one objective: to steal your money. Whether it’s auction fraud or identity theft, reshipping scams or foreign lotteries, be cautious, and be smart.

U.S. postal inspectors offer these tips:

- Be suspicious of e-mail that appears to be from banks, online auction sites, or other retailers.
- Never use a link in an e-mail to visit a website.
- Only purchase goods and services from sites you trust.
- Examine all online offers before buying anything. When you’re online, be on guard. Don’t respond to suspicious e-mail and mail, and hang up on phone offers that sound “too good to be true.”

The U.S. Postal Inspection Service has these consumer brochures to help you learn more about fraud concerns:

### Identity Theft:

Publication 280 text-only version, [www.usps.com/cpim/ftp/pubs/pub280/welcome.htm](http://www.usps.com/cpim/ftp/pubs/pub280/welcome.htm)

### Consumer Fraud by Phone or Mail:

Publication 281 text-only version, [www.usps.com/cpim/ftp/pubs/pub281.htm](http://www.usps.com/cpim/ftp/pubs/pub281.htm)

### Consumer & Business Guide to Preventing Mail Fraud:

Publication 300-A text-only version, [www.usps.com/cpim/ftp/pubs/pub300a/welcome.htm](http://www.usps.com/cpim/ftp/pubs/pub300a/welcome.htm)

### Prevención del Fraude Postal Prevención del Fraude Postal:

Publicacion 300-A-S text-only version, [www.usps.com/cpim/ftp/pubs/pub300as.htm](http://www.usps.com/cpim/ftp/pubs/pub300as.htm)

### Stop • Think • Click: An Overview of Computer Security:

The Internet gives you access to information, entertainment, financial offers — frankly, countless products and services. At the same time, it can leave you open to online scammers, identity thieves, and more. Learn experts’ top tips for computer security, <http://www.onguardonline.gov/>.

For more information on Internet fraud, visit [www.lookstogoodtobetrue.com](http://www.lookstogoodtobetrue.com).

## Foreign Business Offers

The potential victim receives an e-mail from a supposed foreign official, businessman, etc., with a proposal. The sender wants to move large sums of money from a foreign country and needs assistance. The victim is usually offered a portion of the proceeds. If the victim agrees, he usually receives checks for large sums of money in the mail. The victim deposits the checks into his bank account and the funds are posted to the account and shown as “available.”

The con artist wishes to send more money to the victim but quickly needs a portion of it returned in order to supposedly bribe an official, pay transfer fees, etc. The victim believes the previously deposited checks were genuine because the funds show as “available” in his bank account, so he honors the request and wires a portion of the funds back to the fraudster. The original deposited checks are returned as counterfeit and the victim is then held responsible for the loss and associated fees.

## Sudden Riches

The potential victim receives a letter stating he has the right to receive a substantial sum of money. For example, the letter may say that the potential victim has won a foreign lottery or is the beneficiary of someone’s estate, such as that of a long-lost relative. The letter will inform the victim that he must pay a processing or transfer fee before receiving the money. However, a check or money order is enclosed to cover the required fee. The letter will ask the victim to deposit the check or money order into his bank account and wire the fee to a third party, usually in a foreign country.

No legitimate contest promoter will ever ask for money to be paid upfront in order to send out a prize. It’s also wise to ask yourself whether you even entered the contest in the first place.

## Overpayments

A scammer offers overpayments on items that a consumer advertised in the classifieds or on an online auction. The scammer sends the seller a check or money order for more than the purchase price and then asks that the extra money be sent to someone who will take care of shipping.

In another scenario, scam artists say that a check or money order payment will come from someone who owes them money and tell the victim to deduct his/her share and send the rest. They may claim they’re in a foreign country and that because of currency differences it’s difficult to make payment directly.

Consumers who buy and sell on craigslist should make special note of this scheme.

There’s no reason to have someone else send payment.

Scammers sometimes claim they sent the wrong amount “by mistake” and ask victims to return the excess.

Legitimate buyers will be happy to send the exact amount you're owed.

## Questions and Answers: Identity Theft and Fraudulent Schemes

*Q. Why should consumers be alert to identity theft and fraudulent schemes?*

A. These crimes are a growing problem, and millions of American consumers are being targeted by scam artists.

- Wiring away money that appears to have come from a fraudulent scheme could destroy your financial foundation.
- Not only could you be out the money you wired, your bank could charge return fees or overdraft charges to your account.
- You are responsible for the money you put into your bank account, and also for what you wire out. If the check is a fake, you're required to make good on the loss.
- Just about any business account you could imagine can be made into a counterfeit. The newest complaints include cashier's checks, checks that look like they're drawn on business accounts, money orders, traveler's checks, and gift checks.
- A common theme exists in all fraudulent schemes: Just because a deposited check shows up as "funds available" in your account register, it doesn't mean the check is good or has cleared.
- Federal law gives consumers the right to have quick access to the funds from deposited checks (usually within 1 to 5 days). However, it can take weeks for counterfeits to be discovered.
- The consumer is then responsible for *all* fees associated with a fraudulent scheme. No one who wants to *give* you money should ask you to *send them* money back.

*Q. How does the Postal Inspection Service help to prevent identity theft and fraudulent schemes?*

A. The Mail Fraud Statute is the oldest and most effective consumer protection statute, and postal inspectors have been using this statute to preserve the integrity of the U.S. Mail since the law was enacted in 1872. Postal Inspection Service efforts have combined vigorous enforcement of the law with public education, consumer awareness, and crime prevention programs. Postal inspectors work with local, state, federal, and international law enforcement agencies — as well as a variety of bank and credit card issuers, financial institutions, retail merchants,

credit bureaus, and other industry sources — to educate consumers and to prevent the spread of identity theft and fraudulent schemes.

*Q. What can consumers do to protect themselves from becoming victims of identity theft and fraudulent schemes?*

A. Use common sense. Take your time when responding to offers. Investigate. Talk to family, friends, and local consumer protection experts. Educate yourself about fraud. Know who you are dealing with. And protect your personal information. Every year thousands of people and businesses are victimized by scammers. In general, consumers should be skeptical of any offer that sounds "*too good to be true.*"

*Q. What should consumers do if they suspect fraud?*

A. Since many fraudulent schemes come through the mail, U.S. postal inspectors have taken the lead in investigating check fraud schemes. A fraud complaint can be filed online at the website [www.FakeChecks.org](http://www.FakeChecks.org) or by telephoning 800-372-8347.

The Federal Trade Commission works for the consumer to prevent fraud and deception. Call 877-FTC-HELP (877-382-4357) or log on to [www.ftc.gov](http://www.ftc.gov).

Locate your local Better Business Bureau at [www.bbb.org](http://www.bbb.org).

*Q. What is a fraudulent scheme?*

A. It's a fast-growing fraud that could cost you thousands of dollars. There are many types of fraudulent schemes, but it all starts when someone offers a realistic-looking check or money order and asks you to send cash somewhere in return. It's phony, and so is the person's story, but that may take weeks to discover. Now your bank wants the money back. Turns out that just because you can get the cash doesn't mean the check or money order is good. If it's not, the crook will be richer and you'll be the loser, because you're responsible for the checks or money orders you deposit or cash. That's how the scam works.

*Q. How do the scammers find victims?*

A. They scan newspaper and online advertisements looking for people listing items for sale or places to rent. They check postings on online job sites from people seeking work-at-home employment and place their own ads with phone numbers or e-mail addresses for people to contact them. They meet people through social networking sites, chat rooms, and other places online. They make phone calls and send faxes, e-mails, or letters to people randomly, knowing that some will take the bait.



*Q. How can I tell if an offer is fraudulent?*

A. Know the scenario of a fraudulent scheme: No legitimate transaction includes overpayment or requires a refund.

- Typically, counterfeit checks and money orders are so realistic-looking that even bank tellers can be fooled. You can get information from money order and check providers with tips to help tell if their products are real.
- The best way to avoid being a victim is to be cautious. If it seems too good to be true, it likely is. If the person approaches you and wants to complete the transaction in a hurried manner or is pressuring you to do so, reconsider the transaction altogether.

*Q. Why do scammers want cash to be sent using a money transfer service?*

A. Because it's fast — the money is often available to them within minutes. That means the victim may not be able to stop the payment before it's received. Since the money is usually picked up in cash and in person, it may be impossible to find the crook and get it back. Some scammers are also instructing victims to send cash using a delivery service. If you suspect you've been scammed, immediately contact the money transfer service or delivery service you used — it may be possible to stop the crook from getting the money if it hasn't been picked up yet.

*Q. Why can't my bank, credit union, or check cashing service tell if the check or money order is good?*

A. When you deposit a check or money order, federal law requires you to have access to the funds within 1 to 5 days, but the actual processing takes longer. Banks, credit unions, and check cashing services accept checks and money orders based on your identification. They don't have any information about the source. Because the check or money order goes back to the source, it can take a while for counterfeits to be discovered. For instance, if a check seems to come from a business account, the business may not learn about it until it appears on the next statement. You're responsible because you're in the best position to determine the risk of accepting the check or money order — you dealt with the person who gave it to you.

*Q. What if I deposited or cashed the check or money order but haven't sent the cash yet?*

A. Immediately notify your bank or credit union, or a check cashing service if you used one. You will need to return the money or have your account corrected. Explain that you've been scammed and ask not to have any negative action taken against you such as

closing your account or reporting you to a checking account abuse database. If that has already happened, ask if that action can be reversed. File a report with your local police to put on record that you're a scam victim. Report the scam to the National Consumers League, which will pass the information along to law enforcement agencies.

*Q. What if I have already sent the cash?*

A. Immediately notify your bank or credit union, or a check cashing service if you used one. You will need to return the money or have your account corrected. Explain that you've been scammed and ask not to have any negative action taken against you such as closing your account or reporting you to a checking account abuse database. If that has already happened, ask if that action can be reversed. If there isn't enough in your account to cover the loss, you could be sued to recover the funds. Try to work out a repayment plan. File a report with your local police to put on record that you're a scam victim. Report the scam to the National Consumers League, which will pass the information along to law enforcement agencies.

*Q. How much could I lose in a fraudulent scheme?*

A. According to the National Consumers League, victims lose an average of \$4,000 — a significant amount for most people. But your losses could be even higher. If you used some of the money to pay bills or for other purposes, you'll have to pay that amount back to your bank or credit union as well. There may also be bounced check and overdraft charges as a result of the scam. And you could lose more than money — your account could be closed and it could harm your credit rating. Some victims have even resorted to criminal acts to recoup their losses.

*Q. How can I avoid becoming a victim?*

A. Think about it — there is no legitimate reason why anyone would give you a check or money order and ask you to send cash anywhere in return. Be aware that just because you can get the cash quickly — usually in 1 to 5 days — doesn't mean the check or money order is good. Crooks take advantage of the fact that counterfeits can take weeks — even months — to discover. By then you've sent the money and have to pay it back to your bank. Only cash a check or money order from a person or business you know or trust. When making any business deal, do not be rushed:

Take your time to be certain you trust the person/people you are dealing with. You can be a fraud fighter by telling everyone you know — your family

and friends, the people with whom you work or go to school, the people who attend your place of worship, the people you chat with online, the members of clubs or other groups to which you belong — to learn the warning signs of fraudulent schemes and know how to prevent becoming a victim. Send them the links to the videos and quizzes on <http://postalinspectors.uspis.gov> and encourage them to pass along the word.

### Suggested Activities

Listed below are suggested activities to highlight the week's event:

- Have an NCPW kickoff and open house.
- Invite a local expert to speak. A local postal inspector would be perfect, but a representative from a consumer advocacy group or an appropriate regulatory body would also be good.
- Invite a bank or credit union official to a sponsored event to talk about what could happen to identity theft victims from the financial institution's perspective.
- If you can find someone willing to be identified as a victim, invite that person to speak.
- Collaborate with a financial institution to host an event about identity theft and fraudulent schemes.
- Establish a partnership with other federal agencies, community groups, educational institutions, and businesses to sponsor educational workshops or seminars for consumers with special needs.
- Hold a joint news conference with another consumer agency and include a local postal inspector. The postal inspector can discuss fraud and the basics of consumer tools for today's economy from both a national and community perspective.
- Work with a local postal inspector to inform senior citizens about identity theft and fraudulent schemes. Hold seminars at local retirement communities. Postal inspectors can discuss recent identity theft cases, fraudulent schemes, and steps to prevent older Americans from becoming victims.
- Provide your postal employees with information about NCPW activities planned for your area.
- Set up a booth at a busy shopping area and distribute brochures on fraud prevention and other consumer information. Show identity theft and fraud prevention videos (see page [19](#)).
- Let customers know that for 5 consecutive years, the U.S. Postal Service has been named in a national survey as a most trusted government agency in protecting consumers' privacy. Refer customers to [www.usps.com](http://www.usps.com) for additional information.

- Hand out consumer publications such as:
  - Publication 281, *Consumer Fraud by Phone or Mail: Know How to Protect Yourself*.
  - Publication 300-A, *U.S. Postal Inspection Service Guide To Preventing Mail Fraud*.
  - Publication 370, *Extra Services*.
  - Publication 546, *A Consumer's Guide to Sweepstakes and Lotteries*.

The video drama, *Truth or Consequences*, produced by the Postal Inspection Service, can be viewed and downloaded at <http://postalinspectors.uspis.gov/pressroom/videos.aspx>.

Please work with your Corporate Communications contacts to create materials for reporters, including fact sheets and background materials that will support interviews.

Check out the publications at the Postal Service™ PolicyNet website before placing an order. Go to <http://blue.usps.gov/cpim> and click *PUBs*.

Publications can also be downloaded from the public website at [www.usps.com](http://www.usps.com); click *All Products & Services, Publications*, and then *Postal Periodicals and Publications*.

### Event Planning Checklist

When planning National Consumer Protection Week events, keep the following suggestions in mind:

- Begin planning early.
- Contact your local postal team — postal inspectors, Corporate Communications managers, Consumer Affairs and claims managers, and Government Relations representatives — to see how they can help support and participate in the fraud prevention events in your city.
- Set a date.
- Secure participants.
- Acquire posters, videos, fact sheets, brochures, and other supplies for the event.
- Secure staging, sound equipment, and a podium.
- Plan signage, including signs and banners.
- Launch a local publicity campaign.
- Draft a sequence-of-events agenda and speaker remarks.
- Plan retail opportunities (i.e., booth, bag stuffers, etc.).
- Prepare ceremony programs and invitations.

### Suggested Event Flow/Timed Agenda

Events should be held between 10 A.M. and 1 P.M. to increase chances of media coverage and secure patron participation.

10 A.M.	Guests arrive and are seated
10:05 to 10:10 A.M.	Welcome and opening remarks (USPS representative)
10:10 to 10:15 A.M.	Remarks on local resources to combat fraud (Partnering organization, BBB representative)
10:15 to 10:25 A.M.	Keynote address/most important statements (Highest ranking elected official or consumer with a fraud story)
10:25 to 10:30 A.M.	Closing remarks/reminder to collect handouts and information (USPS representative)

## Speech Segments to Be Used at Events

### Opening/Welcoming Remarks “Survive Today’s Economy: Avoid ID Theft and Fraudulent Schemes”

Good (morning/afternoon/evening).

I am pleased to be with you today to deliver an important consumer protection message.

For the U.S. Postal Service, customer service and consumer protection are year-round priorities.

We are very proud of the fact that Americans have placed their trust in the mail for well over 2 centuries.

In fact, for the last 5 years, Americans have voted the U.S. Postal Service the most trusted government agency for protection of consumers’ privacy.

We take our role in connecting every household and business in the nation through the mail very seriously.

That’s why we’re doing all we can to educate, advise, and encourage consumers to protect themselves by investing in their financial knowledge — because an educated consumer is really the best defense against criminals.

With today’s challenging economy, scammers have doubled their efforts in stealing from American consumers through identity theft and fraudulent financial schemes.

That’s what we’re focusing on today.

The latest complaints relate to counterfeit checks, including cashier’s checks, checks that look like they’re drawn on business accounts, money orders, traveler’s checks, and gift checks.

So when we talk about consumer protection, we understand that we are also talking about safeguarding the integrity of our national economic system. Fraudulent schemes include reshipping scams, fraud on the Internet, foreign business offers, sudden riches, work-at-home schemes, sweetheart scams, overpayments, and rental schemes.

As always, during National Consumer Protection Week, we have a lot of information to share about fraud. How to recognize it. How to avoid it. And who to contact if your personal identification information has been compromised, to help you investigate suspicious offers you may receive, or to report offers you believe are fraudulent.

As you take the time this year to increase your knowledge about identity theft and fraudulent schemes, know that you are securing a foundation for your family and friends to stand on as well.

As you learn about your rights and research issues concerning these crimes, you’re making life that much tougher for criminals.

Two out of three adults say they receive at least one potential scam contact per week.

Eighteen percent of adults say they or a family member has fallen for one of these scams. And a majority of people surveyed by the Alliance for Consumer Fraud Awareness believe that perpetrators of fraudulent schemes are responsible for making good on fraudulent checks.

The truth is that even the most educated consumer can be a target when financial pressures mount. And, of course, we are all susceptible to human weakness and the desire to hit it rich or make easy money fast.

That’s when a little support from a friend or family member can go a long way.

So, all of us need to be educated about fraud, and to share that information with others.

What are some of the more common things to look out for? What are the warning signs of a fraudulent scheme?

- No legitimate transaction includes overpayment or requires a refund.
- Typically, phony checks and money orders are so realistic-looking that even bank tellers can be fooled. You can get information from money order and check providers with tips to help tell if their products are real.
- The best way to avoid being a victim is to be cautious. If it seems too good to be true, it likely is. If a person approaches you and wants to complete the transaction in a hurried manner or is pressuring you to do so, reconsider the transaction altogether.

In almost every case, if you exercise judgment and common sense, it is likely you’ll find clues to help you avoid being a victim of a fraudulent scheme. Consumers should also educate themselves to know how to recognize the most common of these schemes.

Take home information today and read it.

Visit [www.FakeChecks.org](http://www.FakeChecks.org) and learn why if the offer looks too good to be true, it probably is. You will find plenty

of information on various scenarios of fraudulent schemes: reshipping scams Internet fraud, foreign business offers, sudden riches, work-at-home schemes, sweetheart scams, overpayments, and rental schemes.

There are many forms of fraud. And we can be sure that con artists will continue to devise new ways to defraud the public.

But there is no reason any of us should feel defenseless or become a victim.

Now is the time to make the investment in yourself and family and educate yourselves about identity theft and the schemes that are lurking about, seeking to destroy everything you've worked so hard to build.

Whatever you do, don't take this lightly. Don't think that this can't happen to you. Don't think you're too smart for this kind of thing.

It has happened to the best of us. It can and it does happen to people just like you and me.

So, let's do all we can to put identity thieves and scammers out of business. The only true way to stop these crimes is through increased public awareness, education, vigilance, and aggressive law enforcement.

Do your part and make the most important investment you'll ever make.

Educate yourself, use your judgment, and whatever you do, don't be an easy target.

Though identity theft and fraudulent schemes are crimes, the real crime is not knowing what to look out for.

The sooner you invest in your education about these crimes, the better!

The power to beat these fast-growing crimes rests in your hands.

### **Opening/Welcoming Remarks (Alternative 1)**

Good (morning/afternoon/evening):

It's a pleasure for me to be with you today.

Since 1998, the country has dedicated 1 full week as National Consumer Protection Week (it's in March this year). It is a time when government agencies, consumer protection groups, and industry associations join together across the country to put a spotlight on how consumers can protect their interests and avoid fraud.

The Postal Service and the Postal Inspection Service are pleased to be members of the National Steering Committee helping to lead the effort this year.

For over 200 years, postal inspectors have been fighting fraud, protecting the mail, and working on behalf of the American people to promote the honesty and integrity of the American marketplace.

And in 1971, the office of the Consumer Advocate was established within the Postal Service to ensure that the interest of the American consumer would be a guiding light in the development and delivery of mail service to the nation.

Today, all of us in the Postal Service take the opportunity of National Consumer Protection Week to thank all our customers for their business — it is a pleasure to serve you.

And as National Consumer Protection Week implies, we take this time to remind everyone that consumer fraud exists and that there are simple principles that consumers can employ to protect themselves from becoming victims of fraud.

This year we're concentrating on problems that many, many Americans have seen firsthand in the past few years — identity theft and fraudulent schemes. And in today's challenging economy, it's not getting any better.

Thousands of us have had our personal identification information compromised. Others are approached online, by phone or via the mail to make business or personal arrangements with someone sight unseen, and that someone wants to consummate the arrangement with a check. But for one reason or another, all or part of the check needs to be wired back.

We want you to learn about identity theft and fraudulent schemes. Knowing about these crimes could keep you from losing thousands of dollars. The sooner you educate yourself and your loved ones about these crimes, the better!

Here to tell us more about these types of fraud is \_\_\_\_\_.

### **Opening/Welcoming Remarks (Alternative 2)**

Good (morning/afternoon/evening):

It's a pleasure to be here today. I thank all of you for coming out.

The United States Postal Service is part of the fabric of America. We trace our roots to 1775 and Ben Franklin.

Throughout the history of our nation, the Postal Service has been a partner in the progress of the American people. And as our country has grown and been transformed over the years, so has the Postal Service.

We carry 46 percent of the world's card and letter mail volume, are the nation's second largest employer, have 34,000 facilities, and process 670 million mailpieces each day.

And today, we are transforming our business to make it quick, easy, and convenient for customers to do business with us — over the Internet, over the phone, or over the counter in the Post Office.

However, the one thing that has never changed is our focus on service to our nation, to our communities, and to each and every customer.

It is because of this historic relationship that we have the honor to lead in a nationwide effort of great importance.

National Consumer Protection Week 2009 lasts only 7 days. However, we hope and believe that the basic message we deliver today can last a lifetime.

The Postal Service has been given the unique mission to bind the nation together through the correspondence, communications, and commerce that are delivered through the mail.

With the support of friends and family, common sense, consumer education, and the resources of the local community behind them, all Americans can protect themselves from fraud and benefit from the genuine opportunities that America has to offer.

This year we focus our attention on identity theft and on financial schemes you would never fall for in person — that's why many of them occur online. Someone offers you a work-at-home job opportunity reshipping merchandise, wants to give you a sweepstake prize, or wants to pay for something you advertised for sale or for rent. All of these scenarios ultimately lead to you getting one or more checks to cash for the fraudster, provided you quickly wire some or all of that check back. Knowing about these various schemes could save you thousands of dollars.

Though identity theft and fraudulent schemes are crimes, the real crime is not knowing what to look out for.

The sooner you invest in your education about these crimes, the better.

Joining us now to share information about protecting yourself against these crimes is \_\_\_\_\_.

### **Opening/Welcoming Remarks (Alternative 3)**

***This option includes introductions of other speakers***

Good (morning/afternoon/evening):

Thank you for joining us.

It's a pleasure to be with you as the nation celebrates National Consumer Protection Week. Our theme this year is "Survive Today's Economy: Avoid ID Theft and Fraudulent Schemes."

We have a great message to deliver today, some important information to share, and some very special guests.

We are very lucky to have with us:

*(The highest ranking official always speaks first or last. In the case of elected officials, especially congressional members, they usually prefer to speak last.)*

- (Name) ... (Title) ... (brief comment possibly) (e.g., Rob Roberts, legislative aide for Representative John Smith, with a timely message of support).
- Mayor (Name), who will speak about resources and support available to local citizens).
- (Name), National Consumers League representative, sharing (his/her) insights on how consumers can combat fraud.
- And, Postal Inspector (name) will share (his/her) experience with us.

Also, we have a very interesting video on how fraudulent schemes can happen — which you can watch today — and information on other types of fraud. So make sure you have that information before you leave.

Our first speaker is ...

### **Remarks of Postal Service Representative (Alternative 1)**

Although con artists can be very clever, and their con games can be very convincing, consumers are not — or at least, should not — be defenseless.

First, and foremost, we all need to use common sense. If something sounds too good to be true, it probably is. If something doesn't feel right, we probably should investigate more.

For example, why would anyone pay money to receive a free prize? Or how is it possible that someone could really believe an e-mail that says you've just won a foreign lottery?

And we must always be on guard for any request for personal information — whether it is a Social Security number, a PIN, or checking account information. You wouldn't give a stranger the keys to your home — why give them the keys to your personal life?

But people do it.

So remember: if it smells fishy, you are probably the one on the wrong side of the pole. Don't bite.

Take advantage of the free information that is available. Read the brochures we have here today. Go online to [www.FakeChecks.org](http://www.FakeChecks.org). The information is there.

### **Remarks of Postal Service Representative (Alternative 2)**

*In this speech, name the six scenarios, but choose one scenario to highlight in your remarks. The other scenarios could be used as support in an interview.*

Every year, thousands of consumers are victimized by fraud. If you take their bait and put a check into your bank account, then wire that money out before the check clears, you will be on the hook to your bank for that money. My goal today is to tell you about some of the leading types of



identity theft and fraudulent schemes. I want you and your family to be able to identify fraud before you fall victim to it.

If you follow our tips, and leave your money where it is, you'll recognize when something sounds too good to be true, and really is just that.

According to the National Consumers League, victims of fraudulent schemes lose an average of \$4,000. In addition, according to the Federal Bureau of Investigation's (FBI's) Internet Crime Complaint Center, the amount of reported losses from fraudulent schemes quadrupled in 3 years.

Though there are various fraudulent schemes, a common theme exists in all of them: Just because a deposited check shows up as "funds available" in your account register, it doesn't mean the check is good or has cleared. Federal law gives consumers the right to have quick access to the funds from deposited checks (usually within 1 to 5 days). However, it can take weeks for counterfeits to be discovered.

Remember, you will be responsible for *all* fees associated with a counterfeit check.

The main thing to remember when it comes to fraudulent schemes is this — no one who wants to give you money should ask you to send them money.

Fraudulent schemes generally fall into one of the following scenarios: reshipping scams, fraud on the Internet, foreign business offers, sudden riches, work-at-home schemes, love losses, overpayments, and rental schemes.

## Suggested Information to Highlight in Speech Segments

### Reshipping Scams

Have you been asked to receive packages at your home or business and mail them to someone else? Postal inspectors advice: Don't do it!

Criminals use a variety of come-ons to trick people into reshipping fraud. They may even send counterfeit mailing labels to their recruits as a part of the scheme. The U.S. Postal Service returns packages with invalid postage.

See if you recognize one of these reshipping scenarios:

#### *Work-at-Home Scams*

Criminals post phony job announcements on Internet career sites offering positions such as "merchandising manager," "package processing assistant," or a similar title. Job duties include receiving packages and mailing them to a foreign address on behalf of a client. They may even send you postage-paid mailing labels.

*The real story:* A criminal has purchased merchandise with stolen credit cards and needs your help to smuggle

the goods out of the country. The company is fake — even the mailing labels are counterfeit. And you are committing a felony when you help out these criminals.

#### *Sweetheart Scams*

Fraudulent reshippers also lurk on dating websites. They send a few e-mails to get to know you, and may even send a photo or flowers. Once they have your attention, they ask you to help their business or family by shipping packages to Europe or Africa. They may even claim to be working with a charity or mission, and request help in getting "donated" merchandise delivered to Africa or another part of the world.

*The real story:* You're being asked to commit a crime by smuggling stolen goods. The photo may look like your perfect match, but it's a fake — and could be the picture of your worst nightmare.

#### *Postage-Paid Label Scams*

Scammers sometimes buy merchandise on Internet auction or classified advertisement sites (and they often use counterfeit checks or stolen credit accounts to pay.) When they contact the seller, they ask if they can provide a postage-paid shipping label instead of paying for postage. Then they e-mail a label that looks legitimate.

*The real story:* The label is counterfeit or it was bought using a stolen credit card. When postal inspectors or other law enforcement officers follow the clues to the return address, it often leads to an unsuspecting victim of a postage-paid label scam. Too often, the victim tells how the payment for the merchandise bounced too.

USPS Click-N-Ship customers will want to make special note of this scheme.

What should you do if you've been tricked into reshipping fraud?

- Don't accept packages at your address for people you don't know.
- Be wary of anyone asking to send you a mailing label purchased online.
- Stop all communication with operators who try to solicit your help in reshipping items.
- If you already have merchandise from such an offer, don't mail it.
- Keep all correspondence (e-mails, faxes, etc.) related to these scams.
- Contact postal inspectors at 877-876-2455.

### Fraud on the Internet

Old games, new tricks. Con artists are always offering deals that sound "too good to be true." Originally, they came by mail or a phone call. Now they're coming through a more anonymous venue to pitch fraud — the Internet.

Although the Internet offers a safe and convenient venue to do business, fraudsters also like the Internet — to target unsuspecting consumers.

Online scammers can ignore national borders or boundaries. They have only one objective: to steal your money. Whether it's auction fraud or identity theft, reshipping scams or foreign lotteries, be cautious, and be smart.

U.S. postal inspectors offer these tips:

- Be suspicious of e-mail that appears to be from banks, online auction sites, or other retailers.
- Never use a link in an e-mail to visit a website.
- Only purchase goods and services from sites you trust.
- Examine all online offers before buying anything. When you're online, be on guard. Don't respond to suspicious e-mail and mail, and hang up on phone offers that sound "too good to be true."

The U.S. Postal Inspection Service has these consumer brochures to help you learn more about fraud concerns:

#### **Identity Theft**

Publication 280 text-only version, [www.usps.com/cpim/ftp/pubs/pub280/welcome.htm](http://www.usps.com/cpim/ftp/pubs/pub280/welcome.htm)

#### **Consumer Fraud By Phone or Mail**

Publication 281 text-only version, [www.usps.com/cpim/ftp/pubs/pub281.htm](http://www.usps.com/cpim/ftp/pubs/pub281.htm)

#### **Consumer & Business Guide to Preventing Mail Fraud**

Publication 300-A text-only version, [www.usps.com/cpim/ftp/pubs/pub300a/welcome.htm](http://www.usps.com/cpim/ftp/pubs/pub300a/welcome.htm)

#### **Prevención del Fraude Postal Prevención del Fraude Postal**

Publicacion 300-A-S text-only version, [www.usps.com/cpim/ftp/pubs/pub300as.htm](http://www.usps.com/cpim/ftp/pubs/pub300as.htm)

#### **Stop • Think • Click: An Overview of Computer Security**

The Internet gives you access to information, entertainment, financial offers — frankly, countless products and services. At the same time, it can leave you open to online scammers, identity thieves, and more. Learn experts' top tips for computer security, <http://www.onguardonline.gov/>.

For more information on Internet fraud, visit [www.lookstoo goodtobetrue.com](http://www.lookstoo goodtobetrue.com)

#### **Foreign Business Offers**

The potential victim receives an e-mail from a supposed foreign official, businessman, etc., with a proposal. The sender wants to move large sums of money from a foreign country and needs assistance. The victim is usually offered a portion of the proceeds. If the victim agrees, he usually receives checks for large sums of money in the mail. The

victim deposits the checks into his bank account and the funds are posted to the account and shown as "available."

The fraudster wishes to send more money to the victim but quickly needs a portion of it returned in order to supposedly bribe an official, pay transfer fees, etc. The victim believes the previously deposited checks were genuine because the funds show as "available" in his bank account, so he honors the request and wires a portion of the funds back to the fraudster. The original deposited checks are returned as counterfeit and the victim is then held responsible for the loss and associated fees.

#### **Sudden Riches**

The potential victim receives a letter stating he has the right to receive a substantial sum of money. For example, the letter may say that the potential victim has won a foreign lottery or is the beneficiary of someone's estate, such as that of a long-lost relative. The letter will inform the victim that he must pay a processing or transfer fee before receiving the money. However, a check or money order is enclosed to cover the required fee. The letter will ask the victim to deposit the check or money order into his bank account and wire the fee to a third party, usually in a foreign country.

No legitimate contest promoter will ever ask for money to be paid upfront in order to send out a prize. It's also wise to ask yourself whether you even entered the contest in the first place.

#### **Overpayments**

A scammer offers overpayments on items that a consumer advertised in the classifieds or on an online auction. The scammer sends the seller a check or money order for more than the purchase price and then asks that the extra money be sent to someone who will take care of shipping.

In another scenario, scam artists say that a check or money order payment will come from someone who owes them money and tell the victim to deduct his/her share and send the rest. They may claim they're in a foreign country and that because of currency differences it's difficult to make payment directly.

Consumers who buy and sell on craigslist should make special note of this scheme.

There's no reason to have someone else send payment.

Scammers sometimes claim they sent the wrong amount "by mistake" and ask victims to return the excess. Legitimate buyers will be happy to send the exact amount you're owed.

#### **Remarks to Close the Event (Alternative 1)**

Thank you (last speaker).

As you have seen and heard today, fraud comes in many forms and every one of us can be a target — young

and old, rich or poor. But we never have to face the problem alone. Our families and our friends are potent allies who can bring considerable experience and perspective to the fight against fraud.

And as we have made clear today, there are top-notch people in the Postal Inspection Service and in state, local, and federal agencies who are out there fighting fraud and bringing these criminals to justice.

The first and best line of defense is you, the educated consumer. Learn to recognize fraud. Understand the resources that are out there to help you. And watch out for family members, especially those who might be vulnerable for one reason or another. Together, we can stop fraud cold.

And that's what National Consumer Protection Week is all about.

So, let's do all that we can to put the scammers out of business. The only true way to stop identity theft and fraudulent schemes is through increased public awareness, education, vigilance, and aggressive law enforcement.

Do your part and make the most important investment you'll ever make.

Educate yourself, use your judgment, and whatever you do, don't be an easy target.

Though identity theft and fraudulent schemes crimes, the real crime is not knowing what to look out for.

The sooner you invest in your education about these crimes, the better!

The power to beat these fast-growing crimes rests in your hands.

And at your fingertips. Just type in [www.FakeChecks.org](http://www.FakeChecks.org) on your laptop or home computer for more detailed information, get the phone number to report fraud, and find tools for today's economy.

Thanks for coming. Please remember to pick up the resource materials before leaving today.

### Remarks to Close the Event (Alternative 2)

Thank you (last speaker)

Ladies and gentlemen, that concludes our program. I want to thank each of our speakers for joining us today and for sharing valuable information and insights on how each of us can fight fraud.

I invite you to stay a while and talk informally with our guest speakers. In addition, don't forget to check out the literature we have. And remember that more information is available online at <http://postalinspectors.uspis.gov/>.

Information also is available at [www.FakeChecks.org](http://www.FakeChecks.org), including phone numbers to report fraud and materials you can share with your friends and family.

Thank you.

### Remarks for Post Office Events

Good (morning/afternoon/evening).

I am pleased to be with you today to deliver an important consumer protection message.

For the U.S. Postal Service, customer service and consumer protection are year-round priorities.

We are very proud of the fact that Americans have placed their trust in the mail for well over 2 centuries.

In fact, for the last 5 years, Americans have voted the U.S. Postal Service the No. 1 government agency for consumer trust and the protection of privacy.

As always, during National Consumer Protection Week, we have a lot of information to share about fraud.

How to recognize it. How to avoid it. And who to contact to help you investigate offers you may receive or to report offers that you believe are fraudulent.

As you take the time this year to spruce up on your knowledge about identity theft and fraudulent schemes, know that you are securing a foundation for your family and friends to stand on as well. As you learn about your rights and research issues concerning fraud, you're making it that much tougher for criminals.

Two out of three adults say they receive at least one potential scam contact per week.

Eighteen percent of adults say they or family members have fallen for one of these scams. And a majority of people surveyed by the Alliance for Consumer Fraud Awareness believe that a counterfeit check writer is responsible for the funds.

The truth is that even the most educated consumer can be a tempting target when financial pressures mount.

And, of course, we are all susceptible to human weakness and the desire to hit it rich or make easy money fast.

That's when a little support from a friend or family member can go a long way.

So all of us need to be educated about fraud and to share that information with others. Here's some information on identity theft and fraudulent schemes for you to take home today and read.

Visit [www.FakeChecks.org](http://www.FakeChecks.org) and learn why if the offer looks too good to be true, it probably is. Do your part and make the most important investment you'll ever make.

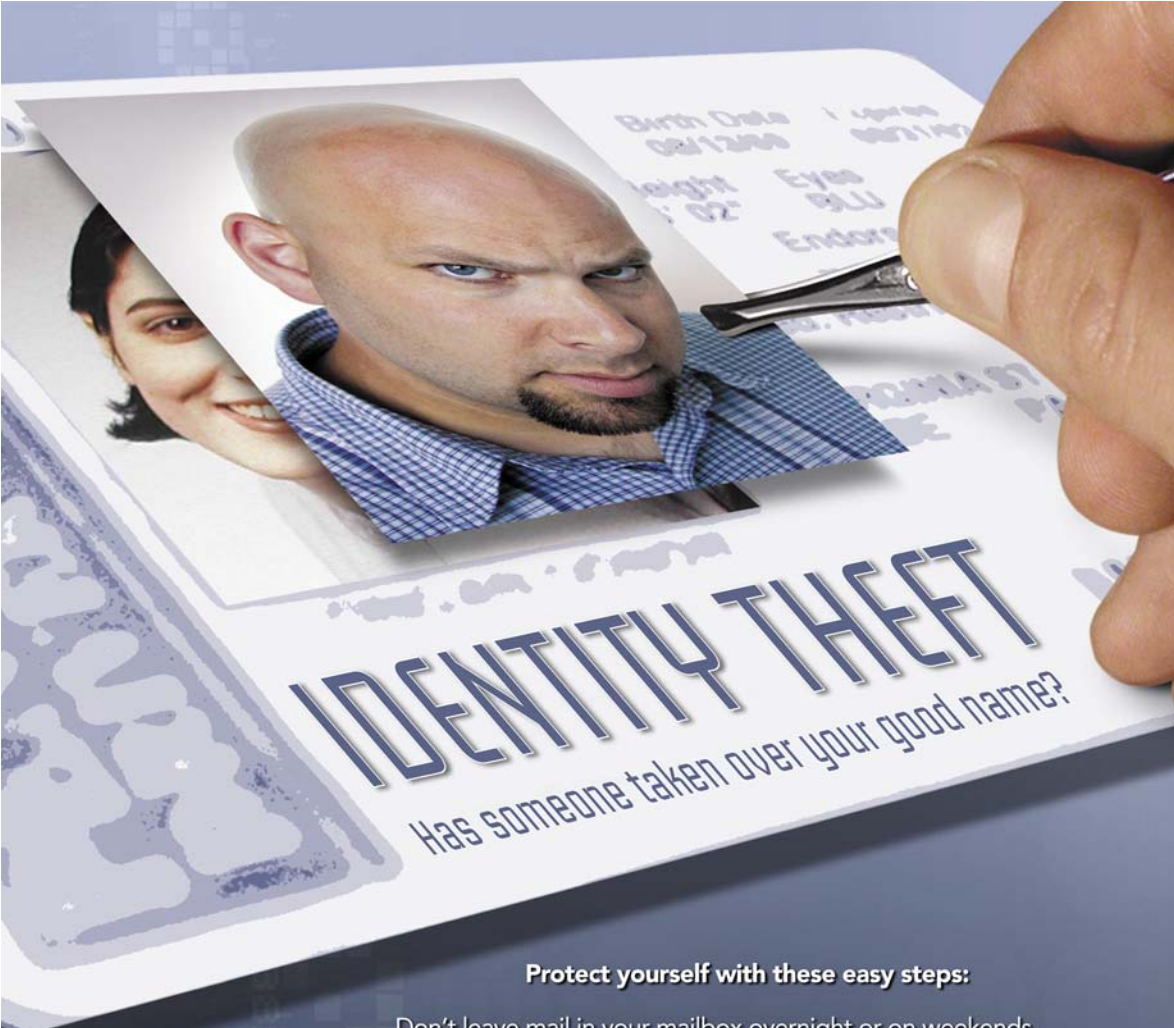
Educate yourself, use your judgment, and whatever you do, don't be an easy target.

Though identity theft and fraudulent schemes are crimes, the real crime is not knowing what to look out for. The sooner you invest in your education about these crimes, the better!

The power to beat this fast-growing fraud rests in your hands.

### National Consumer Protection Week Downloadable Posters

Poster #1: <http://postalinspectors.uspis.gov/radDocs/idposter.pdf>






**IDENTITY THEFT**  
Has someone taken over your good name?

**Protect yourself with these easy steps:**

- Don't leave mail in your mailbox overnight or on weekends.
- Deposit mail in U.S. Postal Service collection boxes.
- Tear up unwanted documents that contain personal information.
- Review your consumer credit report annually.

**THEFT**  
When Bad Things Happen  
To Your Good Name

For more information on identity theft, visit  
[www.usps.com/postalinspectors](http://www.usps.com/postalinspectors)  
If you are a victim, call the ID Theft hotline at 1-877-987-3728



H03-BLZ-PS-602



Poster #2: <http://postalinspectors.uspis.gov/radDocs/consumer/dial4eng.pdf>

**YOU HAVE THE RIGHT TO REMAIN SILENT.  
HE'S HOPING YOU DON'T.**



Telemarketing fraud costs Americans millions of dollars every year. And when it comes to phony investment “opportunities,” older Americans are prime targets.

Protect yourself:

- Take your time in making a decision – don’t rush into accepting these “high profit, low risk” offers.
- Get all information in writing before you consider investing.
- Put your number on the National Do Not Call Registry at 1-888-382-1222.



[www.usps.com/postalinspectors](http://www.usps.com/postalinspectors)

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**Call 1-877-987-3728**

for more information or to order “Dialing for Dollars,” a free DVD on telemarketing fraud.

**Hang up on phone fraud.**



**Call For Action**



## National Consumer Protection Week Downloadable Fraud Prevention Videos

<https://postalinspectors.uspis.gov/pressroom/videos.aspx>

### **Truth or Consequences: Fake Check Scams**

Mixed in with the bills, you get a surprise — it's a big check made out to you. It looks real, but is it? Before you cash that check, ask one simple question: Is it free money or a shortcut to big trouble? It looks like a real check, but is it? These days, the scammers are getting better and the scams more elaborate. Their fake checks and money orders are so good, they could fool your bank. It's harder and harder to know if the next big offer you receive is real or yet another scam designed to empty your pockets.

### **All the King's Men: Picking Up the Pieces**

Fraud schemes victimize millions of Americans each year, leaving many financially devastated. There are laws to protect victims and services and support available to them. The U.S. Postal Inspection Service urges victims to learn more about their rights and services by downloading our free video. Remember, being a victim of a crime is nothing to be ashamed of. And neither is seeking help to recover from it.

### **Nowhere to Run: Cross-Border Fraud**

The Internet and international phone calls make it easy for fraudsters to work from anywhere in the world. This video illustrates how U.S. postal inspectors created task forces with Canadian law enforcement partners to stop "long distance" scams.

### **Web of Deceit: Internet Fraud**

Internet scams are like old wine in new bottles. Telemarketing and mail fraud scams are now coming to you from cyberspace. This video tells the story of a scammer who uses the Internet to victimize unsuspecting consumers around the world until he gets caught in his own web of deceit. The video also provides tips on what to watch out for when you do business on the Internet.

### **Long Shot: Foreign Lottery Scams**

It's illegal to play foreign lotteries in the United States. But another reason not to play is that you are almost guaranteed to lose. And once you play, you can count on receiving more "chances" to play and lose. This free video tells the story of a foreign lottery fraud victim and the con artist behind the scam. Produced by High Noon Film and presented by the U.S. Postal Inspection Service, it also provides tips on helping you avoid becoming a victim of this scam.

### **Work-at-Home Scams: They Just Don't Pay**

Working at home has become attractive to many stay-at-home moms, college students, and retirees. While some jobs are legitimate, others just don't deliver on their promises. This free, short video tells the story of a new type of work-at-home scam and how a young mother gets caught up in it. It also provides tips on how you can avoid being duped by criminals and what to do if you've been victimized. This High Noon video is presented by the U.S. Postal Inspection Service.

### **Identity Crisis: Protect Your Identity**

Identity fraud is the fastest-growing crime in America. With millions of victims and losses in the billions of dollars, it continues to be one of consumers' biggest fears. This free video tells the story of a couple whose credit is ruined and of the criminals who defrauded them. The video by High Noon Film, presented by the U.S. Postal Inspection Service, also provides tips on how to protect yourself against identity fraud — and what to do if you become a victim.

### **Dialing for Dollars: Telemarketing Fraud**

Telemarketing fraud costs Americans millions of dollars each year. And when it comes to phony investment "opportunities," older Americans are prime targets. This free, 15-minute video tells the story of such a scam and the lives that are ruined by criminals. The film provides tips on how to protect yourself from investment fraud, and tells you what to do if you've been victimized. "Dialing for Dollars" is a High Noon video presented by the U.S. Postal Inspection Service.

## Postal Service Brochure Ordering Information

Postal Service publications make perfect handouts for customers during NCPW. They also are good resources for postmasters and managers when preparing for the week's events.

You can order these publications from the Material Distribution Center (MDC) by using touch-tone order entry (TTOE): Call 800-273-1509.

**Note:** You must be registered to use TTOE. To register, call 800-332-0317, option 1, extension 2925, and follow the prompts to leave a message. (Wait 48 hours after registering before placing your first order.)

Use the following information to order these publications:

Title	PSIN	PSIN	Quick Pick Number	Unit	Price	Min. Order	Bulk Pack
USPIS Guide to Preventing Mail Fraud	PUB 300-A	7610-04-000-6949	426	EA	\$0.2782	25	300
Consumer Fraud by Phone or Mail: Know How to Protect Yourself	PUB 281	7610-02-000-9388	641	EA	\$0.0420	100	1,000
A Consumer's Guide to Sweepstakes and Lotteries	PUB 546	7610-03-000-4600	465	EA	\$0.1200	50	800

### Proclamation: NCPW 2009

This proclamation can be adapted to reflect local community information and displayed at NCPW events as a visible display of a community's commitment to promoting National Consumer Protection Week.

Whereas National Consumer Protection Week was established in 1998 by representatives of federal, state, and local governments as well as national advocacy groups as a means to highlight consumer protection,

Whereas the Postmaster General established the office of the Consumer Advocate in 1971 to ensure that the interests of consumers would serve to guide the development, progress, and actions of the United States Postal Service,

Whereas Postal inspectors have safeguarded the sanctity of the U.S. Mail and protected Postal Service customers for more than 180 years, combating crimes such as robberies, mail theft, and fraud,

Whereas consumer fraud is detrimental to the economic interests of the nation and the well-being of its citizens,

Whereas fraud is destructive not only to individuals but to families, threatening their livelihoods, endangering their retirements, and attacking their household security,

Whereas fraud of all kinds frequently depends for its success upon the compliance and participation of its victims,

Whereas by its very nature fraud can be reduced and often eliminated by consumers who are educated and use common sense,

Whereas the national theme for this year is "Nuts and Bolts: Tools for Today's Economy,"

Whereas the focus of our efforts is on identity theft and fraudulent schemes,

And, whereas the (name of local city, municipality, etc.) is home to (more than X thousand) men, women, and children who depend on an open, honest, safe, and secure marketplace to conduct commerce and earn a living,

Resolved, that (local community or organization)

- (1) Supports National Consumer Protection Week
- (2) Joins with the U.S. Postal Service and the Postal Inspection Service to educate consumers on how to recognize and avoid identity theft and fraudulent schemes
- (3) And, declares (day of event) as Consumer Awareness Day.

## Congressional State/Manager/Representatives

To dial extension, please use area code and prefix (202) 268-xxxx.

State	Manager	Extension	Representative	Extension
Alabama	Mitch King	3740	Laurie Solnik	3743
Alaska	Mary Ann Simpson	3741	Linda Macasa	3750
American Samoa	Mary Ann Simpson	3741	Linda Macasa	3750
Arizona	Cathy Pagano	3427	Mico Milanovic	7217
Arkansas	Cathy Pagano	3427	Polly Gibbs	4387
California	Mary Ann Simpson	3741	Linda Macasa	3750
Colorado	Cathy Pagano	3427	Mico Milanovic	7217
Connecticut	Ken Currier	3616	Jo Waterman	6748
Delaware	Ken Currier	3616	Jo Waterman	6748
District of Columbia	Mitch King	3740	Jim Cari	6029
Florida	Mitch King	3740	Laurie Solnik	3743
Georgia	Mary Ann Simpson	3741	Linda Macasa	3750
Guam	Mary Ann Simpson	3741	Linda Macasa	3750
Hawaii	Mary Ann Simpson	3741	Linda Macasa	3750
Idaho	Mary Ann Simpson	3741	Linda Macasa	3750
Illinois	Sheila Meyers	2353	Talaya Simpson	7839
Indiana	Sheila Meyers	2353	Sheryl Bonifer	7505
Iowa	Sheila Meyers	2353	Sheryl Bonifer	7505
Kansas	Cathy Pagano	3427	Mico Milanovic	7217
Kentucky	Mitch King	3740	Laurie Solnik	3743
Louisiana	Cathy Pagano	3427	Polly Gibbs	4387
Maine	Ken Currier	3616	Kathy Sitterle	6027
Maryland	Mitch King	3740	Jim Cari	6029
Massachusetts	Ken Currier	3616	Jo Waterman	6748
Michigan	Sheila Meyers	2353	Talaya Simpson	7839
Minnesota	Sheila Meyers	2353	Sheryl Bonifer	7505
Mississippi	Mitch King	3740	Laurie Solnik	3743
Missouri	Sheila Meyers	2353	Sheryl Bonifer	7505
Montana	Mary Ann Simpson	3741	Linda Macasa	3750
Nebraska	Cathy Pagano	3427	Mico Milanovic	7217
Nevada	Mary Ann Simpson	3741	Linda Macasa	3750
New Hampshire	Ken Currier	3616	Jo Waterman	6748
New Jersey	Ken Currier	3616	Jo Waterman	6748
New Mexico	Cathy Pagano	3427	Mico Milanovic	7217
New York	Ken Currier	3616	Kathy Sitterle	6027
North Carolina	Mary Ann Simpson	3741	Linda Macasa	3750
North Dakota	Sheila Meyers	2353	Sheryl Bonifer	7505
Ohio	Mitch King	3740	Jim Cari	6029
Oklahoma	Cathy Pagano	3427	Polly Gibbs	4387
Oregon	Mary Ann Simpson	3741	Linda Macasa	3750
Pennsylvania	Mitch King	3740	Laurie Solnik	3743
Puerto Rico	Ken Currier	3616	Kathy Sitterle	6027
Rhode Island	Ken Currier	3616	Jo Waterman	6748
South Carolina	Mary Ann Simpson	3741	Linda Macasa	3750
South Dakota	Sheila Meyers	2353	Sheryl Bonifer	7505
Tennessee	Mary Ann Simpson	3741	Linda Macasa	3750
Texas	Cathy Pagano	3427	Polly Gibbs	4387
Utah	Cathy Pagano	3427	Mico Milanovic	7217
Vermont	Ken Currier	3616	Kathy Sitterle	6027
Virgin Islands	Ken Currier	3616	Kathy Sitterle	6027
Virginia	Mitch King	3740	Jim Cari	6029
Washington	Mary Ann Simpson	3741	Linda Macasa	3750
West Virginia	Mitch King	3740	Jim Cari	6029
Wisconsin	Sheila Meyers	2353	Talaya Simpson	7839
Wyoming	Cathy Pagano	3427	Mico Milanovic	7217

## Corporate Communications Managers

Name	Function	Office Telephone	E-mail Address
Joanne Veto	Public Relations & Promotional Communications, Headquarters	202-268-3118	<a href="mailto:joanne.m.veto@usps.gov">joanne.m.veto@usps.gov</a>
Gerry McKiernan	Media Relations, Headquarters	202-268-2599	<a href="mailto:gerald.j.mckiernan@usps.gov">gerald.j.mckiernan@usps.gov</a>
Connie Totten-Oldham	Strategic Communications & Integration, Headquarters	202-268-3276	<a href="mailto:connie.totten-oldham@usps.gov">connie.totten-oldham@usps.gov</a>
Roy Betts	Community Relations, Headquarters	202-268-3207	<a href="mailto:roy.a.betts@usps.gov">roy.a.betts@usps.gov</a>
Helen Skillman	Internal Communications, Headquarters	202-268-6712	<a href="mailto:helen.j.skillman@usps.gov">helen.j.skillman@usps.gov</a>
Nick Sucich	USPS-TV, Headquarters,	202-268-5178	<a href="mailto:nicholas.j.sucich@usps.gov">nicholas.j.sucich@usps.gov</a>
Irene Lericos	Field Communications, Headquarters	202-268-7650	<a href="mailto:irene.a.lericos@usps.gov">irene.a.lericos@usps.gov</a>
Thad Dilley	Brand Equity & Design, Headquarters	202-268-2194	<a href="mailto:thad.e.dilley@usps.gov">thad.e.dilley@usps.gov</a>
Kevin Coleman	Information Policies & Procedures, Headquarters	703-292-3962	<a href="mailto:kevin.j.coleman@usps.gov">kevin.j.coleman@usps.gov</a>
Earl Artis	A/Southwest Area	214-819-8748	<a href="mailto:earl.c.artis@usps.gov">earl.c.artis@usps.gov</a>
Larry Dingman	Southeast Area	901-747-7544	<a href="mailto:larry.d.dingman@usps.gov">larry.d.dingman@usps.gov</a>
Monica Hand	New York Metro Area	212-330-5139	<a href="mailto:monica.a.hand@usps.gov">monica.a.hand@usps.gov</a>
Debra Hawkins	Northeast Area	860-285-7265	<a href="mailto:debra.a.hawkins@usps.gov">debra.a.hawkins@usps.gov</a>
Jim Mruk	Great Lakes Area	630-539-6565	<a href="mailto:james.a.mruk@usps.gov">james.a.mruk@usps.gov</a>
Teresa Rudkin	Western Area	303-313-5130	<a href="mailto:teresa.rudkin@usps.gov">teresa.rudkin@usps.gov</a>
Don Smeraldi	Pacific Area	858-674-3149	<a href="mailto:don.a.smeraldi@usps.gov">don.a.smeraldi@usps.gov</a>
Paul Smith	Eastern Area	215-931-5054	<a href="mailto:paul.f.smith@usps.gov">paul.f.smith@usps.gov</a>
Deborah Yackley	Capital Metro Area	301-548-1465	<a href="mailto:deborah.a.yackley@usps.gov">deborah.a.yackley@usps.gov</a>

See also <http://www.usps.com/communications/newsroom/mediacontacts.htm> for more contacts.

## Postal Inspection Service Contacts

Area	Field Office	Name and Address	Office Phone
<b>Northeast</b>	Boston	Kenneth Walker 495 Summer St., Ste. 600 Boston, MA 02210-2114	617-556-0494
	Buffalo	Raymond Williams 1200 Main Place Tower Buffalo, NY 14202-3796	716-853-5332
<b>NY Metro</b>	New York	Al Weissmann PO Box 555 New York, NY 10116-0555	212-330-2270
	Newark	Ed Steed PO Box 11950 New Brunswick, NJ 08906-1950	732-819-3237
	San Juan	Eliezer Julian PO Box 363667 San Juan, PR 00936-3667	787-749-7654

Area	Field Office	Name and Address	Office Phone
<b>Eastern</b>	Pittsburgh	Andrew Richards 1001 California Ave., Rm. 2101 Pittsburgh, PA 15290-9000	412-359-7932
	Cleveland	Terrence Sullivan PO Box 5726 Cleveland, OH 44101-0726	216-443-4022
	Cincinnati	Lisa Fitzpatrick 895 Central Ave., Ste. 400 Cincinnati, OH 45202-1961	513-684-8038
	Charleston, WV	Cathy Cantley PO Box 1308 Charleston, WV 25325-1308	304-357-4136
	Lexington	Roberta Bottoms PO Box 11710 Lexington, KY 40577-1710	859-231-6781
	Philadelphia	Reginald Wade 333 E. City Line Avenue, 2nd Flr. Bala Cynwyd, PA 19004	610-668-4524
	Harrisburg	Lawrence Dukes PO Box 60035 Harrisburg, PA 17106-0035	717-257-2338
	Wilmington, DE	Yvette Thomas PO Box 10607 Wilmington, DE 19850	302-323-3765
<b>Cap Metro</b>	DC/Balt/No Va.	Jervey Rodgers 10500 Little Patuxent Pkwy., 2nd Flr. Columbia, MD 21044-3509	410-715-7726
	Charlotte	Justin Crooks PO Box 3000 Charlotte, NC 28228-3000	704-329-9131
	Charleston SC	Tom Gasser PO Box 40307 Charleston, SC 29423-0307	843-760-5441
	Columbia	John Galvin PO Box 1796 Columbia, SC 29202-1796	803-733-4637
<b>Southeast</b>	Atlanta	Yulanda Burns PO Box 16489 Atlanta, GA 30321-0489	404-608-4533
	Birmingham	Tony Robinson PO Box 381388 Birmingham, AL 35238-1388	205-326-2908
	Memphis	Katrina Chalmers 161 E. GE Patterson Ave. Memphis, TN 38103-9395	901-746-1024
	Miami	Delfin Alvarez 3400 Lakeside Dr., 6th Flr. Miramar, FL 33027-3242	954-436-7218
	Tampa	Douglas Smith PO Box 22526 Tampa, FL 33622-2526	813-281-5228
	Orlando	Ed Moffitt PO Box 620124 Orlando, FL 32862-0124	407-850-6391



Area	Field Office	Name and Address	Office Phone
<b>Great Lakes</b>	Chicago	Phil Steele 433 W Harrison Chicago, IL 60669-2201	312-983-7937
	Milwaukee	Lori Groen PO Box 788 Milwaukee, WI 53201-0788	414-287-2225
	St. Louis	Dan Taylor 1106 Walnut St. St. Louis, MO 63199-2201	314-539-9342
	Detroit	Wylie Christopher PO Box 330119 Detroit, MI 48232-6119	313-337-2187
	Grand Rapids	Jane Anderson PO Box 2245 Grand Rapids, MI 49501-2245	616-771-8527
	Indianapolis	Laura Carter 7188 Lakeview Pkwy. W. Dr. Indianapolis, IN 46268-4104	317-328-2515
<b>Western</b>	Denver	Richard Sheehan II 1745 Stout St., Ste. 900 Denver, CO 80202-3034	303-313-5335
	Omaha	Dave Margritz PO Box 249550 Omaha, NE 68124-9550	402-392-8925
	Minneapolis	Jeffery Long PO Box 580051 Minneapolis, MN 55458-0051	612-349-4703
	Des Moines	Sam Owens PO Box 566 Des Moines, IA 50302-0566	515-253-2683
	Kansas City	Donald Obritsch 6201 College Blvd., Ste. 400 Overland Park, KS 66211-2435	913-266-2443
	Phoenix	Patricia A. Armstrong PO Box 20666 Phoenix, AZ 85036-0666	602-223-3269
	Salt Lake City	Randy Tuckett PO Box 26065 Salt Lake City, UT 84126-0065	801-974-2274
	Seattle	Kimalie Hollomon PO Box 400 Seattle, WA 98111-4000	206-442-6336
	Spokane	Randy Griffin PO Box 1464 Spokane, WA 99210-1464	509-838-0257
	Portland	Dennis Fernald 921 S.W. Washington, Ste. 790 Portland, OR 97205-2898	503-279-2072
	Anchorage	Andrea Avery 341 W. Tudor Rd., Ste. 208 Anchorage, AK 99503-6648	907-261-6326

Area	Field Office	Name and Address	Office Phone
<b>Southwest</b>	Dallas/Ft Worth	Amanda McMurrey 14800 Trinity Blvd., Ste. 600 Fort Worth, TX 76155-2675	817-359-2797
	Little Rock	Daniel Medrano PO Box 15058 Little Rock, AR 72231-5058	501-945-6717
	Albuquerque	Wayne Palomar PO Box 25905 Albuquerque, NM 87125-0905	505-346-8493
	Houston	Manuella Bakker 650 N. Sam Houston Pkwy. W. Houston, TX 77067-9000	713-238-4484
	New Orleans	William Bonney PO Box 51690 New Orleans, LA 70151-1690	504-589-1205
	McAllen	Michael Martinez Partida PO Box 5129 McAllen, TX 78502-5129	956-971-1724
<b>Pacific</b>	Los Angeles	Renee Focht PO Box 2000 Pasadena, CA 91102-2000	626-405-1285
	San Diego	Rick Vida PO Box 122110 San Diego, CA 92112-2110	619-531-8213
	San Francisco	Hillary Smith PO Box 882528 San Francisco, CA 94188-2528	415-778-5941

### Area Consumer Affairs Managers and Customer Service Program Specialists

District/Area	Name	Hotline	Address	ZIP Codes Served
<b>Capital Metro Area</b>	Grove LeTarte (A)	301-548-1468	16501 Shady Grove Rd. Gaithersburg, MD 20898-3209	Baltimore, Capital, Greater South Carolina, Greensboro, Mid-Carolinas, Northern Virginia, Richmond
Baltimore	Renee Morant (A)	410-347-4669	900 E. Fayette St., Rm. 109C Baltimore, MD 21223-9631	210, 211, 212, 214, 215, 216, 217, 218, 219
Capital	Deborah Calloway (A)	202-636-1314	900 Brentwood Rd., NE Washington, DC 20066-9998	200, 202, 203, 204, 205, 206, 207, 208, 209
Greater South Carolina	Deborah Felder (A)	803-926-6389 / 6335	PO Box 929632 Columbia, SC 29292-9632	290-296
Greensboro	Cathel Brown	336-668-1235	PO Box 27499 Greensboro, NC 27498-9631	270-279, 286
Mid-Carolinas	Kathryn Kerzner	704-424-4422	2901 Scott Futrell Dr. Charlotte, NC 28228-9976	280-285, 287-289, 297
Northern Virginia	Chatika "Tika" Copeland	703-698-6563	8409 Lee Hwy. Merrifield, VA 22081-9631	201, 220-223, 226, 227
Richmond	Tyra Roberts	804-775-6165	1801 Brook Rd. Richmond, VA 23232-9631	224, 225, 228-239, 244
<b>Eastern Area</b>	Max Raizada	412-494-2504	5315 Campbells Run Rd. Pittsburgh, PA 60117-4000	Appalachian, Cincinnati, Columbus, Central PA, Kentuckiana, Philadelphia Metro, Northern Ohio, Pittsburgh, South Jersey
Appalachian	Cynthia Coles	304-561-1071 / 73	PO Box 59631 Charleston, WV 25350-9631	240-259, 261-268
Central Pennsylvania	Marita Hines	717-257-4803	1425 Crooked Hill Rd. Harrisburg, PA 17107-9631	169-188, 195, 196
Cincinnati	Bonni Manies	513-684-5794	1591 Dalton St., Rm. 108 Cincinnati, OH 45234-9631	410, 434-436, 450-455, 458, 470
Columbus	Linda Lantto	614-722-9758	850 Twin Rivers Dr. Columbus, OH 43216-9631	430-433, 437, 438, 456, 457
Erie	Sandra Jones (A)	814-836-7360	2709 Legion Rd. Erie, PA 16515-9621	155, 157-168
Kentuckiana	Cathy Snyder	502-473-4220 / 21	PO Box 31631 Louisville, KY 40231-9631	400-409, 411-418, 420-427, 471, 476, 477
Northern Ohio	Vanessa Hutchinson	216-443-4416	2400 Orange Dr., Rm. 25 Cleveland, OH 44101-9631	439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449

District/Area	Name	Hotline	Address	ZIP Codes Served
Philadelphia Metro	Regina Foster-Carter	215-863-6060	3190 S. 70th St., Rm. 503 Philadelphia, PA 19153-9631	189, 190, 191, 192, 193, 194
Pittsburgh	Betty Gordon (A)	412-359-7845	1001 California Ave. Pittsburgh, PA 15290-9631	150, 151, 152, 153, 154, 156, 260
South Jersey	Cathy Sinesi	856-933-4459	PO Box 9001 Bellmawr, NJ 08099-9631	080, 081, 082, 083, 084, 197, 198, 199
<b>Great Lakes Area</b>	Susan Shields	630-539-4835	244 Knollwood Dr., 4th Flr. Bloomington, IL 60117-4000	Central Illinois, Chicago, Detroit, Gateway, Greater Indiana, Greater Michigan, Lake-land, Northern Illinois, Southeast Michigan
Central Illinois	Beverly Howard	708-563-7751	6801 W. 73rd St. Bedford Park, IL 60499-9631	604, 605, 609, 613, 614, 615, 616, 617, 618, 619, 625, 626, 627
Chicago	Carmen Santiago	312-983-8403	433 W. Harrison St., 2nd Flr. Chicago, IL 60607-9631	606, 607, 608
Detroit	Pam Collins (A)	313-234-8842	1401 W. Fort Street, Rm. 226A Detroit, MI 48233-9501	481, 482, 492
Gateway	Beverly Lambert	314-436-3699	1720 Market St., Rm. 1015 St. Louis, MO 63155-9631	620, 622, 623, 624, 628, 629, 630, 631, 633, 634, 635, 650, 651, 652, 653
Greater Indiana	Joy Simmons	317-870-8243	PO Box 9631 Indianapolis, IN 46298-9631	460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 472, 473, 474, 475, 478, 479
Greater Michigan	Sabrina Todd	616-776-6149	PO Box 999631 Grand Rapids, MI 49599-9631	486, 487, 488, 489, 490, 491, 493, 494, 495, 496, 497
Lakeland	Garrett Hoyt (A)	414-287-2530	PO Box 5011 Milwaukee, WI 53201-5011	498, 499, 530, 531, 532, 534, 535, 537, 538, 539, 541, 542, 543, 544, 545, 549
Northern Illinois	Chris Bzdelik	630-260-5510	500 E. Fullerton Ave. Carol Stream, IL 60199-9631	600, 601, 602, 603, 610, 611
Southeast Michigan	Juanita Banks	248-336-3125	1 Ajax Dr., Ste. 101 Madison Heights, MI 48071-9620	480, 483, 484, 485
<b>New York Metro Area</b>	Duquesa Wright	718-321-5724	142-02 20th Ave., Rm. 320 Flushing, NY 11351-0500	Caribbean, Central Jersey, Long Island, New York, Northern Jersey, Triboro, Westchester
Caribbean	Iraida Reyes	787-622-1734	585 F. D. Roosevelt Ave., Ste. 195 San Juan, PR 00936-9631	006, 007, 008, 009
Central New Jersey	Jake Truex	732-819-3899	21 Kilmer Rd. Edison, NJ 08899-9631	077, 085, 086, 087, 088, 089
Long Island	Marge Brady	631-582-7510	PO Box 7604 Islandia, NY 11760-9631	005, 115, 117, 118, 119
New York	Rosalie Torres	212-330-3667	421 8th Ave., Rm. 4202-0 New York, NY 10199-9631	090, 091, 092, 093, 094, 095, 096, 097, 098, 100, 101, 102, 104
Northern New Jersey	Congetta "Connie" Chiricello	973-468-7098	494 Broad St., 2nd Flr. Newark, NJ 07102-9335	070, 071, 072, 073, 074, 075, 076, 078, 079
Triboro	Pelrique Price	718-348-3297	1050 Forbell St., Rm. 2015-0 Brooklyn, NY 11256-9631	103, 110, 111, 112, 113, 114, 116
Westchester	Rita Cody	914-697-7020	1000 Westchester Ave. White Plains, NY 10610-9631	004, 105, 106, 107, 108, 109, 124, 125, 126, 127
<b>Northeast Area</b>	Christine Murphy	860-285-7314	6 Griffin Rd. North Windsor, CT 06006-7030	Albany, Boston, Connecticut, Maine, Massachusetts, New Hampshire/Vermont, Southeast New England, Western New York
Albany	Dave Desrosiers	518-452-2406	30 Old Karner Rd. Albany, NY 12288-9631	120, 121, 122, 123, 128-139
Boston	Janice Jackson (A)	617-654-5891	25 Dorchester Ave., Rm. 4009 Boston, MA 02205-9631	021, 022, 024
Connecticut	Lori Gaither-Gordon	860-524-6398	141 Weston St., Rm. 206 Hartford, CT 06101-9631	060-069
Maine	Mike Doyle	207-828-7196	151 Forest Ave., Ste. 7022 Portland, ME 04101-9631	039, 040, 041, 042, 043, 044, 045, 046, 047, 048, 049
Massachusetts	Cheryl Coyne (A)	978-664-7641	74 Main St. N. Reading, MA 01889-9631	010, 011, 012, 013, 014, 015, 016, 017, 018, 019, 055
New Hampshire/Vermont	Kathi Roy	603-626-6818	955 Goffs Falls Rd. Manchester, NH 03103-9631	030, 031, 032, 033, 034, 035, 036, 037, 038, 050, 051, 052, 053, 054, 056, 057, 058, 059
Southeast New England	Sharon Angelone (A)	401-276-3917	24 Corliss St. Providence, RI 02904-9631	020, 023, 025, 026, 027, 028, 029
Western New York	Christine Kogutowski	716-846-2507	1200 William St., Rm. 100 Buffalo, NY 14240-9631	140-149
<b>Pacific Area</b>	Beate Boyd	858-674-3117	390 Main St., Ste. 710 San Francisco, CA 94105-2081	Bay-Valley, Honolulu, Los Angeles, Sacramento, San Diego, San Francisco, Santa Ana, Sierra Coastal

District/Area	Name	Hotline	Address	ZIP Codes Served
Bay-Valley	Elma Ramirez	510-251-3373	201 13th St., Rm. 228 Oakland, CA 94612-9605	939, 945, 946, 947, 948, 950, 951
Honolulu	Lynne Moore	808-423-3934	3600 Aolele St., Rm. 112 Honolulu, HI 96820-9631	967, 968, 969
Los Angeles	Beverly Young	323-586-4478	7001 S. Central Ave., Rm. 267-A Los Angeles, CA 90052-9631	900, 901, 902, 903, 904
Sacramento	Marilyn Starrett	916-373-8630	3775 Industrial Blvd. W. Sacramento, CA 95799-0070	936, 937, 938, 942, 952, 953, 956, 957, 958, 959, 960
San Diego	Jacqui Crist (A)	858-674-0569	11251 Rancho Carmel Dr., Rm. 144 San Diego, CA 92199-9631	919, 920, 921, 922, 923, 924, 925
San Francisco	Rachael Munoz	415-371-5163 / 65	PO Box 7834 San Francisco, CA 94120-7834	940, 941, 943, 944, 949, 954, 955, 962, 963, 964, 965, 966
Santa Ana	Sandra Alvarez	714-662-6275	3101 W. Sunflower Ave. Santa Ana, CA 92799-9325	905, 906, 907, 908, 917, 918, 926, 927, 928
Sierra Coastal	Alicia Delgadillo	661-775-6680	28201 Franklin Pkwy. Santa Clarita, CA 91383-9606	910, 911, 912, 913, 914, 915, 916, 930, 931, 932, 933, 934, 935
<b>Southeast Area</b>	Roland Bullock	901-747-7646	225 N. Humphreys Blvd. Memphis, TN 38166-0830	Alabama, Atlanta, Central Florida, Mississippi, North Florida, South Florida, South Georgia, Suncoast, Tennessee
Alabama	Viola Freeman	205) 521-0292	351 24th St. N., Rm. 123 Birmingham, AL 35203-9631	350,351,352,354,355,356,357,358,359,360,361,362,363,364,365,366,367,368
Atlanta	Kim Amis	404-765-7619	3900 Crown Rd. S.W., Rm. 2050 Atlanta, GA 30304-9631	300, 301, 302, 303, 305, 306, 311, 399
Central Florida	Alan Stigall	407-333-4804	PO Box 999640 Mid Florida, FL 32799-9640	327, 328, 329, 347, 349, 334
Mississippi	Doug Kyle	601-351-7353	PO Box 99655 Jackson, MS 39205-9655	369, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397
North Florida	Mary Dobbins	904-858-6511	PO Box 40005 Jacksonville, FL 32203-0005	320, 321, 322, 323, 324, 325, 326, 344
South Florida	Ellen Uptgrow	305-470-0801	2200 N.W. 72nd Ave., Ste. 225 Miami, FL 33152-9000	330, 331, 332, 333, 340
South Georgia	Donna Ricks	478-752-8730	451 College St. Macon, GA 31213-9631	298, 299, 304, 308, 309, 310, 312, 313, 314, 315, 316, 317, 318, 319, 398
Suncoast	Lina Hoffman	813-889-4316	6013 Benjamin Rd., Ste. 201 Tampa, FL 33634-5144	335, 336, 337, 338, 339, 341, 342, 346
Tennessee	Ruth McCarver	615-872-5623	811 Royal Pkwy. Nashville, TN 37229-9631	307, 370, 371, 372, 373, 374, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385
<b>Southwest Area</b>	Bill Halstead	214-819-8861	7800 N. Stemmons Fwy., Ste. 900 Dallas, TX 75247-4225	Albuquerque, Arkansas, Dallas, Fort Worth, Houston, Louisiana, Oklahoma, Rio Grande
Albuquerque	Anthony Baca	505-346-8063	1135 Broadway Blvd., NE, Rm. 221 Albuquerque, NM 87101-9631	865, 870, 871, 872, 873, 874, 875, 877, 878, 879, 880, 881, 882, 883, 884
Arkansas	David Thompson (A)	501-228-4280 / 4285	420 Natural Resources Dr. Little Rock, AR 72205-9631	716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729
Dallas	Kelley Davis	972-393-6731	951 W. Bethel Rd. Coppell, TX 75099-9631	750, 751, 752, 753, 754, 755, 756, 757, 758, 759
Fort Worth	Arlene Sanchez	817-317-3626	4600 Mark IV Pkwy. Fort Worth, TX 76161-9631	760, 761, 762, 763, 764, 768, 769, 795, 796, 739, 790, 791, 792, 793, 794
Houston	Jerry Warren	713-226-3147	PO Box 250001 Houston, TX 77202-9631	770, 771, 772, 773, 774, 775, 776, 777, 778
Louisiana	Vanessa Custard (A)	504-589-1420	701 Loyola Ave., Rm. 1101 New Orleans, LA 70113-9631	700, 701, 703, 704, 705, 706, 707, 708, 710, 711, 712, 713, 714
Oklahoma	Kerry Rennels	405-815-2342	320 S.W. 5th Oklahoma City, OK 73125-9631	730, 731, 734, 735, 736, 737, 738, 740, 741, 743, 744, 745, 746, 747, 748, 749
Rio Grande	Gerry Garcia	210-368-8448	10410 Perrin Beitel Rd. San Antonio, TX 78284-9631	733, 765, 766, 767, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 797, 798, 799, 885
<b>Western Area</b>	Pamela Brown	303-313-5500	1745 Stout St., Ste. 100 Denver, CO 80299-0100	Alaska, Arizona, Big Sky, Central Plains, Colorado/ Wyoming, Dakotas, Hawkeye, Mid-America, Nevada-Sierra, Northland, Portland, Salt Lake City, Seattle, Spokane
Alaska	Dawn Peppinger	907-564-2828	3201 C St., Ste. 201 Anchorage, AK 99503-9631	995, 996, 997, 998, 999
Arizona	Gwen Asher (A)	602-223-3229	PO Box 21628 Phoenix, AZ 85036-1628	850, 852, 853, 855, 856, 857, 859, 860, 863, 864

District/Area	Name	Hotline	Address	ZIP Codes Served
Big Sky	Lisa Blomquist	406-657-5775	841 S. 26th St. Billings, MT 59101-9631	590, 591, 592, 593, 594, 595, 596, 597, 598, 599
Central Plains	Vickie Schroeder	402-573-2110	5303 N. 91st Ave. Omaha, NE 68134-9631	515, 516, 664, 665, 666, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693
Colorado/ Wyoming	Joan Harriger (A)	303-853-6070	7500 E. 53rd Pl., Rm. 2214 Denver, CO 80266-9631	800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 818, 819, 820, 821, 822, 823 824, 825, 826, 827, 828, 829, 830, 831
Dakotas	Patti Larson	605-333-2646	PO Box 7570 Sioux Falls, SD 57117-7570	565, 567, 570, 571, 572, 573, 574, 575, 576, 577, 580, 581, 582, 583, 584, 585, 586, 587, 588
Hawkeye	Joni Martin	515-251-2330	PO Box 189996 Des Moines, IA 50318-9631	500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 520, 521, 522, 523, 524, 525, 526, 527, 528, 612
Mid-America	Ot Newman	816-374-9186	300 W. Pershing Rd., Ste. 207 Kansas City, MO 64108-9631	636, 637, 638, 639, 640, 641, 644, 645, 646, 647, 648, 654, 655, 656, 657, 658, 660, 661, 662, 667
Nevada-Sierra	Loretta Kirkpatrick	702-361-9466	1001 E. Sunset Rd., Rm. 1002 Las Vegas, NV 89199-9655	889, 890, 891, 893, 894, 895, 897, 898, 961
Northland	Natalie Sorvari	612-349-6397	100 S. 1st St., Rm. 121 Minneapolis, MN 55401-9631	540, 546, 547, 548, 549, 550, 551, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 566
Portland	Patricia Carcasses	503-294-7878 / 787	715 N.W. Hoyt, Rm. 1012 Portland, OR 97208-9631	970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 986
Salt Lake City	Ron Hubrich	801-974-2505	1760 W. 2100 St. Salt Lake City, UT 84199-9631	840, 841, 843, 844, 845, 846, 847
Seattle	Dana Blakeslee	206-378-2630	PO Box 90306 Seattle, WA 98109-9631	980, 981, 982, 983, 984, 985, 988, 989
Spokane	Steve Rorie	509-626-6721	707 W. Main Ave., Ste. 600 Spokane, WA 99299-9631	832, 833, 834, 835, 836, 837, 838, 990, 991, 992, 993, 994

— Public Relations and Promotional Communications,  
Corporate Communications, 1-29-09

**POSTAL NEWS**

Public Affairs Contact: xx  
(O) xxx-xxx-xxxx  
(C) xxx-xxx-xxxx  
xx@usps.gov

U.S. Postal Inspection Service Contact: xx  
(O) xxx-xxx-xxxx  
(C) xxx-xxx-xxxx  
xx@uspis.gov  
[uspis.com/news](http://uspis.com/news)

**Media Advisory****U.S. Postal Service Launches 2009 National Consumer Protection Week [Insert Event]**  
*"Nuts and Bolts: Tools for Today's Economy"*

- WHAT:** Postal Service™ officials will host a **[Insert Event]** to celebrate National Consumer Protection Week. Officials will distribute DVDs and brochures warning against identity theft and fraudulent schemes, providing consumers with valuable information about protecting their financial assets from these types of crimes, as well as ways to report suspected financial fraud.
- WHO:** [Insert Name, Title]
- WHEN:** [xx] A.M.  
**[Insert Day]**, March [xx]
- WHERE:** [Insert Event Address]  
[Insert Parking Availability]
- BACKGROUND:** National Consumer Protection Week, set for March 1–7, is a national program led by the Federal Trade Commission (FTC) to draw attention to issues and recommendations that help customers become smarter consumers of products, materials and services, and improve their knowledge of how to combat fraud of any type.
- The U.S. Postal Service® Office of Consumer Advocate and the U.S. Postal Inspection Service are working to educate consumers about identity theft and fraudulent schemes. The Postal Service will provide consumers with the tools and information needed to combat these types of crimes.
- According to the National Consumers League, reported losses from one type of mail fraud alone — fraudulent schemes — quadrupled in three years. Each victim of this type of scam loses an average of \$4,000.

###

The Postal Service will point customers to the website established by the Postal Inspection Service and its business partners: <http://postalinspectors.uspis.gov/> and [www.FakeChecks.org](http://www.FakeChecks.org).



An independent federal agency, the U.S. Postal Service is the only delivery service that reaches every address in the nation, 146 million homes and businesses, six days a week. It has 37,000 retail locations and relies on the sale of postage, products and services, not tax dollars, to pay for operating expenses. The Postal Service has annual revenue of \$75 billion and delivers nearly half the world's mail. To learn about the history of the Postal Service visit the Smithsonian's National Postal Museum at [www.postalmuseum.si.edu](http://www.postalmuseum.si.edu).

The U.S. Postal Inspection Service is the federal law enforcement, security and crime prevention arm of the United States Postal Service that protects the U.S. Postal Service, secures the nation's mail system and ensures public trust in the mail. To learn more, visit <http://postalinspectors.uspis.gov>.

###

# Claim Process Improvements

## Introduction

### Centralized Claims Process Coming Soon

Work is currently underway to centralize all claims in order to streamline the indemnity claims process and to provide customers with an easier and more consistent service. All claims will be processed by Accounting Services in St. Louis. On the retail systems (POS, IRT, etc.), AIC 539, Indemnity Claims Paid at Window, will be removed. Customers will have the option to file all domestic insurance claims, including domestic Express Mail® claims online, mail them directly to St. Louis, or submit their completed claim forms at a Post Office™. Registered Mail® and COD claims can be submitted only to Accounting Services by mail or at the local Post Office — no online option will be available.

All claims (domestic insurance, Express Mail, Registered Mail, or COD) submitted at the local Post Office must be sent to Accounting Services in St. Louis immediately. For any damaged items submitted to Post Offices, the review process remains the same: retain the item, complete the PS Form 2856, *Damage Report of Insured Parcel and Contents*, and submit the form to Accounting Services in St. Louis. If customers have already filed the claim, they must provide a letter (or online claim summary) from Accounting Services with the damaged article (to the local Post Office). If customers have not yet filed the claim, they must submit the completed PS Form 1000, *Domestic or International Claim*, with the damaged article (to the local Post Office).

Other changes coming soon include these revisions to PS Form 1000:

- Domestic and international claims are combined on a new PS Form 1000, thus obsoleting PS Form 2855, *Claim for Indemnity — International Registered Mail, Insured, Ordinary Parcel and Express Mail*, and all previous versions of PS Form 1000.
- The Post Office employee section is eliminated.
- PS Form 1000 is now a one-ply form, which can be ordered from the Material Distribution Center, or additional copies can be printed from any computer.

To support these claim changes, this is an itemized list of new or revised directives:

Directive Number	Directive Title
PS Form 1000	Domestic or International Claim
PS Form 2856	Damage Report of Insured Parcel and Contents

Directive Number	Directive Title
Pub 122	Customer Guide to Filing Domestic Insurance Claims or Registered Mail Inquiries
Notice 122	Domestic Indemnity Claims — Customer Quick Reference Guide
Notice 122A	Instructions to Initiate an Inquiry for International Mail
Handbook F-101	Field Accounting Procedures
POM	Postal Operations Manual
DMM	Mailing Standards of the United States Postal Service, Domestic Mail Manual
IMM	Mailing Standards of the United States Postal Service, International Mail Manual
PS Form 2855	Claim for Indemnity — International Registered Mail, Insured, Ordinary Parcel and Express Mail; Obsolete as of March 2, 2009

Detailed information on the updated directives will be published in the *Postal Bulletin* at a future date.

### Online Claims Expansion

Today, Click-N-Ship® and eBay customers can file their domestic insurance claims online at [www.usps.com](http://www.usps.com). Starting on March 2, all customers will have the added convenience of filing all domestic insurance claims (including Express Mail) online. The online service allows customers to file a claim for domestic insurance as well as view claim status and history at any time. This new option is convenient and it provides a quick and consistent claims process for customers. To file a claim online, customers should go to <http://www.usps.com/insuranceclaims/online.htm>.

### International Claims Update

The U.S. Postal Service® is simplifying its international services by replacing the current international claim form, PS Form 2855, with an updated PS Form 1000. The combined form will allow customers to use a single form for domestic and international claims and is another example of how the Postal Service™ is making our services work better for our customers.

Customers should continue to call 800-222-1811 to initiate an international inquiry. Once the inquiry of damage or loss is confirmed by USPS®, customers will be sent an information packet with the new PS Form 1000. For more information about international claims, go to <http://www.usps.com/insuranceclaims/intlclaims.htm>.

## Improving the Claims Process — Service Talk for Retail Employees

### What's Changed

To streamline the indemnity claims process and to provide customers with easier and more consistent service, the Postal Service is making the following changes, effective March 2, 2009:

- Expansion of the online claims process to include all claims for domestic insurance (Express Mail, Priority Mail, First-Class Mail, Media Mail, and Parcel Post), including Express Mail claims with no additional insurance. Currently, online claims are only available for Click-N-Ship and eBay customers. To file claims online, customers should go to [www.usps.com/insuranceclaims/online.htm](http://www.usps.com/insuranceclaims/online.htm).
- Revision of PS Form 1000 to include both domestic and international claims, thus eliminating PS Form 2855. The revised PS Form 1000 no longer requires any Post Office employee input.
- Direct filing of domestic claims by mail by customers directly to Domestic Claims, Accounting Services, PO Box 80143, St. Louis, MO 63180-0143. For international claims, customers should continue to call 800-222-1811 to initiate an inquiry. If the inquiry of damage or loss is confirmed by USPS, an information packet with a PS Form 1000 will be mailed to the customer.
- Filing of Registered Mail and COD claims by mail, but not online.
- Adjudication of claims centralized in St. Louis. No local adjudication at Post Offices.
- Modification of the damaged goods policy for domestic claims.
- Increased salvage value from \$10.00 to \$25.00 for both domestic and international items.

### Damaged Article Evaluation

#### Domestic Claims

- Customers must retain the damaged article and container, including the wrapping, packaging, and all contents received.
- If the claim requires a damage report, customers will receive a letter from Accounting Services to present the article, the packaging, and the letter to a nearby Post Office. However, if customers have not yet filed the claim, they will need to provide the completed PS Form 1000 with the damaged article to the local Post Office.
- If customers present a damaged article, Post Office employees must follow the current process: complete a PS Form 2856, retain the article, and

immediately mail the completed PS Form 2856 to Accounting Services in St. Louis.

#### International Claims

If customers present a damaged article, Post Office employees must follow the current process: complete a PS Form 2856, retain the article, and immediately mail the completed PS Form 2856 to Accounting Services in St. Louis.

### How Does It Affect Me

- All claims will be adjudicated in St. Louis, and may not be adjudicated locally; AIC 539 will be disabled from the retail systems.
- If customers submit their PS Form 1000 to the Post Office, accept it and mail it immediately to Domestic Claims, Accounting Services, PO Box 80143, St. Louis, MO 63180-0143. Do not turn the customer away.
- Accept all damaged items that are presented to the Post Office and follow the current process (complete PS Form 2856). Retain the item and all packaging until the claim is resolved. You will receive correspondence when the claim is resolved with instructions on how to handle the retained item.

## Customer Claim FAQs — Effective March 2, 2009

#### Q. What is a claim with the USPS?

A. A claim with USPS is a request by a postal customer for an indemnity payment that resulted from the loss, rifling, or damage to mailed items. The mailed items must have included postal insurance.

#### Q. Who can file a claim?

A. Either the mailer or addressee may file a domestic claim. For domestic indemnity claims (Insured, Registered, Collect on Delivery (COD), and Express Mail®), either the mailer or addressee may file. However, if the item has Merchandise Return Service, only the permit holder may file.

If the mailer files a claim for damage for an article still in the possession of the addressee, USPS Accounting Services will notify the addressee by mail to present the damaged article and mailing container, including any wrapping, packaging, and any other contents that were received, to the Postal Service for inspection. However, if mailers insist that the addressee return the article to them, the addressee must return the item through the U.S. Postal Service. The original mailing container, including the wrapping, packaging, and any contents that were

received, must be mailed inside a new mailing container with sufficient packaging material to prevent further damage to the article.

**Q. Where do I file a domestic claim with the USPS?**

- A. Starting March 2, three options will be available:
1. All domestic insurance claims (including Express Mail) can be filed online at [www.usps.com/onlineclaims](http://www.usps.com/onlineclaims).
  2. Complete the PS Form 1000 and mail to: USPS Accounting Services, PO Box 80143, St. Louis, MO 63180-0143.
  3. Complete the PS Form 1000 and submit it to your local Post Office. To find one near you, go to [www.usps.com/locator](http://www.usps.com/locator).

**Q. Why should I file my claim online?**

- A. Filing a claim online is convenient and easy: you can upload evidence to substantiate your claim, check the claim status, and view your claim history of other claims filed online. All online claims are immediately transferred to the Accounting Services department for claim resolution and adjudication.

**Q. How do I file an international claim with the USPS?**

- A. For shipments mailed to or from a foreign country using Express Mail International®, Global Express Guaranteed®, registered letter-post, recorded delivery, Insured Mail, or ordinary Parcel Post®, you must first call 800-222-1811 to initiate an international inquiry with the USPS. If your inquiry of damage or loss is confirmed by the USPS, an information packet with a claim PS Form 1000 will be mailed to you. To find more specific instructions for international claims, go to [www.usps.com/insuranceclaims/intlclaims.htm](http://www.usps.com/insuranceclaims/intlclaims.htm).

**Q. What is required to file a claim?**

- A. Claims filed by mail or at a Post Office must include the following:
- The completed PS Form 1000.

- The article number on the package or label.
- Evidence of insurance.
- Evidence of value.
- Proof of damage or missing contents.

For all claims submitted online, evidence of value is required and may be uploaded directly as part of the claim filing process, or may be mailed in. Evidence of insurance and evidence of damage may be uploaded with the claim. Customers need to retain evidence of insurance (except for Click-N-Ship customers) and evidence of damage until the claim is resolved. Uploaded files must be in PDF or JPG file format and less than 2MB in file size. More specific instructions for evidence of insurance, evidence of value, and proof of damage may be found online [www.usps.com/insuranceclaims/domestic.htm](http://www.usps.com/insuranceclaims/domestic.htm). This page will be modified on March 2 with the updated claim filing instructions.

**Q. How do I find my article number?**

- A. Your article number may be found on:
- The mailing receipt.
  - The online label record, if insurance was purchased online (through Click-N-Ship service or eBay).
  - The USPS sales receipt, if you bought the insurance at a Post Office or Automated Postal Center® (APC®).
  - The article mailed (below the barcode).

**Q. When can a domestic claim be submitted?**

- A. All claims for damage or missing contents should be filed immediately, but no later than 60 days after the mailing date.

Claims for lost articles (any mailing that has not been received or returned to the sender) must be filed within the time limits below. If you file your claim online, you may file it earlier and it will be held in a “pending” status until the earliest filing date.

Mail Type Or Service	When To File (From Mailing Date)	
	No Sooner Than	No Later Than
Insured Mail	21 Days	180 Days
COD	45 Days	180 Days
Registered Mail	15 Days	180 Days
Registered COD	45 Days	180 Days
Express Mail	7 Days	90 Days
Express Mail COD	45 Days	90 Days
APO/FPO Insured First-Class Mail, space available (SAM), or parcel airlift (PAL)	45 Days	1 Year
APO/FPO Insured (Surface Only)	75 Days	1 Year

*Q. When can an international inquiry be submitted?*

- A. Customers must initiate an inquiry before filing a claim unless they are in possession of a damaged item. Customers may initiate an inquiry by calling the USPS International Inquiry Center at 800-222-1811 within the time periods in the table below. If U.S. customers are in possession of a damaged item (except an item from Canada), they must complete PS Form 1000 and present it and the damaged item, container, wrapping, packaging, and any other contents to a Post Office immediately. If in receipt of a damaged item mailed in Canada, customers must contact the Canadian sender and instruct them to file a claim. Below are the international inquiry filing time limits:

International Mail Type Or Service	Who	When To File (From Mailing Date)	
		No Sooner Than	No Later Than
Global Express Guaranteed	U.S. Sender Only	3 Days <sup>1</sup>	30 Days
Express Mail International	U.S. Sender Only	3 Days <sup>2</sup>	90 Days
Express Mail International With Guarantee	U.S. Sender Only	3 Days <sup>1</sup>	30 Days <sup>3</sup>
Registered Mail and Priority Mail International Parcels	Sender or Addressee	7 Days	180 Days

**Note:** Inquiries are not accepted on First-Class Mail International™ (ordinary letters), Priority Mail International Flat-Rate Envelopes, Priority Mail International Small Flat-Rate Boxes (8 5/8 x 5 3/8 x 1 5/8 inches), or M-bags.

1. No sooner than 3 days or the guaranteed date of delivery.
2. No sooner than 3 days or the estimated delivery day.
3. 90 days to file for loss, damage, or rifling.

*Q. How do I check the status of a claim I already filed?*

- For claims filed online, you can sign in to your usps.com account to check the status.
- For claims filed by mail, you can call Accounting Services at 866-974-2733 (Mon–Fri from 7 A.M.–6 P.M. CST). You will need to provide the article number of your claim, the name on the claim, and the original claim filing date.

*Q. How do I get technical assistance with online claims?*

- A. Send an e-mail to the Internet Customer Care Center (IC3) at [icustomer@usps.com](mailto:icustomer@usps.com) with questions or technical issues regarding online claims. Your e-mail will be responded to within 24–36 hours. The hours of operation are 7 A.M.–11 P.M. EST, 7 days per week.

*Q. I purchased domestic insurance at an APC. Do I have the option to file my claim online?*

- A. Yes, starting on March 2, all articles shipped with the U.S. Postal Service with domestic USPS insurance (including Express Mail) are eligible for online claims. Either the mailer or addressee may file the claim. Be sure to keep the transaction receipt provided at the APC.

*Q. How long does the online claims submission process take? When can I expect a decision?*

- A. Submitting your claim online will take approximately 15 minutes or longer per article depending on the amount of items in your package. You may submit your claim online prior to the earliest filing date; however, processing will not begin until the earliest filing

date and will remain in a saved status until that time. You may also submit your claim online after the latest filing date but results may be impacted by the delay. If you have filed all of the items required for processing your claim, you can expect a response from Accounting Services within 10–30 days.

*Q. How do I file an appeal for my claim after I receive the decision?*

- A. After the original claim decision has been provided (i.e., denied or approved), you may appeal a decision within 60 days of the original decision date. Two options are available to file an appeal:

- You may appeal a claim decision in writing to the following address:  
Domestic Claim Appeals  
Accounting Services  
PO Box 80143  
St. Louis, MO 63180-0143
- ONLY if the original claim was filed online, you may submit the appeal via online claims:
  - Sign in to your online claims account at <http://www.usps.com/insuranceclaims/online.htm>, go to the Claims History page, and then click on the article number for the specific claim you wish to appeal. Once you are on the Claim Status page, click *Submit an Appeal*.
  - If you have any supporting documentation (evidence of value, evidence of insurance, etc.) to provide (that was not originally provided) to



substantiate your appeal, you can upload it online with your appeal. It must be in PDF or JPG file format and less than 2MB.

In your appeal (either online or by mail), explain why your case should be reviewed. Also, make sure that evidence of value, evidence of mailing, and insurance coverage for the article is included.

— *Product Development,  
Mailing Services, 1-29-09*

# Policies, Procedures, and Forms Updates

## Manuals

### DMM Revision: Use of Two-Way Indicia on Reusable Envelopes

Effective February 2, 2009, we are revising *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) 507.9.8.3 and 601.6.5 to allow the use of two-way indicia on reusable envelopes.

The use of reusable envelopes benefits mailers by eliminating the cost of providing separate reply envelopes and by freeing space within the outgoing mailpieces. This extra space can be used to include high-value material while controlling the weight of the outgoing mailpieces. Use of reusable envelopes benefits the environment by halving the number of envelopes needed to accommodate a direct mail campaign.

We broaden our support of reusable envelopes by allowing customers to print two-way indicia. Two-way indicia consist of a permit imprint representing the outgoing class of mail; with the Business Reply Mail® “No Postage Necessary If Mailed In The United States” imprint and horizontal bars immediately beneath it for the Business Reply Mail portion.

#### ***Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM)***

	*	*	*	*	*
<b>500</b>	<b>Additional Mailing Services</b>				
	*	*	*	*	*
<b>507</b>	<b>Mailer Services</b>				
	*	*	*	*	*
<b>9.0</b>	<b>Business Reply Mail (BRM)</b>				
	*	*	*	*	*
<b>9.8</b>	<b>Format Elements</b>				
	*	*	*	*	*

#### **9.8.3 “No Postage Necessary” Imprint**

*[Revise text of 9.8.3 as follows:]*

The imprint “NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES” must be printed in the upper right corner of the address side of the piece, except as allowed under 601.6.5 for reusable mailpieces with outgoing permit imprint indicia. The “NO POSTAGE NECESSARY” imprint

must not extend more than 1-3/4 inches from the right edge of the piece.

	*	*	*	*	*
<b>600</b>	<b>Basic Standards for All Mailing Services</b>				
<b>601</b>	<b>Mailability</b>				
	*	*	*	*	*
<b>6.0</b>	<b>Mailing Containers—Special Types of Envelopes and Packaging</b>				
	*	*	*	*	*

*[Revise the title of 6.5 and delete the introductory paragraph in its entirety. Renumber current 6.5a through 6.5c as new 6.5.1 through 6.5.3 (using the first sentence as their titles) as follows:]*

<b>6.5</b>	<b>Alternative Reusable Mailpieces That Originate as Permit Imprint Mailings</b>				
<b>6.5.1</b>	<b>Basic Design</b>				
	*	*	*	*	*
<b>6.5.2</b>	<b>Distribution</b>				
	*	*	*	*	*
<b>6.5.3</b>	<b>Return</b>				
	*	*	*	*	*

*[Add new 6.5.4 as follows:]*

#### **6.5.4 Two-Way Indicia**

When the permit imprint indicia for Standard Mail or First-Class Mail is printed on a reusable window envelope intended to be returned as Business Reply Mail (BRM), the imprint “NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES” must be printed on the envelope directly below the permit imprint indicia. See exhibit 6.5.4 below. These additional conditions apply:

- The permit imprint indicia must be located in the upper right corner of the address side of the mailpiece.
- The horizontal bars must be printed directly below the “NO POSTAGE NECESSARY” imprint and must not extend below the delivery line of the address.
- The other BRM elements as described in 507.9.8, with the exception of the facing identification mark

(FIM), must appear on the insert in the envelope window. The FIM C must be printed on the envelope under 708.9.0.

- d. The outgoing First-Class Mail portion with two-way indicia must be endorsed “Return Service Requested,” except for mailpieces participating in Address Change Service (ACS). First-Class Mail letters participating in ACS must be endorsed “Change Service Requested” for traditional ACS. Mailpieces with Intelligent Mail barcodes and requesting OneCode ACS must have the printed endorsement “Electronic Service Requested,” but the embedded request must be for “Change Service Requested” (option 1) only. Endorsements must not appear directly below or to the left of the postage area and must not be

visible when the mailpiece is configured for reply purposes (see 507.4.2).

- e. Standard Mail with two-way indicia should not be forwarded and must not be endorsed “Address Service Requested” or “Forwarding Service Requested.”

\* \* \* \* \*

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

— *Mailing Standards,  
Pricing, 1-29-09*

## DMM Revision: Loose Supplements to a Bound Publication — Periodicals

Effective February 2, 2009, the Postal Service™ is revising *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) 707.2.2.5 and 707.3.3.5 to allow a loose supplement to be included with a bound Periodicals publication without a wrapper. Previously, any supplement to bound Periodicals was required to be included with the host publication in an envelope, polybag, or other complete wrapper.

This revision permits a loose supplement to be mailed with an unwrapped bound Periodicals publication when all of the following apply:

- It is included within the same mailing as the host publication.
- The supplement bears a proper delivery address.
- The supplement includes the endorsement “Periodicals Supplement to,” followed by the “exact title” and “issue date” of the host publication.

Besides charging pound-price postage on such a supplement, an applicable addressed-piece price is charged to each addressed supplement, in addition to the piece price charged to each addressed piece of the host publication. The applicable postage statement, PS Form 3541, *Postage Statement — Periodicals One Issue or One Edition*, upon which such additional per-piece prices are claimed, must be annotated to indicate the number of addressed supplements in the mailing. An appropriate revision to PS Form 3541 will be made as soon as practicable to include a field making the handwritten annotation unnecessary.

We will incorporate these revisions into the next printed edition of the DMM and into the February update of the online DMM available via Postal Explorer® at <http://pe.usps.com>.

— *Mailing Standards,  
Pricing, 1-29-09*

## IMM Revision: M-Bags Update

Effective February 2, 2009, the Postal Service™ is revising *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) subchapters 260, 290, and 310 to clarify the eligibility for M-bags, which are direct sacks of printed matter mailed to a single foreign addressee. Additionally, we have reorganized these sections to clarify the following three types of M-bags: Airmail M-bags, International Priority Airmail™ (IPA®) M-bags, and International Surface Air Lift® (ISAL®) M-bags.

This revision also codifies that, when IPA and ISAL M-bags are dropped at an International Service Center (ISC), the drop shipment is not subject to the 11-pound minimum price; rather, it is subject to the 5-pound minimum price.

We have retitled “Merchandise” in IMM 261.22 to “Other Articles.” This designation more closely aligns our standards to the Universal Postal Union (UPU) Convention, and

more accurately conveys that the additional articles enclosed with printed matter in M-bags are not for resale.

Finally, after further investigation into UPU requirements, specifically UPU Convention Article 12, this revision modifies the article titled “IMM Revision: M-Bag Clarification” in *Postal Bulletin 22231* (4-24-08, page 15), which stipulated that the maximum weight of printed matter articles in an M-bag sack could not exceed 4 pounds. We have reversed our previous position and will remove this condition from the IMM.

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

— *Mailing Standards,  
Pricing, 1-29-09*

## Publications

### Publication 51 Revision: M-Bags Update

Effective February 2, 2009, the Postal Service™ is revising Publication 51, *International Postal Prices and Fees*, to modify the Airmail M-bag section. This revision will align Publication 51 with *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) revisions that will also be implemented on February 2, 2009.

In addition, we are revising the Publication 51 sections on International Priority Airmail™ (IPA®) and International

Surface Air Lift® (ISAL®) to provide clarity to those parts that make reference to IPA and ISAL M-bags.

We will incorporate these revisions into the next printed version of Publication 51 and into the next online update of Publication 51, which is available via Postal Explorer® at <http://pe.usps.com>.

— *Mailing Standards,  
Pricing, 1-29-09*

## Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups

Effective January 29, 2009, Publication 431, *Post Office Box Service and Caller Service Fee Groups*, is revised to include the following changes.

### Publication 431, *Post Office Box Service and Caller Service Fee Groups*

\* \* \* \* \*

[Remove the entries for the following ZIP™ Codes:]

ZIP Code
39817
48092
48327
48329
48686
49716
64183
88905
89159
89163
93435
95250
95314
98112

\* \* \* \* \*

The online version of Publication 431 is dated January 31, 2008. Changes made after January 31, 2008, have been published in the *Postal Bulletin*, and are also reflected in WebBATS. Publication 431 is currently available on the Postal Service™ PolicyNet website (<http://blue.usps.gov/cpim>):

- Go to <http://blue.usps.gov>.
- Under “Essential Links,” in the left-hand column, click *PolicyNet*.
- Click *PUBs*.

Offices with WebBATS access can view current Publication 431 information by generating a WebBATS Facility Information Report as follows:

1. Go to the “WebBATS main menu,” and select Reports. The reports page opens.
2. Under the “Clients/System column,” System category, click *Facility Information*.
3. View the “Fee Group” field in the report.

— *Value Added and Special Services, Mailing Services, 1-29-09*

## Memorandum of Policy

### New Memorandum of Policy: Postal Service Policy on Water Filtration

Memorandum of Policy (MOP) ERM-01-07-2009, *Postal Service Policy on Water Filtration*, is effective immediately.

The MOP establishes policy on use of water filtration devices or ozone and ultraviolet light treatment devices, and provides guidance and policy related to requests for additional treatment to potable water systems.

The MOP is available on the Postal Service PolicyNet website:

- Go to <http://blue.usps.gov>.

- Under “Essential Links” in the left-hand column, click *PolicyNet*.
- Click *MOPs*.

The direct URL for the Postal Service PolicyNet website is <http://blue.usps.gov/cpim>.

— *Environmental Policy and Programs, Employee Resource Management, 1-29-09*



## Forms

### New PS Form 1093 Applications for Post Office Boxes and Caller Service

Customers applying for new Post Office™ box service will need to submit a PS Form 1093, *Application for Post Office Box Service*, October 2008, and customers applying for caller service will need to submit a PS Form 1093-C, *Application for Post Office Caller Service*, October 2008.

PS Form 1093 was completely revised and a new PS Form 1093-C was created to accommodate the differences in regulations between Post Office box and caller/reserve service we provide to our customers. The revised PS Form 1093 for Post Office box customers is similar to the Post Office box online PS Form 1093. (See forms on pages [41-44](#) and [69-72](#).)

It is essential that all employees responsible for issuing Post Office boxes and caller service become familiar with the new forms and use the standard operating procedures for issuing Post Office boxes found on the Retail Web page at <http://blue.usps.gov/retail/L1InfoSystems.htm>. The new PS Form 1093 and PS Form 1093-C should be filed by box

number with the current PS Form 1093s. Both forms should be retained for 2 years after the box is closed.

**Note:** Postmasters and station managers must exhaust current supplies of PS Form 1093, *Application for Post Office Box or Caller Service* (July, 2007), before ordering the revised form(s) from the Material Distribution Center (MDC). Sites should only order the amount needed. These forms are also available online and can be printed as needed from <http://blue.usps.gov/formmgmt/forms.htm>. When ordering from the MDC, use PSN 7530-02-000-7165 for PS Form 1093, and PSN 7530-11-000-5120 for PS Form 1093-C.

— Retail Operations Support,  
Retail Operations, 1-29-09



## How to Apply for Post Office Box Service!

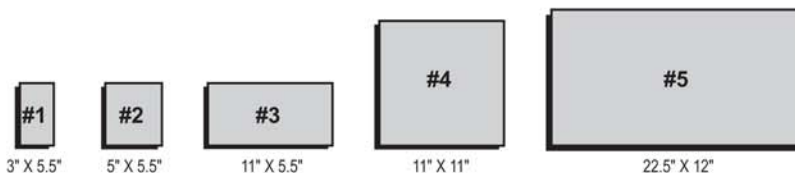
### The Safe Convenient Way to Get Your Mail



Many people have discovered that Post Office™ Box service is a safe, convenient way to receive their mail. People who run a club, business, or professional organization find that Post Office Box service gives them more room for higher volumes of mail.

**Benefits:** With a Post Office Box you enjoy many benefits.

- **It's early.** You can generally pick up your mail first thing in the morning and take care of business earlier in the day. Of course, you may also pick up your mail **anytime during the day**, if you prefer.
- **It's private.** Rest assured that checks, dividend payments, and other valuable correspondence are secure. You can also use your Post Office Box address for selected contacts and transactions.
- **It's convenient.** You can easily retrieve your mail during Post Office operating hours. In addition, some of our lobbies and box sections are open 24 hours a day, 7 days a week.
- **It's not one-size-fits-all.** We offer several box sizes for different fees (some Post Offices may not have every size). **Select the right size for your mail volume and schedule.** The sizes shown here are approximate. If you need more room than our largest box provides, ask at your local Post Office about Caller Service.



#### Obtaining Box Service

- **It's easy to find.** Find an available Post Office Box easily online by going to [www.usps.com/poboxes](http://www.usps.com/poboxes).
  - **It's simple! Two ways to apply:**
    - 1) **At a Post Office** – complete the tear-off section on the next page and turn it in to the Post Office most convenient for you. Once we verify your information and receive your payment, we will provide your Post Office Box address and begin your service.
    - 2) **Online** – complete the online application and make your first payment with a credit card.
- NOTE:** If you apply online or at a Post Office where the box is not physically located, you will be required to present two forms of valid identification to pickup the keys or combination number for the box at the Post Office where the box is located.

#### Fee Notification

At least twenty days before the fee is due, we put a notice in your Post Office Box. If you go out of town after turning in a temporary forwarding order, we can mail the notice to your temporary address.

#### Fee Payment

You can pay in advance for 6 months or 1 year. It is your responsibility to pay your fee on time. If you pay by mail, we must receive your payment by the due date.

#### Payment Options

- With a credit card at [www.usps.com/poboxes](http://www.usps.com/poboxes); make a one-time payment or sign up for automatic payment service.
  - With a credit or debit card at Automated Postal Centers (APCs) in select Post Offices.
  - With a check or money order by mail. Do not send cash by mail.
  - With cash, check, money order, or credit or debit card at the Post Office retail counter.
- Note:** Checks or money orders should be made payable to "U.S. Postal Service". If your check is returned by the bank, we must suspend your service until another form of payment is submitted. You may also incur a handling charge to cover our processing costs.

#### Late Payment

If you do not pay your Post Office Box fee on time, we must close your box and you will not be able to retrieve your mail. After 10 days of nonpayment, we remove the mail and treat it as undeliverable and terminate box service. Closed boxes become available for assignment to new customers immediately. You may also incur a handling charge to cover our processing costs.

#### Terms of Service

You may not use Post Office Box service just to avoid paying a forwarding charge or for any purpose prohibited by law or Postal Service™ regulations. We will immediately terminate Post Office Box service if used for any unlawful purpose. Post Office Box service may be provided to minors unless parents or guardians submit a written objection to the postmaster.

#### Accumulated Mail

We encourage you to remove your mail from your box regularly. You can make a special arrangement with the postmaster if you won't be able to pick up your mail. Complete PS Form 8076, *Authorization to Hold Mail*, and we'll take care of it. If the volume of your incoming mail repeatedly exceeds the capacity of the box you are using, we may require that you use caller service, change to a larger box (and pay applicable fees), or apply for service through one or more additional boxes. Your service may also be suspended.

**Change of Address**

If you choose to discontinue your Post Office Box service, please complete a change of address form found in the Mover's Guide® available in the lobby, or on our website: [www.usps.com/moversguide](http://www.usps.com/moversguide). After completing the form give it to one of our retail associates, or to your letter carrier, or you may mail it to your Post Office. Change of address orders may be filed as follows:

**Organizations**

Only the box customer or authorized representatives of the organization listed on the PS Form 1093 may file change of address orders. Forwarding of mail for other persons receiving mail at the box is the responsibility of the organization.

**Residential customers**

- 1) **Group E residential Post Office Boxes only:** The Post Office Box customer or any other person listed on the PS Form 1093 may file an individual change of address order. Only the box customer may file a change of address order for the entire family.
- 2) **All other residential Post Office Boxes:** Only the box customer listed on the PS Form 1093 may file change of address orders. Forwarding of mail for other persons receiving mail at the box is the responsibility of the box customer.

**Refunds of Post Office Box Fees**

The unused portions of Post Office Box fees will be refunded as indicated below:

**Refund based on 6-Month Payment:**

- If you cancel service and request a refund during the first 3 months of service, the refund will be ½ the fee paid.
- There is no refund after 3 months of Post Office Box service.

**Refund based on 12-Month Payment:**

- If you cancel the service and request a refund within the first 3 months of service, the refund will be ¼ the fee paid.
- If you cancel the service and request a refund within the first 6 months of service, the refund will be ½ the fee paid.
- If you cancel the service and request a refund within the first 9 months of service, the refund will be ¾ the fee paid.
- There is no refund after 9 months of Post Office Box service.

**Key Refund**

There is a \$1.00 key refund for each key returned to the Post Office where the box is located.

**Box Keys**

We issue two keys for key-type Post Office Boxes and issue an access code for combination lock-type Post Office Boxes. A \$1.00 deposit is required for each key and you can obtain additional keys (and pay applicable fees) if needed. Whenever your box service terminates, turn in all keys to the Postal Service. We refund the deposits for each key returned. Post Office Box keys may not be duplicated commercially.

**Updating Information**

The information on your PS Form 1093 must always be current. As soon as any information changes (such as your street address, telephone number, etc.), you are responsible for updating the form. Failure to update the application may result in a termination of service. We keep the form on file at the Post Office where you use the service.

**Box Service Address**

We deliver to your Post Office Box address as printed on your mail, so be sure to provide correct and current address information to your correspondents. Your Post Office Box number should appear on a separate line, followed by the Post Office's city, state, and ZIP+4® (when we assign your box number, we will provide the corresponding ZIP+4).

Use the following example as a guide for proper addressing:

JOHN DOE  
PO BOX 1122  
ANYTOWN NY 01234-1122

Your ZIP+4® is:

□ □ □ □ □ - □ □ □ □ □

**How to Use the Combination Lock**

1. Clear dial by turning RIGHT three times and stop on \_\_\_\_\_
2. Turn LEFT and stop the second time around on \_\_\_\_\_
3. Turn RIGHT and stop on \_\_\_\_\_
4. Turn latch key LEFT to open \_\_\_\_\_



**Privacy Act Statement:** Your information will be used to provide Post Office Box service. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we will be unable to provide this service to you. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities aiding us to fulfill the service (service providers); to process servers; to domestic government agencies if needed as part of their duties; and to a foreign government agency for violations and alleged violations of law. Information concerning an individual boxholder who has filed a protective court order with the postmaster will not be disclosed except pursuant to court order. For more information on our privacy policies see our privacy link on [usps.com](http://usps.com).



Box Number(s) _____			
<b>Application for Post Office™ Box Service</b>			
<i>Tear off this page, fill out all non-shaded fields, and take it to the Post Office.</i>			
1. Will this service be used for: (Required) <input type="checkbox"/> Business/Organization Use <input type="checkbox"/> Residential/Personal Use			
2. Name of Business/Organization (if applicable)			
3. Name of Person Applying (Last, First, MI -- include Title if representing a business/organization)			
4. Address Number, street, suite, _____  _____  City _____ State _____ ZIP +4® _____			Verify initials
5. Telephone Number (Include Area Code)		6. Email Address (Optional)	
7. Box Size Required: (See page 1 for more details) <input type="checkbox"/> Size 1 <input type="checkbox"/> Size 2 <input type="checkbox"/> Size 3 <input type="checkbox"/> Size 4 <input type="checkbox"/> Size 5			
8. Applicant must select and enter the ID number for two items of valid identification listed below. You must present the IDs at a Post Office. One item must contain a photograph and one must be traceable to the bearer (prove your physical address). Both must be current.		9. List the name(s) of all individuals, including members of a business, who will be receiving mail at this Post Office Box. All names listed must have verifiable identification and, upon request, present this identification to the Postal Service. A parent or guardian may receive the mail of minors by listing their names (no ID is required).	
<input type="checkbox"/> State Drivers License or State ID Card	Verify initials		Verify initials
<input type="checkbox"/> Passport, Alien Registration Card or Certificate of Naturalization	Verify initials		Verify initials
<input type="checkbox"/> Current Lease, Mortgage or Deed Of Trust	Verify initials		Verify initials
<input type="checkbox"/> Voter or Vehicle Registration Card	Verify initials		Verify initials
<input type="checkbox"/> Home or Vehicle Insurance Policy	Verify initials		Verify initials
<input type="checkbox"/> Armed Forces, Government, University or Recognized Corporate Identification Card	Verify initials		Verify initials
<b>Customer Note:</b> The Postal Service® may consider it valid evidence that a person is authorized to remove mail from the box if that person possesses a key or combination to the box.			
<b>SPECIAL ORDERS</b>			
10. Postmaster: The following named persons or representatives of the business/organization listed above are authorized to pick up mail addressed to this (these) PO Box number(s). All names listed must have verifiable ID and upon request, present this identification to the Postal Service (continue on reverse side if needed).			
Other Authorized Representative	Verify initials	Other Authorized Representative	Verify initials
Date Application Received	Service Dates _____ through _____	Customer Eligible for No-Fee Service <input type="checkbox"/> Yes <input type="checkbox"/> No	
11. <b>Signature of Applicant (Same as item 3).</b> I certify that all information furnished on this form is accurate, truthful, and complete. I understand that anyone who furnishes false or misleading information on this form or omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		Number of keys issued	Post Office Date Stamp
Privacy Notice: Privacy Act Statement is available on pages 2 and 4 of this form.			



# Pull-Out Information

## Fraud

### 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 Agreement make up the Corporate Account Number.

005424	032042	071158	103090	103913	110529	111381	112087	113152	113632	114326	135163	142993
005763	033005	071550	103107	103949	110530	111382	112159	113163	113641	114409	139603	142995
006016	033006	075263	103122	103968	110531	111438	112201	113167	113644	114443	142013	146025
008649	033027	075454	103161	105355	110544	111440	112263	113169	113652	114479	142019	146055
008759	034617	075602	103212	105442	110565	111442	112299	113171	113654	114485	142030	152114
010141	037136	076341	103218	105526	110582	111444	112334	113181	113656	114488	142034	152229
013095	037141	077035	103239	105922	110586	111449	112395	113198	113664	114492	142061	152524
014108	038268	077372	103277	107254	110594	111470	112574	113202	113675	114527	142066	156044
014185	038500	077685	103293	108517	110599	111480	112580	113211	113679	114529	142068	156099
014289	038579	077921	103314	109226	110618	111512	112589	113213	113705	114551	142097	156133
014358	038662	079046	103321	109566	110623	111613	112602	113224	113715	114589	142099	156178
015341	038667	080019	103322	109724	110624	111647	112605	113231	113735	114590	142131	159063
015575	041195	080075	103332	110002	110644	111648	112609	113235	113743	114596	142135	165082
015737	041347	080143	103339	110004	110645	111650	112634	113238	113757	114602	142173	165089
016553	042303	080190	103351	110006	110658	111652	112662	113239	113761	114607	142185	165121
016569	044163	080288	103354	110008	110662	111673	112700	113257	113781	114609	142192	170328
018584	048058	080307	103382	110009	110663	111687	112707	113264	113787	114623	142204	171120
018830	050024	080490	103387	110012	110688	111701	112716	113275	113792	114625	142209	180039
018934	050096	080606	103397	110014	110690	111741	112744	113276	113800	114635	142226	184044
019059	051064	080738	103404	110020	110694	111748	112832	113280	113807	114638	142273	185100
019607	053013	085049	103427	110025	110707	111778	112860	113290	113856	114639	142301	192804
019994	054320	085309	103432	110042	110709	111780	112920	113293	113885	114640	142392	192977
020621	055016	085314	103436	110055	110734	111793	112930	113314	113900	115374	142394	193113
020632	057068	085783	103440	110070	110744	111802	112959	113316	113901	116025	142410	193511
021037	058040	088110	103443	110082	110786	111807	112996	113322	113914	116031	142433	193563
021044	058045	088210	103448	110128	110794	111835	113003	113336	113917	116044	142445	197141
021256	058079	090652	103472	110130	110802	111844	113004	113342	113922	116049	142467	198255
021372	060035	091618	103478	110147	110818	111851	113005	113344	113934	116050	142507	200980
021674	060384	092743	103485	110157	110831	111857	113006	113357	113988	118088	142512	210085
021800	060395	093132	103488	110158	110834	111888	113009	113360	113991	118884	142548	210166
021809	061068	094938	103493	110188	110849	111890	113010	113361	113995	119113	142558	210869
021855	061128	094966	103494	110191	110857	111893	113014	113378	113998	119298	142563	220050
021903	061131	095365	103511	110220	110869	111926	113015	113388	114096	120239	142585	220376
022244	061420	095475	103596	110240	110878	111937	113017	113390	114125	120260	142620	220408
022322	063493	096495	103601	110247	110882	111941	113019	113409	114141	121001	142643	221328
022654	064380	097149	103611	110267	110889	111956	113021	113416	114146	121134	142753	222009
026372	065097	097316	103631	110269	110894	111960	113023	113417	114160	121264	142754	224019
026417	065261	097396	103635	110294	111093	111965	113024	113438	114162	122334	142770	224027
026628	065476	100102	103689	110311	111216	111998	113025	113478	114176	122404	142806	225018
027813	066415	100273	103699	110313	111228	112010	113033	113498	114184	123121	142832	225027
028157	067068	100559	103711	110317	111230	112034	113037	113514	114186	123151	142833	229021
028588	067106	100756	103759	110360	111251	112039	113053	113533	114192	126087	142834	229050
028722	069182	100760	103770	110362	111271	112042	113073	113540	114196	130021	142855	229069
028928	069215	101746	103792	110416	111275	112045	113080	113563	114198	130700	142874	229096
029130	069244	102356	103806	110445	111289	112053	113110	113567	114215	132049	142879	229099
030218	070032	103012	103824	110507	111328	112057	113131	113580	114246	132066	142886	231025
030316	070127	103074	103847	110520	111345	112058	113134	113615	114263	134024	142917	232404
031282	071027	103078	103889	110523	111370	112060	113144	113623	114316	134025	142990	235238



235369	296505	330030	<b>402001</b>	452704	554702	607164	662604	752096	841363	913089	941059	970321
235404	<b>301135</b>	330335	402377	452716	582001	607212	662676	752904	841367	913797	941118	970385
235437	301200	330700	402399	452733	598580	607502	662677	760046	841765	915673	941208	970595
235513	301562	330830	402806	453034	598656	607816	665300	767523	845029	917782	941464	970672
235577	302002	330984	405005	454750	599537	608021	666050	771085	846243	922036	941594	970886
270034	305714	331311	406100	454806	<b>600083</b>	608095	666155	772173	847005	924145	941688	970974
274115	305768	331768	407805	456031	600096	608227	668100	772256	853823	926170	941869	970979
275002	311571	332796	410035	461096	600147	608402	674245	777214	853824	926381	946139	971029
275040	312277	333033	424062	467104	600157	631026	675007	784336	853905	927482	948409	972637
277070	312449	333950	432498	480949	600193	658107	676205	786114	856091	928488	949311	972929
280055	312510	334704	432699	483016	600194	660057	681134	799205	891424	928500	949536	973319
292226	314356	334813	432862	483071	600447	660061	681492	<b>802020</b>	891512	928545	949572	976071
292272	314535	335108	432992	483576	600514	660074	681622	802350	895557	930041	950778	980242
292278	314829	336201	436030	485103	600917	660106	<b>722193</b>	802362	898034	931248	950831	981894
292311	314968	336238	436473	490702	600962	662135	730258	805108	<b>900028</b>	931319	951126	982128
292363	315006	337097	439001	491104	601005	662144	731367	806069	900088	931774	955018	982461
292410	317336	340200	441154	497219	601035	662149	731434	806202	901666	931836	958972	982539
292505	319152	347001	441198	<b>513125</b>	601106	662219	731458	810032	901929	932645	960088	983049
292518	321009	347017	441987	531448	601260	662235	731754	812022	902615	933182	967232	983093
292595	322043	347105	450110	537339	601422	662245	735066	824700	906051	937665	968000	984255
292610	323574	349731	451103	544076	602267	662343	735082	833223	906532	937714	968192	985102
292622	325036	352823	452046	551230	602747	662367	737019	836302	906605	937831	968348	988051
292638	325059	374007	452176	551232	602833	662371	740998	837155	906865	940450	968406	992411
293327	325070	374017	452359	553021	606222	662412	750010	837198	907404	940805	968502	995023
295465	327025	381502	452614	553769	606570	662416	750521	841271	907965	940966	968556	995851
296100	330006	388080	452645	554033	606664	662427	752022	841348	911146	941004	968805	995892

— Product Information Requirements, Mailing Services, 1-29-09

## 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.

<b>010 504 1932</b>	to	<b>1999</b>	043 205 5922	to	5999	086 000 8271	to	8299	380 165 1165	to	1199
011 582 1889	to	1899	044 087 3457	to	3499	086 798 3840	to	3849	381 325 4500	to	4599
011 588 2900	to	3099	044 087 4000	to	4099	088 404 4472	to	4499	381 604 2510	to	2699
012 579 5675	to	5699	045 524 4121	to	4298	088 404 5584	to	5699	381 645 9525	to	9599
013 289 6176	to	6199	046 800 9870	to	9899	089 358 2248	to	2257	383 314 3968	to	3999
013 610 0014	to	0099	047 352 4000	to	4099	<b>093 106 9346</b>	to	<b>9355</b>	383 892 1000	to	1344
014 932 1000	to	1099	048 383 7650	to	7659	093 203 0500	to	0599	383 892 1382	to	1399
014 972 0800	to	0899	048 396 3647	to	3699	093 684 3630	to	3699	384 925 3641	to	3654
015 363 0065	to	0099	<b>051 142 0755</b>	to	<b>0799</b>	094 081 5074	to	5099	385 568 2331	to	2399
017 028 3200	to	3299	051 774 8857	to	8899	094 580 7062	to	7099	385 599 7554	to	7575
018 569 5333	to	5399	051 781 2875	to	2885	094 639 4200	to	4299	385 774 2024	to	2099
018 986 5264	to	5299	051 977 7010	to	7023	095 070 7186	to	7199	386 624 1412	to	1599
019 518 2814	to	2899	052 058 7115	to	7199	095 076 8300	to	8399	386 883 8936	to	8999
<b>020 698 5159</b>	to	<b>5199</b>	057 670 0563	to	0599	095 354 6864	to	6899	387 314 5574	to	5599
020 844 7307	to	7399	058 187 3836	to	3899	097 224 1350	to	1599	387 837 6300	to	6399
020 972 8948	to	8999	058 591 1153	to	1299	<b>100 160 3800</b>	to	<b>3899</b>	388 828 0656	to	0699
022 021 9110	to	9181	058 895 3746	to	3799	104 667 6400	to	6499	389 696 2400	to	2799
022 037 1411	to	1499	059 986 0814	to	0899	104 876 8937	to	8999	389 846 3104	to	3135
022 527 9201	to	9210	<b>060 406 7650</b>	to	<b>7699</b>	<b>112 049 4413</b>	to	<b>4499</b>	389 846 3145	to	3195
023 637 7169	to	7199	063 491 8122	to	8199	112 870 9765	to	9799	389 887 9211	to	9230
024 380 4100	to	4199	063 916 9968	to	9999	114 402 3850	to	3899	389 887 9234	to	9299
024 496 6870	to	6896	064 091 4500	to	4599	114 866 5368	to	5397	<b>390 001 3182</b>	to	<b>3199</b>
025 092 0987	to	0999	065 170 0471	to	0499	116 154 2800	to	2899	390 001 3500	to	3699
025 369 5535	to	5599	065 255 7909	to	7999	116 986 4400	to	4499	390 545 5974	to	5999
025 729 1151	to	1199	065 392 6345	to	6399	117 175 1647	to	5169	391 104 6146	to	6199
025 729 1643	to	1799	066 099 2014	to	2099	117 951 4687	to	4699	391 574 1466	to	1499
026 492 3180	to	3199	066 648 2880	to	2899	117 951 5200	to	5299	391 783 3020	to	3599
027 361 0430	to	0499	066 787 3639	to	3699	119 850 7400	to	7499	391 792 6100	to	6199
027 369 4482	to	4495	066 845 7500	to	9999	119 850 7700	to	7999	392 668 2956	to	2999
027 671 8762	to	8776	067 093 3869	to	3899	121 634 0460	to	0499	392 854 8500	to	8899
027 787 9886	to	9899	068 895 0334	to	0399	122 451 9879	to	9899	393 584 7566	to	7699
027 965 9487	to	9499	<b>070 724 4488</b>	to	<b>4499</b>	124 916 0304	to	0499	393 650 0074	to	0099
028 100 8069	to	8099	070 841 9181	to	9199	<b>210 221 0548</b>	to	<b>0599</b>	393 838 8316	to	8499
028 191 1852	to	1999	070 844 2546	to	2599	<b>227 275 9400</b>	to	<b>9999</b>	393 893 6007	to	6099
028 850 3000	to	3199	070 916 1340	to	1399	<b>273 070 8059</b>	to	<b>8099</b>	394 126 6907	to	6999
029 510 1500	to	1599	071 047 5768	to	5799	273 775 7700	to	7899	394 189 0405	to	0599
<b>030 687 0903</b>	to	<b>0999</b>	071 179 9800	to	9899	<b>302 000 0000</b>	to	<b>9999</b>	394 822 3243	to	3278
030 701 3442	to	3499	071 386 3682	to	3699	<b>349 746 2056</b>	to	<b>2099</b>	394 990 1810	to	1899
031 077 4507	to	4799	071 507 6840	to	6899	<b>350 518 7350</b>	to	<b>7374</b>	395 343 3264	to	3299
032 295 7500	to	9999	072 045 9641	to	9699	<b>360 011 1690</b>	to	<b>1699</b>	395 373 3035	to	3099
034 394 1000	to	1099	072 675 8287	to	8299	360 168 6008	to	6099	395 396 9649	to	9799
034 943 0400	to	0799	077 617 5481	to	5499	360 173 8800	to	8899	395 970 3240	to	3299
035 035 4337	to	4399	077 999 4001	to	4090	360 324 2326	to	2399	397 622 4054	to	4099
037 706 9578	to	9599	078 174 4475	to	4499	362 861 3064	to	3099	397 819 8902	to	8999
037 805 3677	to	3699	078 219 4931	to	4999	<b>373 006 2176</b>	to	<b>2199</b>	398 149 7200	to	7699
037 909 5490	to	5499	078 250 4756	to	4799	374 768 2600	to	2699	399 070 0872	to	0899
037 931 4660	to	4699	078 823 8312	to	8399	375 169 4400	to	4599	399 156 7119	to	7199
039 145 6521	to	6595	079 374 0300	to	2499	375 829 3400	to	3499	399 203 5064	to	5099
<b>040 024 3901</b>	to	<b>3999</b>	079 807 2342	to	2399	375 851 9100	to	9199	399 296 9910	to	9999
040 674 7100	to	7199	<b>082 721 0228</b>	to	<b>0254</b>	376 196 0911	to	0999	399 396 8935	to	8999
040 688 8816	to	8899	083 140 5000	to	7499	378 085 3679	to	3699	399 792 7775	to	7799
041 299 6752	to	6799	083 784 8886	to	8899	378 351 1063	to	1099	399 792 8300	to	8399
041 623 8889	to	8899	083 913 6915	to	6999	379 843 5100	to	5199	<b>400 427 1051</b>	to	<b>1999</b>
041 803 6565	to	6599	084 478 3920	to	3999	<b>380 093 9600</b>	to	<b>9699</b>	401 045 1505	to	1549

401 045 1571	to	1599	420 661 4115	to	4199	<b>450 048 4173</b>	<b>to</b>	<b>4199</b>	463 176 4229	to	4299
401 294 2700	to	2799	420 758 9500	to	9699	450 048 4442	to	4699	463 185 2600	to	2799
401 310 9505	to	9599	420 969 3951	to	3971	450 560 5173	to	5199	463 227 7711	to	7799
401 382 5312	to	5399	420 969 3973	to	3999	450 620 3077	to	3099	463 414 4869	to	4899
402 578 7876	to	7899	421 116 3565	to	3599	450 620 3135	to	3199	463 808 3484	to	3499
403 125 6744	to	6799	421 130 9300	to	9399	450 780 2716	to	2799	463 945 7400	to	7899
403 260 7000	to	7499	421 313 4500	to	4999	450 801 2700	to	2799	464 629 9000	to	9399
403 280 6470	to	6499	421 364 5537	to	5599	451 109 2967	to	2984	464 711 4332	to	4399
403 685 8600	to	8699	421 656 2609	to	2699	451 115 4110	to	4125	465 692 3963	to	3999
404 003 0300	to	0399	421 988 9700	to	9799	451 115 4127	to	4199	465 698 8300	to	8599
404 041 8838	to	8899	422 172 4667	to	4699	451 746 0700	to	0799	465 743 7745	to	7799
404 071 4268	to	4299	422 484 4212	to	4299	452 265 0074	to	0099	466 798 6056	to	6067
404 347 5356	to	5399	422 556 1270	to	1299	452 265 0246	to	0299	467 147 4300	to	4399
404 347 5548	to	5599	422 587 7024	to	7099	452 265 0335	to	0999	468 079 5782	to	5799
404 726 4500	to	4599	422 819 7533	to	7599	452 509 1169	to	1199	469 067 2817	to	2899
404 961 5001	to	5199	422 842 5073	to	5087	452 855 6471	to	6499	469 127 8000	to	8199
405 325 0188	to	0198	422 907 7563	to	7599	452 890 4679	to	4799	469 213 0359	to	0399
406 009 4587	to	4599	424 500 6050	to	6099	452 900 8215	to	8238	469 213 0500	to	0599
406 260 6830	to	6899	424 641 8500	to	8599	453 117 9146	to	9199	469 561 8011	to	8099
406 459 6641	to	6999	424 871 6600	to	6699	453 334 3631	to	3699	469 658 1961	to	1999
406 733 3000	to	3999	425 298 2352	to	2399	453 603 7841	to	7891	469 666 9900	to	9999
407 545 1557	to	1599	425 418 4269	to	4299	453 650 1140	to	1199	469 678 1900	to	1999
407 594 0412	to	0599	425 418 4405	to	4499	453 741 1300	to	1399	469 781 4900	to	4999
407 692 9100	to	9299	426 547 4566	to	4599	454 013 2919	to	2999	469 947 6960	to	6999
407 959 2190	to	2199	427 412 6337	to	6499	454 186 2411	to	2499	<b>470 755 5800</b>	<b>to</b>	<b>5818</b>
408 265 2275	to	2288	427 481 0900	to	0999	454 268 4883	to	4899	471 918 0300	to	0999
408 499 7700	to	7799	428 027 2742	to	2752	454 302 5400	to	5499	471 985 2408	to	2419
408 499 7900	to	7999	429 474 4172	to	4199	454 490 8300	to	8399	472 191 6700	to	6799
408 682 8484	to	8599	429 889 2900	to	2999	454 547 7434	to	7499	472 270 2555	to	2599
408 698 7015	to	7099	<b>430 150 4401</b>	<b>to</b>	<b>4599</b>	454 922 4867	to	4895	472 987 0213	to	0241
409 072 3941	to	3999	430 172 9800	to	9899	455 221 1348	to	1499	472 987 0290	to	0299
<b>410 491 2311</b>	<b>to</b>	<b>2399</b>	430 177 1900	to	2099	455 364 2147	to	2199	473 151 2069	to	2199
410 694 8400	to	8599	430 444 9500	to	9699	455 399 5400	to	5499	473 666 9138	to	9199
410 775 1500	to	1599	430 664 4070	to	4099	455 476 0676	to	0699	473 952 3429	to	3499
410 795 7927	to	7999	432 168 8419	to	8499	455 543 0618	to	0699	474 108 5402	to	5499
410 867 0917	to	0966	432 708 6800	to	6999	456 410 9006	to	9099	474 356 5193	to	5299
410 867 0970	to	0999	432 744 1544	to	1599	456 470 4146	to	4299	474 949 3366	to	3399
411 868 1023	to	1199	432 995 9775	to	9799	456 619 4460	to	4499	475 134 9362	to	9399
411 922 2322	to	2399	433 003 5800	to	5899	457 333 2686	to	2699	475 167 9667	to	9699
412 193 0900	to	0999	433 757 3047	to	3099	457 729 1767	to	1777	475 319 3415	to	3499
412 395 8599	to	8699	433 765 4003	to	4099	457 937 8615	to	8699	475 319 3649	to	3799
412 485 6500	to	6599	434 482 7060	to	7199	458 028 9810	to	9899	475 340 6400	to	6599
412 485 6610	to	6699	434 513 2386	to	2399	458 057 2712	to	2999	475 424 8410	to	8499
412 885 5953	to	5999	434 968 3076	to	3092	458 069 9537	to	9599	475 629 9156	to	9199
414 193 3608	to	3674	435 303 1831	to	1842	458 069 9665	to	9699	475 850 6101	to	6199
414 193 3677	to	3699	435 303 1986	to	1999	458 337 5222	to	5299	475 875 2500	to	2599
414 411 7348	to	7399	435 666 6092	to	6399	458 354 7653	to	7999	476 169 8264	to	8299
414 640 0757	to	0799	436 082 6400	to	6899	458 671 8678	to	8699	476 189 3000	to	3499
414 965 1727	to	1799	436 160 6441	to	6499	458 671 8721	to	8798	476 331 2480	to	2499
417 302 8104	to	8199	437 316 7115	to	7199	458 847 5044	to	5999	477 289 8601	to	8699
417 387 6532	to	6599	437 427 0500	to	3499	459 274 7624	to	7699	477 681 5206	to	5299
417 496 6800	to	6999	439 179 2300	to	2399	459 365 5432	to	5499	478 010 4243	to	4268
417 871 9250	to	9299	439 310 0458	to	0499	459 378 5764	to	5799	478 010 4270	to	4291
417 930 9533	to	9599	<b>440 698 1947</b>	<b>to</b>	<b>1999</b>	459 472 4816	to	4999	478 450 5071	to	5099
418 164 6500	to	6799	440 858 6300	to	6399	<b>460 349 6878</b>	<b>to</b>	<b>6899</b>	478 469 7838	to	7858
418 423 9863	to	9899	440 858 6420	to	7299	460 550 1909	to	1999	478 469 7883	to	7899
418 633 5922	to	5999	441 199 1655	to	1699	460 997 5234	to	5299	479 280 9800	to	9899
418 719 8520	to	8599	443 127 3648	to	3699	461 973 6443	to	6499	479 365 9116	to	9176
418 744 2235	to	2299	443 127 4000	to	4099	462 152 0107	to	0299	479 412 9900	to	9999
418 962 2848	to	2899	443 673 7900	to	7999	462 274 1072	to	1099	479 667 6190	to	6199
419 543 0286	to	0299	443 800 9335	to	9399	462 277 8373	to	8399	479 748 9680	to	9699
419 730 0300	to	0399	444 382 8822	to	8899	462 554 6051	to	6099	479 860 7000	to	7199
<b>420 277 0015</b>	<b>to</b>	<b>0049</b>	444 390 1667	to	1699	463 011 5529	to	5540	<b>480 526 2000</b>	<b>to</b>	<b>2099</b>
420 599 0734	to	0798	444 457 3854	to	3899	463 176 4115	to	4199	480 640 6330	to	6399

480 658 0568 to 0599	<b>500 064 1858 to 1869</b>	621 614 7907 to 7930	641 383 8739 to 8799
480 689 5100 to 5199	500 070 5725 to 7799	621 614 7932 to 7999	641 877 3187 to 3299
481 072 9463 to 9499	<b>600 645 3223 to 3299</b>	621 648 8021 to 8199	641 877 3310 to 3399
481 673 0074 to 0095	601 339 1200 to 1399	621 648 8500 to 8599	642 355 8094 to 8199
482 527 1500 to 1599	601 653 5884 to 5899	621 904 8351 to 8599	642 355 8308 to 8999
482 541 5255 to 5299	601 661 7700 to 7799	621 916 1978 to 1989	642 900 0018 to 0099
482 729 6800 to 6899	601 682 5343 to 5399	622 989 8032 to 8099	643 030 6254 to 6299
483 363 7207 to 7299	601 928 1600 to 1699	623 076 9300 to 9399	644 066 0882 to 0899
483 402 2356 to 2399	602 512 2972 to 2999	623 819 5006 to 5099	644 069 0600 to 0699
483 486 5100 to 5199	602 555 2400 to 2799	623 895 8200 to 8399	644 077 7506 to 7699
483 632 1521 to 1599	602 829 7061 to 7099	623 917 0000 to 0099	644 085 8157 to 8199
483 632 2600 to 2799	603 483 9572 to 9599	623 917 0200 to 0299	644 112 9839 to 9899
483 849 1615 to 1699	603 490 7200 to 7299	624 468 5288 to 5299	644 373 9083 to 9099
484 174 4803 to 5299	603 678 7100 to 7199	624 665 3162 to 3198	644 380 1460 to 1499
484 323 8900 to 9199	603 678 7662 to 7699	625 088 6735 to 6799	644 733 4715 to 4799
484 680 5000 to 5038	603 678 7902 to 7999	625 916 9500 to 9799	644 900 9712 to 9799
484 680 5040 to 5074	603 678 8418 to 8499	625 968 8956 to 8999	644 901 0109 to 1299
484 680 5077 to 5099	603 678 8700 to 9999	627 005 3938 to 3999	644 901 1325 to 1399
485 029 4913 to 4999	604 086 0880 to 0899	627 384 3907 to 4099	644 923 6800 to 7799
486 176 0600 to 0699	604 349 1414 to 1499	627 496 7549 to 7599	644 932 4655 to 4699
486 559 7555 to 7599	604 503 7776 to 7799	627 708 3605 to 3699	645 318 7240 to 7499
486 696 3023 to 3199	605 520 9037 to 9099	627 776 2500 to 2599	645 333 1766 to 1799
488 173 7900 to 7999	605 685 4010 to 4099	628 226 3100 to 3199	645 790 8632 to 8699
488 206 4100 to 4199	605 988 6467 to 6499	628 814 4702 to 4799	645 821 0657 to 0699
488 226 0200 to 0299	607 689 7951 to 7960	628 851 9689 to 9699	645 930 7948 to 7999
488 709 3906 to 3999	607 728 1276 to 1299	629 510 7200 to 7299	645 975 0737 to 0762
488 855 8359 to 8399	608 727 7100 to 7199	629 964 4200 to 4294	646 242 6200 to 6299
489 181 8963 to 8999	608 727 7273 to 7599	<b>630 389 3056 to 3071</b>	646 270 7639 to 7799
489 223 2000 to 2099	608 813 9950 to 9999	630 463 0588 to 0599	646 798 4000 to 4999
489 311 1930 to 1999	609 067 5325 to 5399	631 459 9117 to 9199	647 048 7035 to 7099
489 318 6200 to 6300	609 067 5488 to 5499	631 762 9325 to 9399	647 049 2900 to 2999
489 384 0027 to 0099	609 067 5600 to 5699	632 217 4933 to 4999	647 398 8300 to 8399
489 427 0658 to 0899	609 289 6123 to 6199	632 500 0000 to 640 3999	647 398 8481 to 8499
489 997 5252 to 5299	609 438 4400 to 4499	633 110 4165 to 4199	647 437 3000 to 4999
<b>490 669 5850 to 6099</b>	609 493 1100 to 1199	633 110 4303 to 4499	647 811 2188 to 2199
490 717 7080 to 7099	609 766 8091 to 8999	633 438 6429 to 6599	648 009 6057 to 6099
490 721 6000 to 6099	609 825 4100 to 4115	633 588 7173 to 7182	648 163 5300 to 5499
490 793 1500 to 2099	609 884 2981 to 2999	634 725 0700 to 0799	648 722 5283 to 5299
490 886 8171 to 8199	609 893 1000 to 1099	634 803 3239 to 3299	648 892 3164 to 3199
490 977 9221 to 9240	<b>610 092 3200 to 3299</b>	634 807 2474 to 2499	649 100 3989 to 3999
491 258 8100 to 9099	610 582 4200 to 4299	634 827 5900 to 5999	649 647 0370 to 0399
491 567 1376 to 1399	611 879 6939 to 6999	634 886 3428 to 3499	649 647 0522 to 0599
492 254 4800 to 4899	612 291 8013 to 8099	635 559 3449 to 3499	649 647 5237 to 5399
492 283 5100 to 5199	612 751 5171 to 5199	636 289 6214 to 6299	649 647 9100 to 9299
492 610 6813 to 6899	612 751 5226 to 5299	636 634 8007 to 8042	649 666 7800 to 8299
493 394 5568 to 5599	612 751 6083 to 6099	637 150 1200 to 1299	<b>650 114 7707 to 7719</b>
493 470 2562 to 2599	612 751 6268 to 6299	637 562 5828 to 5899	650 130 3400 to 3599
493 473 7700 to 7799	612 751 6572 to 6599	638 042 1647 to 1699	650 213 0406 to 0499
493 716 2153 to 2199	612 774 2111 to 2199	638 049 4984 to 4999	650 555 1749 to 1799
494 206 2972 to 2999	612 774 2254 to 2299	638 318 1115 to 1199	650 564 1900 to 1999
494 217 3446 to 3999	612 774 2500 to 2599	638 318 1453 to 1499	650 627 4212 to 4299
494 224 0500 to 0599	614 469 0979 to 0999	638 885 0000 to 0299	650 736 2043 to 2099
495 145 0600 to 0699	614 474 3000 to 3099	638 903 4362 to 4373	650 739 1540 to 1699
496 209 7425 to 7499	614 521 3490 to 3499	639 415 1929 to 1999	651 741 4415 to 4499
496 213 8728 to 8799	614 645 1800 to 1899	639 415 2019 to 2099	651 882 2800 to 2899
496 474 5226 to 5248	614 832 1100 to 2099	639 420 6200 to 6299	652 754 6317 to 6399
497 053 8517 to 8699	615 017 7505 to 7599	639 469 3517 to 3799	653 131 4945 to 4999
497 854 8673 to 8699	617 711 6609 to 6699	639 605 2143 to 2199	653 426 3300 to 3399
498 449 8888 to 8899	617 760 5266 to 5299	639 657 8600 to 8799	653 455 4874 to 4899
498 929 8285 to 8499	617 813 3601 to 3699	<b>640 289 7500 to 7599</b>	654 238 0000 to 0399
498 936 5310 to 5399	618 840 9200 to 9299	640 289 7700 to 7999	654 404 3065 to 3092
499 016 5425 to 5499	619 551 7229 to 7299	641 170 4420 to 4499	654 962 2900 to 3199
499 440 8575 to 8899	619 859 3000 to 3099	641 318 3133 to 3199	655 103 5081 to 5199
499 731 6717 to 6799	<b>620 073 9400 to 9499</b>	641 378 6500 to 6999	655 523 2600 to 2999

656 305 2448	to	2499	683 118 2389	to	2399	701 578 7460	to	7469	832 525 3810	to	3899
657 347 4438	to	4999	683 378 2000	to	2099	701 578 7475	to	7499	833 159 1884	to	1899
657 710 8100	to	8999	683 378 2117	to	2299	701 601 3457	to	3499	833 456 2567	to	2599
657 780 0985	to	0999	683 415 1200	to	1499	701 605 5913	to	5999	833 566 3015	to	3071
658 586 1400	to	1499	683 444 8159	to	8199	701 695 3982	to	3999	834 130 5200	to	5299
658 877 8000	to	8199	685 154 7780	to	7789	701 695 4148	to	4199	834 316 5444	to	5499
658 880 8000	to	8199	685 297 7645	to	7699	701 695 4227	to	4299	834 354 8747	to	8766
659 398 7300	to	7399	685 623 5264	to	5299	701 708 1741	to	1799	834 354 8824	to	8838
659 706 8113	to	8199	685 650 9487	to	9499	701 736 3966	to	3999	835 269 5700	to	5799
659 846 7837	to	7899	685 669 4200	to	4299	701 772 0870	to	0899	835 496 7303	to	7399
<b>660 510 4100</b>	<b>to</b>	<b>4199</b>	685 757 8452	to	8499	701 838 2800	to	2899	835 539 5200	to	5999
660 673 0400	to	0599	686 071 2694	to	2799	701 941 0600	to	0699	835 813 3015	to	3099
661 488 5000	to	5099	686 176 3333	to	3354	702 171 1603	to	1699	837 672 8967	to	8999
661 609 9100	to	9199	686 372 3200	to	3299	702 195 5109	to	5199	837 784 3282	to	3299
661 716 9420	to	9499	686 644 5879	to	5899	702 254 9300	to	9399	838 176 8377	to	8399
661 906 6522	to	6599	686 899 1371	to	1399	702 264 7569	to	7599	838 518 1257	to	1299
662 021 8332	to	8399	686 931 7636	to	7699	702 519 0513	to	0524	839 718 8257	to	8299
662 068 0700	to	0899	687 601 0973	to	0999	702 713 1800	to	1809	<b>840 323 0600</b>	<b>to</b>	<b>0699</b>
662 553 0774	to	0799	687 614 6774	to	6799	702 821 5730	to	5799	840 875 6235	to	6299
663 078 7034	to	7099	688 120 9000	to	9999	702 821 5805	to	5899	840 910 0900	to	0999
663 763 5300	to	5399	688 314 3107	to	3191	702 844 6975	to	6994	841 349 5000	to	5099
663 883 7039	to	7499	<b>690 291 1361</b>	<b>to</b>	<b>1371</b>	702 846 6331	to	6399	841 805 7747	to	7899
663 938 9200	to	9299	690 788 2877	to	2899	702 848 3900	to	3999	841 805 7944	to	8099
664 253 8000	to	8499	690 893 5344	to	5399	702 857 7302	to	7499	842 226 0685	to	0695
664 656 3055	to	3099	690 893 5512	to	5599	702 878 0114	to	0199	842 685 4600	to	4699
665 174 6400	to	6499	690 904 1300	to	1599	703 364 1707	to	1799	842 685 4742	to	4999
665 274 8208	to	8299	690 941 6000	to	6199	<b>740 002 7710</b>	<b>to</b>	<b>7719</b>	842 860 0300	to	0399
665 669 5400	to	5499	691 313 6383	to	6399	740 119 2275	to	2284	842 898 5582	to	5599
666 132 8226	to	8299	691 313 6600	to	6699	740 130 6688	to	6698	843 062 7100	to	7199
666 696 2209	to	2299	691 582 8003	to	8099	740 241 9049	to	9099	843 077 6288	to	6299
666 696 2309	to	2399	691 664 1800	to	1999	740 255 1718	to	1799	843 077 6378	to	6399
667 032 9300	to	9399	691 664 2400	to	2499	740 374 7416	to	7499	843 758 5769	to	5778
667 729 5529	to	5599	692 727 9362	to	9399	740 470 2420	to	2443	843 786 2554	to	2699
668 383 8400	to	8699	692 798 1800	to	1899	740 523 7432	to	7449	845 656 8165	to	8199
<b>670 368 3400</b>	<b>to</b>	<b>3499</b>	693 249 0779	to	0799	740 535 1555	to	1580	845 727 2100	to	2199
670 369 7336	to	7399	693 249 0877	to	1699	740 684 0620	to	0800	845 746 2618	to	2635
670 750 7169	to	7199	693 445 0566	to	0999	740 701 6105	to	6114	846 390 7531	to	7599
671 046 6200	to	6399	693 448 8500	to	8999	740 705 9790	to	9799	846 918 0572	to	0599
671 251 5448	to	5499	693 645 9583	to	9599	740 726 6400	to	6500	847 237 7690	to	7699
671 926 5600	to	5799	693 965 4200	to	4299	740 765 3306	to	3399	847 284 2481	to	2499
672 444 2000	to	2999	695 741 2906	to	2999	740 774 8434	to	8499	847 374 7055	to	7065
672 828 3410	to	3499	695 947 8518	to	8599	740 786 1885	to	1899	847 374 7055	to	7065
673 167 5776	to	5799	696 662 8247	to	8299	740 790 5989	to	5999	847 636 5304	to	5399
675 464 3700	to	3799	697 447 8285	to	8296	740 820 4854	to	7836	847 700 5447	to	5499
675 464 4000	to	4199	698 042 4816	to	4899	740 827 7578	to	7594	847 723 7500	to	7599
676 365 5958	to	5999	698 131 2138	to	2157	740 917 7490	to	7499	849 485 3427	to	3499
676 669 1024	to	1099	698 227 0000	to	0099	741 037 8528	to	8551	849 520 9850	to	9899
677 126 6734	to	6799	<b>700 065 2570</b>	<b>to</b>	<b>2599</b>	742 040 3300	to	3309	849 608 1357	to	1399
677 333 9979	to	9999	700 065 4800	to	4899	<b>805 885 8411</b>	<b>to</b>	<b>8499</b>	849 792 2600	to	2699
677 466 1088	to	1099	700 190 3350	to	3359	806 087 1100	to	1499	<b>850 546 1862</b>	<b>to</b>	<b>1899</b>
678 071 4500	to	4799	700 228 6048	to	6099	806 268 9275	to	9299	851 143 6826	to	6844
678 096 7531	to	7599	700 650 0452	to	0499	806 534 3400	to	3477	851 209 9880	to	9899
679 909 2578	to	2599	700 666 1323	to	1349	807 342 3283	to	3399	851 928 9221	to	9299
<b>680 112 9565</b>	<b>to</b>	<b>9599</b>	700 786 9106	to	9142	808 086 7100	to	7199	852 589 6560	to	6599
680 244 0903	to	0999	700 859 0744	to	0758	808 090 3440	to	3499	853 049 3646	to	3699
680 412 6046	to	6099	701 028 6780	to	6899	808 325 5161	to	5699	854 304 4089	to	4999
680 761 6800	to	6899	701 213 3900	to	3999	808 784 8000	to	8299	854 529 2200	to	2299
681 677 0540	to	0699	701 267 2000	to	3999	<b>830 125 0672</b>	<b>to</b>	<b>0699</b>	854 532 0000	to	2999
682 070 1029	to	1099	701 335 7312	to	7399	830 602 5800	to	5999	855 001 6204	to	6249
682 956 6280	to	6299	701 369 2005	to	2050	830 610 3700	to	3799	855 319 9364	to	9399
682 956 6490	to	6599	701 499 2260	to	2299	830 983 3500	to	3599	855 361 3390	to	3399
682 956 6700	to	6799	701 503 2247	to	2299	830 983 3635	to	3699	856 226 0490	to	0499
682 965 1178	to	1199	701 541 2271	to	2299	831 354 1387	to	1399	856 656 5800	to	5999
682 965 1201	to	1299	701 553 6557	to	6599	831 815 8240	to	8299	856 752 0200	to	0299

857 111 1352	to	1399	870 691 7060	to	7099	910 958 7499	to	7599	922 280 2019	to	2099
857 279 3450	to	3499	872 028 4850	to	4899	911 140 1000	to	2199	922 280 2233	to	2299
857 843 4000	to	4099	872 029 9306	to	9399	911 245 2545	to	2599	922 773 0459	to	0499
858 124 7644	to	7699	872 100 0445	to	0459	911 268 9077	to	9099	923 032 7000	to	7399
858 756 3111	to	3299	<b>900 556 4178</b>	<b>to</b>	<b>4199</b>	911 400 8948	to	8999	923 045 3630	to	3699
859 063 8200	to	8699	900 845 0044	to	0099	911 508 1620	to	1799	923 484 3600	to	3699
859 190 0600	to	0644	900 936 0217	to	0299	911 509 9310	to	9399	923 493 9403	to	9599
859 437 5538	to	5599	900 936 0435	to	0499	911 523 3000	to	3999	923 493 9681	to	9699
859 811 2888	to	2899	901 058 5255	to	5280	912 057 9922	to	9999	923 604 4424	to	4499
859 855 8873	to	8999	901 273 1082	to	1099	912 882 0563	to	0899	923 810 7800	to	8299
<b>860 240 8520</b>	<b>to</b>	<b>8599</b>	901 287 5143	to	5199	913 605 2218	to	2299	924 252 1200	to	1299
860 275 3900	to	3999	901 291 2789	to	2799	913 709 2429	to	2499	924 252 1400	to	1499
860 518 9629	to	9699	901 525 7122	to	7199	913 818 3501	to	3999	924 533 0711	to	0799
860 600 0021	to	0999	902 089 1253	to	1299	914 063 4300	to	4399	924 533 2343	to	2399
861 158 2350	to	2599	902 198 9769	to	9799	914 346 7621	to	7644	924 533 2428	to	2499
861 367 5400	to	5499	902 948 1269	to	1299	914 453 1366	to	1399	924 685 1957	to	1999
861 637 6010	to	6099	902 985 0833	to	0899	914 529 6185	to	6299	924 946 6300	to	6699
861 979 7292	to	7499	903 370 6934	to	6999	914 896 4658	to	4699	925 333 5900	to	6099
862 216 6100	to	6199	904 600 6523	to	6599	915 187 8774	to	8779	925 336 2300	to	2399
862 263 9213	to	9299	904 892 0378	to	0399	915 300 2783	to	2799	926 432 5907	to	5999
862 271 0800	to	0999	904 892 0648	to	1299	915 546 6822	to	6999	926 436 3600	to	3699
862 271 5000	to	5099	905 056 2216	to	2299	915 646 5183	to	5199	927 765 6257	to	6299
863 871 5138	to	5199	905 510 6647	to	6799	915 671 3963	to	3980	928 197 8100	to	8199
863 949 5300	to	5399	905 510 6900	to	7099	915 671 3982	to	3999	928 197 8283	to	8299
864 088 8200	to	8299	905 794 0000	to	0199	915 675 2217	to	2299	928 856 2059	to	2068
864 426 3972	to	3999	905 794 0288	to	0299	916 440 3377	to	3399	<b>930 219 1722</b>	<b>to</b>	<b>1799</b>
864 520 6117	to	6136	905 873 6900	to	6999	916 670 6352	to	6399	930 335 7810	to	7819
865 151 0526	to	0599	905 873 7100	to	7299	916 682 5300	to	5399	931 097 9259	to	9299
865 500 4034	to	4099	905 880 8900	to	8999	916 694 1414	to	1499	931 156 1502	to	1579
865 883 6082	to	6099	905 889 7100	to	7199	916 703 0802	to	0821	931 156 1600	to	1625
866 004 3000	to	3999	906 158 1508	to	1599	917 089 0709	to	0799	931 156 1671	to	1699
866 442 4100	to	4899	906 558 8812	to	8899	917 089 0842	to	0899	932 506 6400	to	6599
867 366 9108	to	9118	906 982 2214	to	2299	917 216 2928	to	2999	932 732 1796	to	1799
867 633 7403	to	7499	907 725 8500	to	8599	917 370 6300	to	6499	932 827 9026	to	9099
867 737 5623	to	5699	907 815 0216	to	0257	917 486 4900	to	4999	932 957 2300	to	2399
868 169 4529	to	4599	908 622 4225	to	4235	918 460 0602	to	0699	933 060 6160	to	6189
868 173 8400	to	8599	908 936 9254	to	9299	918 951 7231	to	7299	933 387 2541	to	2561
868 514 9000	to	9099	909 066 4494	to	7499	919 519 2786	to	2799	933 760 3609	to	4199
868 566 9200	to	9299	909 067 7400	to	7499	919 536 0770	to	0799	933 894 0928	to	0999
869 200 0000	to	9999	909 100 1787	to	1799	919 814 3095	to	3199	934 018 2729	to	2741
869 387 1150	to	1199	909 100 1900	to	2099	919 915 2774	to	2787	934 180 0300	to	0399
869 505 3500	to	3599	909 355 0422	to	0499	<b>920 155 4662</b>	<b>to</b>	<b>4687</b>	934 236 3954	to	3999
869 523 7033	to	7099	909 568 8900	to	9099	920 309 9039	to	9199	934 622 8717	to	8999
869 800 0000	to	999 9999	909 568 9300	to	9499	920 771 5321	to	5399	935 216 0312	to	0399
<b>870 054 4814</b>	<b>to</b>	<b>4899</b>	909 725 7307	to	7399	920 857 5500	to	5899	935 843 2202	to	2247
870 491 4812	to	4849	909 833 0947	to	0999	920 864 3480	to	3499	936 024 8889	to	8899
870 536 5820	to	5829	<b>910 219 8631</b>	<b>to</b>	<b>8699</b>	920 963 4567	to	4599	936 339 4455	to	4499
870 541 7167	to	7239	910 265 1100	to	1199	921 333 7400	to	7499			
870 575 8155	to	8999	910 471 7273	to	7299	921 477 3762	to	3799			
870 589 0485	to	0494	910 536 2505	to	2599	922 278 1048	to	1399			



## 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 outdated money orders **104 151 601 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.

719 869 731	to 9 760	728 382 331	to 2 480	734 797 201	to 7 320	742 178 834	to 8 880
<b>720 227 871</b>	<b>to 7 930</b>	728 702 338	to 2 400	734 939 611	to 9 640	742 325 500	to 5 520
720 227 949	to 7 960	728 915 371	to 5 850	734 950 111	to 0 170	742 325 668	to 5 700
720 368 543	to 8 570	728 953 141	to 3 410	735 120 331	to 0 840	742 408 771	to 8 830
720 392 151	to 2 570	728 954 280	to 4 310	735 283 008	to 3 020	742 512 120	to 2 150
720 556 491	to 6 640	729 169 081	to 9 140	735 293 131	to 3 220	742 684 849	to 4 890
720 558 621	to 8 650	729 363 841	to 3 870	735 635 010	to 5 040	742 839 553	to 9 630
720 575 361	to 5 570	729 682 891	to 3 190	735 783 961	to 3 990	742 913 668	to 3 700
720 590 152	to 0 179	729 838 940	to 9 070	735 803 401	to 3 430	742 917 287	to 7 296
721 638 331	to 9 170	729 839 101	to 9 130	736 005 420	to 5 440	742 921 891	to 1 980
721 815 391	to 5 420	<b>730 077 683</b>	<b>to 7 840</b>	736 366 021	to 6 110	742 983 631	to 3 810
721 969 713	to 9 740	730 109 847	to 9 880	736 624 456	to 4 500	743 020 021	to 0 170
722 072 137	to 2 160	730 373 761	to 3 850	736 670 851	to 1 060	743 206 491	to 6 500
722 378 265	to 8 280	730 501 951	to 2 130	736 767 061	to 7 090	743 235 992	to 6 050
722 413 990	to 4 004	730 519 379	to 9 470	736 767 093	to 7 120	743 940 631	to 0 900
722 764 948	to 4 980	730 569 278	to 9 360	736 982 191	to 2 370	743 978 011	to 8 070
722 825 840	to 5 889	730 711 711	to 1 740	736 982 551	to 2 730	744 234 751	to 4 780
723 153 841	to 3 850	730 722 991	to 3 230	737 110 141	to 0 170	744 499 591	to 9 680
723 237 616	to 7 630	730 845 970	to 5 990	737 185 501	to 5 710	744 626 901	to 6 910
723 331 081	to 1 110	730 888 291	to 8 320	737 317 321	to 7 350	745 388 794	to 8 910
723 496 443	to 6 470	730 927 591	to 7 680	737 517 781	to 7 840	746 446 806	to 6 820
723 967 291	to 7 320	731 307 914	to 7 930	737 628 181	to 8 210	746 818 351	to 8 410
724 655 196	to 5 340	731 402 431	to 2 460	737 634 258	to 4 270	747 245 266	to 5 280
724 711 441	to 1 500	731 407 232	to 7 320	738 361 971	to 1 980	747 364 813	to 4 830
724 711 538	to 1 560	731 588 301	to 8 340	738 447 601	to 7 660	747 501 434	to 1 450
724 793 221	to 3 250	731 767 273	to 7 320	738 648 355	to 8 450	747 739 891	to 0 070
724 908 109	to 8 120	731 781 061	to 1 120	738 849 811	to 9 900	748 148 649	to 8 760
724 937 461	to 7 670	731 837 821	to 7 910	738 892 270	to 2 290	748 259 960	to 9 970
725 163 118	to 3 151	731 841 377	to 1 450	738 997 259	to 7 380	748 565 162	to 5 280
725 202 735	to 2 750	732 018 481	to 8 600	739 161 451	to 1 540	748 874 988	to 5 030
725 398 591	to 8 800	732 067 972	to 8 370	739 219 381	to 9 440	749 137 381	to 7 410
725 464 591	to 4 920	732 188 649	to 8 670	739 740 151	to 0 180	749 190 192	to 0 210
725 475 321	to 5 330	732 193 460	to 3 470	739 793 491	to 3 520	749 685 421	to 5 450
725 711 057	to 1 070	732 201 241	to 1 390	739 793 527	to 3 550	749 846 791	to 6 850
725 738 581	to 8 730	732 220 431	to 0 440	739 942 621	to 2 650	749 993 131	to 3 580
725 981 311	to 1 430	732 355 201	to 5 380	739 999 231	to 9 320	<b>750 071 587</b>	<b>to 1 610</b>
725 987 835	to 7 880	732 472 320	to 2 560	<b>740 011 517</b>	<b>to 1 530</b>	750 408 167	to 8 183
726 060 811	to 0 900	732 541 605	to 1 620	740 030 701	to 0 970	750 438 421	to 8 501
726 391 970	to 2 520	732 572 221	to 2 490	740 261 740	to 1 820	750 743 911	to 4 030
726 484 771	to 4 800	732 586 479	to 6 710	740 265 811	to 6 290	750 779 118	to 9 400
726 493 351	to 5 300	732 994 037	to 4 080	740 299 111	to 9 170	750 910 981	to 1 010
726 504 031	to 4 063	733 163 449	to 3 460	740 299 231	to 9 260	750 960 841	to 0 900
726 504 070	to 4 090	733 297 171	to 7 290	740 329 266	to 9 320	751 296 211	to 6 240
726 504 331	to 4 390	733 446 631	to 7 110	740 889 081	to 9 090	751 539 121	to 9 180
726 563 701	to 4 060	733 474 665	to 4 770	741 010 421	to 0 530	751 541 311	to 1 790
726 599 371	to 9 460	733 704 482	to 4 570	741 113 041	to 3 370	751 757 641	to 7 700
726 626 356	to 6 370	733 751 041	to 1 130	741 373 891	to 4 340	751 936 951	to 7 010
727 182 271	to 2 510	734 009 101	to 9 130	741 452 369	to 2 490	751 951 861	to 1 890
727 416 181	to 6 240	734 290 759	to 0 770	741 492 991	to 3 140	751 999 021	to 9 110
727 481 431	to 1 460	734 389 273	to 9 290	741 553 460	to 3 470	752 139 516	to 9 570
727 749 241	to 9 780	734 440 031	to 0 111	741 764 431	to 4 520	752 182 892	to 2 950

752 206 861	to	7 100	762 439 261	to	9 290	773 125 387	to	5 410	<b>800 044 320</b>	<b>to</b>	<b>4 410</b>
752 295 241	to	5 600	762 524 158	to	4 220	773 179 320	to	9 410	800 211 901	to	2 440
752 731 351	to	1 410	762 584 872	to	4 970	773 202 989	to	3 140	800 427 530	to	7 540
752 767 441	to	7 470	762 593 431	to	3 460	773 208 991	to	9 290	800 872 741	to	2 830
753 008 941	to	9 030	763 155 160	to	5 180	773 231 311	to	1 340	801 349 801	to	9 830
753 194 311	to	4 370	763 178 631	to	8 660	773 348 739	to	8 940	801 676 681	to	7 100
753 620 378	to	0 400	763 506 001	to	6 060	773 348 739	to	8 940	802 967 821	to	7 940
754 013 917	to	3 940	763 522 141	to	2 470	773 575 891	to	5 950	803 217 601	to	7 780
754 161 061	to	1 120	763 717 694	to	7 800	773 852 971	to	3 030	803 729 731	to	9 850
754 358 445	to	8 610	763 826 461	to	6 520	775 373 449	to	3 460	803 747 402	to	7 520
754 410 451	to	0 660	763 900 460	to	0 471	<b>789 257 191</b>	<b>to</b>	<b>7 250</b>	804 138 181	to	8 420
754 438 393	to	8 410	763 900 479	to	0 530	<b>790 448 020</b>	<b>to</b>	<b>8 460</b>	804 428 224	to	8 250
754 493 109	to	3 130	763 917 271	to	7 750	790 597 485	to	7 530	804 682 411	to	2 710
754 664 182	to	4 220	764 125 801	to	5 860	790 911 883	to	1 900	805 272 525	to	2 540
754 816 377	to	6 470	764 284 525	to	4 560	791 057 441	to	7 550	805 523 445	to	3 460
755 487 421	to	7 600	764 526 241	to	6 330	791 239 081	to	9 290	805 745 704	to	5 730
755 592 901	to	3 140	764 601 421	to	1 600	791 374 483	to	4 500	806 452 907	to	2 980
755 790 020	to	0 030	764 650 231	to	0 470	791 387 971	to	8 030	806 744 781	to	4 850
755 791 730	to	1 800	764 984 371	to	4 850	791 447 521	to	7 850	806 982 181	to	2 300
755 926 951	to	7 070	765 003 667	to	3 680	791 451 151	to	1 240	807 764 791	to	4 910
755 934 332	to	4 510	765 042 517	to	2 540	791 500 009	to	0 470	808 089 931	to	9 960
755 957 701	to	8 000	765 194 728	to	4 970	791 771 431	to	1 490	808 656 423	to	6 450
755 962 981	to	3 280	765 387 365	to	7 450	792 004 293	to	4 320	808 753 771	to	3 800
756 035 371	to	5 490	765 541 801	to	2 100	792 018 379	to	8 420	809 189 001	to	9 010
756 301 257	to	1 290	765 638 461	to	8 970	792 070 621	to	0 740	809 886 879	to	6 930
756 371 565	to	1 580	765 647 101	to	7 190	792 145 211	to	5 230	809 890 489	to	0 500
756 876 031	to	6 120	765 813 781	to	4 029	792 391 381	to	1 620	<b>810 323 734</b>	<b>to</b>	<b>3 760</b>
756 876 151	to	6 240	765 879 314	to	9 390	792 452 779	to	2 790	810 367 116	to	7 140
756 970 129	to	0 140	765 954 001	to	4 030	792 772 728	to	2 770	810 526 351	to	6 500
757 059 613	to	9 630	766 120 286	to	0 320	792 903 511	to	3 990	810 806 911	to	6 940
757 078 540	to	8 560	766 125 716	to	5 750	793 282 518	to	2 533	810 807 211	to	7 240
757 086 209	to	6 240	766 158 824	to	8 840	794 041 831	to	2 040	811 423 021	to	3 110
757 240 591	to	0 650	766 388 433	to	8 460	794 397 709	to	7 780	811 517 221	to	7 239
757 277 371	to	7 700	766 509 421	to	9 660	794 581 741	to	2 040	811 721 101	to	1 130
757 291 591	to	2 730	766 572 901	to	3 020	794 592 122	to	2 150	812 025 721	to	5 900
757 964 251	to	4 280	766 748 500	to	8 521	795 032 251	to	2 340	812 093 073	to	3 130
758 067 001	to	7 090	767 024 341	to	4 370	795 796 291	to	6 350	812 100 821	to	0 840
758 105 221	to	5 250	767 326 471	to	6 590	796 070 139	to	0 160	812 465 251	to	5 610
758 324 941	to	5 000	767 332 561	to	2 950	796 143 151	to	3 630	812 918 341	to	8 670
758 593 628	to	3 650	768 009 841	to	9 960	796 159 725	to	9 740	812 918 701	to	8 760
758 709 038	to	9 060	768 011 489	to	1 520	796 169 306	to	9 340	813 050 491	to	0 520
758 744 101	to	4 160	768 177 980	to	7 990	796 373 406	to	3 430	813 073 171	to	3 200
758 850 883	to	0 900	768 391 081	to	1 170	796 602 961	to	3 050	813 398 476	to	8 550
758 860 951	to	1 550	768 661 569	to	1 650	796 708 441	to	8 500	813 713 971	to	4 000
759 152 851	to	2 880	769 000 051	to	0 080	796 886 281	to	6 430	813 858 121	to	8 150
759 740 941	to	1 090	769 050 841	to	0 900	796 901 701	to	2 000	814 789 330	to	9 349
<b>760 004 596</b>	<b>to</b>	<b>4 610</b>	769 159 081	to	9 178	796 975 466	to	5 590	814 984 656	to	4 680
760 118 191	to	8 250	769 737 496	to	7 510	797 272 917	to	2 950	815 016 020	to	6 030
760 155 001	to	5 090	769 778 491	to	8 730	797 519 441	to	9 460	815 199 410	to	9 420
760 378 002	to	8 020	769 827 331	to	7 450	797 519 731	to	0 240	815 240 491	to	0 520
760 692 722	to	2 749	<b>770 216 071</b>	<b>to</b>	<b>6 100</b>	797 535 181	to	5 330	815 755 591	to	5 620
761 055 460	to	5 480	770 723 281	to	3 400	798 040 053	to	0 080	815 755 622	to	5 650
761 169 781	to	9 810	770 790 451	to	0 480	798 055 813	to	5 830	815 806 381	to	6 680
761 504 941	to	5 120	770 915 150	to	5 490	798 055 891	to	5 950	816 126 834	to	6 870
761 516 836	to	6 910	771 455 551	to	5 610	798 326 371	to	6 520	816 156 721	to	6 780
761 613 588	to	3 600	771 609 661	to	9 690	798 339 167	to	9 210	816 580 903	to	0 920
761 688 631	to	8 690	771 932 551	to	2 580	798 562 411	to	2 440	816 945 571	to	5 600
761 805 199	to	5 240	772 057 224	to	7 440	798 632 461	to	2 490	817 253 011	to	3 280
761 826 106	to	6 120	772 162 660	to	3 070	798 807 151	to	7 510	817 763 881	to	4 060
761 881 171	to	1 560	772 718 615	to	8 640	798 944 761	to	5 030	818 330 562	to	0 610
761 975 641	to	5 670	772 940 140	to	0 160	799 118 616	to	8 640	818 459 641	to	9 670
761 975 886	to	5 895	772 970 886	to	0 940	799 133 191	to	3 220	818 926 273	to	6 320
762 304 144	to	4 170	773 009 419	to	9 430	799 177 626	to	7 650	818 950 351	to	0 380
762 324 931	to	4 960	773 112 031	to	2 060	799 854 751	to	5 200	818 962 492	to	2 530

819 032 341	to	2 730	821 229 661	to	9 720	824 156 325	to	6 340	827 287 861	to	7 950
819 127 054	to	7 080	821 229 743	to	9 780	824 511 252	to	1 270	827 291 502	to	1 520
819 278 540	to	8 670	821 903 731	to	3 910	824 588 281	to	8 370	827 575 381	to	5 470
819 544 681	to	4 740	821 927 841	to	7 850	825 140 397	to	0 460	827 609 085	to	9 100
819 928 441	to	8 650	822 505 801	to	5 830	825 409 651	to	9 680	827 883 511	to	3 600
<b>820 034 406</b>	<b>to</b>	<b>4 430</b>	822 703 442	to	3 470	825 472 171	to	2 200	828 160 441	to	0 530
820 070 761	to	1 540	822 925 951	to	6 100	826 042 898	to	2 920	828 441 602	to	1 630
820 191 342	to	1 360	823 284 931	to	4 990	826 226 644	to	6 670	828 732 331	to	2 390
820 274 856	to	4 880	823 293 031	to	3 210	826 582 951	to	3 430	829 176 841	to	6 930
820 600 171	to	0 230	823 556 011	to	6 100	826 720 201	to	0 230			
821 172 241	to	2 360	824 078 341	to	8 370	827 005 671	to	5 830			

— Criminal Investigations Group, Postal Inspection Service, 1-29-09

## Verifying U.S. Postal Service Money Orders

Follow these steps to cash a Postal Service™ money order:

1. Check that the amount does not exceed the legal limit: \$1,000 for domestic, and \$700 for international postal money orders.
2. Check that the proper security features are present:
  - When held to the light, a watermark of Benjamin Franklin is repeated from top to bottom on the left side.
  - When held to the light, a dark line (security thread) runs from top to bottom with the word “USPS” repeated.
  - There should be no discoloration around the dollar amounts, which might indicate the amounts were changes.

These appear in Postal Service Notice 299, *U.S. Postal Money Order Reference Card*, or online at <http://www.usps.com/missingmoneyorders/security.htm>.

3. If the money order seems suspicious, call the U.S. Postal Service Money Order Verification System at 866-459-7822.

Please provide this information to local banks and retailers, as they also receive Postal Service money orders for cashing.

— *Value Added and Special Services, Mailing Services, 1-29-09*

## 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	

— *Criminal Investigations Group, Postal Inspection Service, 1-29-09*

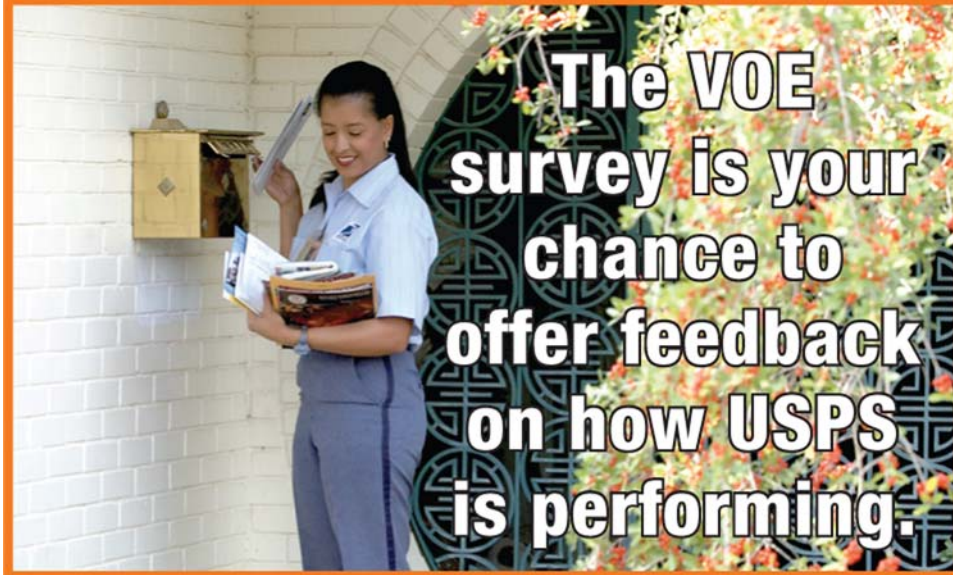
## Toll-Free Number Available to Verify Canadian Money Orders

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

This toll-free number is printed on the back of the Canadian Postal Money Orders.

— *Criminal Investigations Group, Postal Inspection Service, 1-29-09*

## ***DID YOU KNOW?***



## Other Information

### Overseas Military Mail

Mail addressed to military post offices overseas is subject to certain conditions or restrictions of mailing regarding content, preparation, and handling. The APO/FPO table below outlines these conditions by APO/FPO ZIP™ Codes through the use of footnoted mailing restrictions codes (see the Restrictions page following the table).

Acceptance clerks should use the table with the integrated retail terminal (IRT) or POS ONE terminal to deter-

mine which APO/FPO ZIP Codes are 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, 0730–1600 ET.**

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

We have eliminated “Not Active” entries from the table below to save space and paper.

### APO/FPO Table

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09001	A1-B-B1-C-D-U	09079	A1-B-B1-C-D-U	09186	A1-B-B1-C-D-U	09313	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09002	A1-B-B1-C-D-U	09080	A1-B-B1-C-D-F1-U	09201	A1-B-B1-C-C1-D-F-F1-H-M-R-R1-X-Y	09314	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09003	A1-B-B1-C-D-P-U	09081	A1-B-B1-C-D-U	09211	A1-B-B1-C-D-U	09315	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1
09004	A1-B-B1-C-D-U	09086	A1-B-B1-C-D-U	09212	A1-B-B1-C-D-U-V	09316	A-A1-B-B1-C1-E2-F-H1-M-R-R1-U2-V-Z1
09005	A1-B-B1-C-D-P-U	09088	A1-B-B1-C-D-U	09213	A1-B-B1-C-D-F1-U	09317	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09006	A1-B-B1-C-D-U	09090	A1-B-B1-C-D-U	09214	A1-B-B1-C-D-F1-U	09318	A-A1-B-B1-C1-F-F1-M-N-V-V1-Z-Z1
09007	A1-B-B1-C-D-U	09092	A1-B-B1-C-D-U	09226	A1-B-B1-C-D-U	09320	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09008	A-A1-B-B1-C-D-P-U	09094	A1-B-B1-C-D-F-F1	09227	A1-B-B1-C-D-U	09321	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09009	A1-B-B1-C-D-F1-U	09095	A1-B-B1-C-D-U	09229	A1-B-B1-C-D-U	09322	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1
09010	A-A1-B-C-D-F-F1-U-V-V1	09096	A1-B-B1-C-D-U	09237	A1-B-B1-C-D-U-V	09324	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1
09011	A1-B-B1-C-D-U	09099	A1-B-B1-C-D-U	09245	A1-B-B1-C-D-U	09327	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09012	A1-B-B1-C-D-F-F1-U	09100	A1-B-B1-C-D-U	09250	A1-B-B1-C-D-U	09328	A-A1-B-B1-C1-E2-F-H1-I-M-N-R-V-V1-Z-Z1
09013	A1-B-B1-C-D-F-F1-U-Z1	09102	A1-B-B1-C-D-U	09261	A1-B-B1-C-D-F1-U-V	09330	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09014	A1-B-B1-C-D-U	09103	A1-B-B1-C-D-U	09262	A1-B-B1-C-D-U	09331	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09020	A1-B-B1-C-D-U	09104	A1-B-B1-C-D-F1-U	09263	A1-B-B1-C-D-U	09332	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09021	A1-B-B1-C-D-F1-U	09107	A1-B-B1-C-D-U	09264	A1-B-B1-C-D-U	09333	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09028	A1-B-B1-C-D-U	09110	A1-B-B1-C-D-U	09265	A1-B-B1-C-D-F1-N-U	09334	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09033	A1-B-B1-C-D-U	09112	A1-B-B1-C-D-U	09266	A1-B-B1-C-D-U	09336	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1
09034	A1-B-B1-C-D-U	09114	A1-B-B1-C-D-U	09267	A1-B-B1-C-D-U	09337	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09036	A1-B-B1-C-D-U	09123	A1-B-B1-C-D-F1-U	09301	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09338	A-A1-B-B1-C1-E2-F-H1-M-R-R1-U2-V-Z1
09038	A1-B-B1-C-D-U	09126	A1-B-B1-C-D-F1	09302	A-A1-B-B1-C1-F-F1-M-N-V-V1-Z-Z1	09339	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1
09042	A1-B-B1-C-D-U	09128	A1-B-B1-C-D-U	09304	A-A1-B-B1-C1-E2-F-H1-M-R-V-Z1	09340	A-A1-B-B1-C1-F-R-V
09046	A1-B-B1-C-D-U	09131	A1-B-B1-C-D-U	09305	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1		
09049	A1-B-B1-C-D-U	09136	A1-B-B1-C-D-F1	09306	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1		
09051	A1-B-B1-C-D-U	09137	A1-B-B1-C-D-F1-U	09307	A1-B-B1-N-V-Z1		
09053	A1-B-B1-C-D-U	09138	A1-B-B1-C-D-U	09308	A-A1-B-B1-C1-E2-F-H1-M-R-V-Z1		
09054	A1-B-B1-C-D-U	09139	A1-B-B1-C-D-U	09309	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1		
09055	A1-B-B1-C-D-F-R-R1-U-V	09140	A1-B-B1-C-D-U	09310	A-A1-B-B1-C1-E2-F-H1-M-R-V-Z1		
09056	A1-B-B1-C-D-U	09142	A1-B-B1-C-D-F1-U	09311	A-A1-B-B1-C1-E2-F-H1-M-R-V-Z1		
09058	A1-B-B1-C-D-U	09143	A1-B-B1-C-D-U	09312	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1		
09059	A1-B-B1-C-D-U	09154	A1-B-B1-C-D-U				
09060	A1-B-B1-C-D-F1-U	09165	A1-B-B1-C-D-U				
09063	A1-B-B1-C-D-L-U	09166	A1-B-B1-C-D-U				
09067	A1-B-B1-C-D-U	09172	A1-B-B1-C-D-U				
09069	A-A1-B-B1-C-D-U-V	09173	A1-B-B1-C-D-U				
09075	A1-B-B1-C-D-U	09175	A1-B-B1-C-D-U				
		09177	A1-B-B1-C-D-U				
		09180	A1-B-B1-C-D-U				
		09185	A1-B-B1-C-D-U				

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09342	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09393	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09577	A1-B-B1-V	09710	A1-B-B1-C-C1-F-F1-M-N-R-R1-U
09343	A-A1-B-B1-C1-F-M-N-V-Z-Z1	09396	A-A1-B-B1-C1-E2-F-H1-M-R-R1-U2-V-Z1	09578	A1-B-B1-F-F1-R-R1-V	09711	A1-B-B1-F1-N-Z1
09344	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z-Z1	09402	A-A1-B1-C-F-R-R1-U3-W	09579	A1-B-B1-F-F1-R-R1-V	09713	A1-B-B1-C-F1
09348	A-A1-B-B1-C1-E2-F-H1-M-R-R1-U2-V-Z1	09409	A1-B-B1-C-C1-U	09581	A1-B-B1-F-F1-R-R1-V	09714	A1-B-B1-C-C1-F1-M-R-R1-U
09350	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09421	A1-B-B1-C-C1-U	09582	A1-B-B1-V	09715	A1-B-B1-F1
09351	A-A1-B-B1-C1-E2-F-H1-M-R-V-Z1	09447	A1-B-B1-C-C1-U-V	09586	A1-B-B1-V	09716	A1-B-B1-C-D-N-U-V
09353	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09454	A1-B-B1-C-C1-U-V	09587	A1-B-B1-V-V1	09717	A-A1-B-B1-M-V-W
09354	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09456	A1-B-B1-C-C1-H-H1-M-Z1	09588	A1-B-B1-V-V1	09718	A1-B-B1-F-I-N-U-V
09355	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09459	A1-B-B1-C-C1-U	09589	A1-B-B1-V-V1	09719	A1-B-B1-C-F1-V
09356	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09461	A1-B-B1-C-C1-U	09590	A1-B-B1-V	09720	A1-B-B1-U-V
09357	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09463	A1-B-B1-C-C1-U	09591	A1-B-B1-V-V1	09721	A1-B-B1-N-U-V-Z1
09358	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09464	A1-B-B1-C-C1-U	09593	A1-B-B1-V	09722	A-A1-B-B1-F-N-V-Z-Z1
09359	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09466	A1-B-B1-C-C1-U	09594	A1-B-B1-V-V1	09723	A1-B-B1-N-U-V-Z1
09360	A1-B-B1-V	09468	A1-B-B1-C-C1-U	09595	A1-B-B1-V	09724	A1-B-B1-C-C1-F1-M-R-R1-U
09361	A-A1-B-B1-C1-E2-F-H1-M-R-R1-U2-V-Z1	09469	A1-B-B1-C-C1-U	09601	A1-B-B1-C-F-F1-U	09726	A1-B-B1-N-U-V
09362	A-A1-B1-C1-E2-F-H1-R-V-Z1	09470	A1-B-B1-C-C1-U	09602	A1-B-B1-C-F-F1-N-U	09727	A-A1-B-B1-B2-C-C1-D-F-I-M-N-Q-R-R1-T-V-Z-Z1
09363	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09494	A1-B-B1-C-C1-U	09603	A1-B-B1-C-F-F1-U	09729	A1-B-B1-C-F-N-R-R1-U-V
09364	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09496	A1-B-B1-C-C1-U-V	09604	A1-B-B1-C-F-F1-U	09730	A-A1-B-B1-B2-C-C1-F-M-N-R-R1-T-V-Z1
09365	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09498	A1-B-B1-C-C1-F-F1-F2-N-R-R1-T-U-V-Z1	09605	A1-B-B1-C-D-U-V	09731	A-A1-B-B1-B2-C-C1-F-M-N-R-R1-T-V-Z1
09366	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09501	A1-B-B1-V-V1	09606	A1-B-B1-C-D-U-V	09732	A1-B-B1-N-V-Z1
09367	A-A1-B-B1-C1-E2-F-H1-M-R-V	09502	A1-B-B1-V	09607	A-A1-B-B1-C-F-F1-M-R-R1-U-U3-V-W	09733	A1-B-B1-V
09370	A-A1-B-B1-C1-E2-F-H1-M-R-V	09503	A1-B-B1-V	09609	A1-B-B1-C-F-U	09734	A-A1-B-B1-B2-C-C1-D-F-I-M-N-Q-R-R1-T-V-Z-Z1
09371	A-A1-B-B1-C1-E2-F-H1-M-R-V	09504	A1-B-B1-V-V1	09610	A1-B-B1-C-F-F1-U-V	09735	A1-B-B1-N-V-Z1
09375	A-A1-B-B1-C1-E2-F-H1-M-R-V-Z1	09505	A1-B-B1-V-V1	09613	A1-B-B1-C-F-U-V	09736	A-A1-B-B1-B2-C-C1-D-F-I-M-N-Q-R-R1-T-V-Z-Z1
09378	A-A1-B-B1-C1-E2-F-H1-M-R-R1-U2-V-Z1	09506	A1-B-B1-V-V1	09617	A1-B-B1-C-F-U	09737	A-A1-B-B1-B2-C-C1-D-F-I-M-N-Q-R-R1-T-V-Z-Z1
09381	A-A1-B-B1-C1-E2-F-H1-M-R-R1-U2-V-Z1	09507	A1-B-B1-V-V1	09618	A1-B-B1-C-F-U	09738	A-A1-B-B1-B2-C-C1-D-F-I-M-N-Q-R-R1-T-V-Z-Z1
09387	A-A1-B-B1-C1-E2-F-H1-M-R-V	09508	A1-B-B1-V	09620	A1-B-B1-C-F-U	09739	A-A1-B-B1-B2-C-C1-D-F-I-M-N-Q-R-R1-T-V-Z-Z1
09388	A-A1-B-B1-C1-E2-F-H1-M-R-V	09509	A1-B-B1-V	09621	A1-B-B1-C-F-U	09741	A-A1-B-B1-C1-E2-F-F1-H1-I-M-N-Q-R-R1-T-V-W-Y-Z-Z1
09389	A-A1-B-B1-C1-E2-F-H1-M-R-V	09510	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09622	A1-B-B1-C-F-U	09742	A-A1-B-B1-B2-F-F1-I-M-N-Q-R-T-V-Z-Z1
09390	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09511	A1-B-B1-V	09623	A1-B-B1-C-F-U	09743	A-A1-B-B1-F-N-V-Z-Z1
09391	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09513	A1-B-B1-F-F1-R-R1-V	09624	A1-B-B1-C-F-U	09744	A-B-B1-B2-C-C1-F-M-N-R-R1-T-V-Z1
		09517	A1-B-B1-F-F1-R-R1-V	09625	A1-B-B1-C-F-U	09745	A-A1-B1-B2-F-F1-M-N-R-R1-V-Z1
		09524	A1-B-B1-F-F1-R-R1-V	09626	A1-B-B1-C-F-U	09746	A-A1-B-B1-C-E1-N-V-Z-Z1
		09532	A1-B-B1-F-F1-R-R1-V	09627	A1-B-B1-C-F-U	09747	A1-B-B1-F-J-N-U-V-Z1
		09534	A1-B-B1-V	09630	A1-B-B1-C-F-U-V	09749	A-A1-B-B1-F-N-V-Z1
		09543	A1-B-B1-F-F1-R-R1-V	09631	A1-B-B1-C-F-U	09750	A-B-B1-B2-C-C1-F-M-N-Q-T-V-Z-Z1
		09545	A1-B-B1-V	09636	A1-B-B1-C-F-U		
		09549	A1-B-B1-V	09642	A1-B-B1-N-U		
		09554	A1-B-B1-F-F1-R-R1-V	09643	A1-B-B1-U		
		09556	A1-B-B1-V	09645	A1-B-U		
		09557	A1-B-B1-F-F1-R-R1-V	09647	A1-B-B1-N-U		
		09564	A1-B-B1-F-F1-R-R1-V	09648	A1-B-B1-N-U-V-Z1		
		09565	A1-B-B1-V	09649	A1-B-B1-U		
		09566	A1-B-B1-F-F1-R-R1-V	09701	A-A1-B-B1-B2-C-C1-D-F-I-M-N-Q-R-R1-T-V-Z-Z1		
		09567	A1-B-B1-V-V1	09702	A1-B-B1-C-C1-F1-M-R-R1-U		
		09568	A1-B-B1-V	09703	A1-B-B1-C-F1-U		
		09569	A1-B-B1-V	09704	A1-B-B1-C-V		
		09570	A1-B-B1-F-F1-R-R1-V	09705	A1-B-B1-U		
		09573	A1-B-B1-V	09706	A1-B-B1-C-N-U-V		
		09574	A1-B-B1-V	09707	A1-B-B1-C-N-U-V		
		09575	A1-B-B1-F-F1-R-R1-V-V1	09708	A1-B-B1		
		09576	A1-B-B1-V	09709	A1-B-B1-F1		



APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09751	A1-B-B1-C-D-U	09853	A1-B-B1-E2-F-H1-R- R1-U2-V-Z1	96204	A-A1-B-B1	96375	A1-B-B1-M-W
09752	A1-B-B1-C-D-U			96205	A-A1-B-B1-U	96376	A1-B-B1-M-W
09753	A1-B-B1-F-N-V-Z1	09855	A-A1-B-B1-C1-E2-F- H1-R-R1-U2-V-Z1	96206	A-A1-B-B1-U	96377	A1-B-B1-M-W
09754	A1-B-B1-U			96207	A-A1-B-B1-V	96378	A1-B-B1-M-W
09755	A1-B-B1-U	09858	A1-B-B1-E2-E3-F-H1- N-R-R1-U1-V-Z1	96209	A-A1-B-B1-N-U-V	96379	A1-B-B1-M-W
09756	A1-B-B1-U			96213	A-A1-B-B1-U	96384	A1-B-B1-M-W
09757	A1-B-B1-U	09865	A-A1-B-B1-V-Z1	96214	A-A1-B-B1-U	96386	A1-B-B1-M-W
09777	A-A1-B-B1-C-E1-N	09868	A-A1-B-B1-U-V-Z1	96218	A-A1-B-B1-U	96387	A1-B-B1-M-W
09780	A-A1-B-B1-F-N-R-V	09870	A-A1-B-B1-C1-E2-F- H1-M-R-R1-U-V-Z1	96224	A-A1-B-B1-U	96388	A1-B-B1-M-W
09801	A-A1-B-B1-C1-E2-F- H1-M-N-R-R1-V-Z1	09880	A-A1-B-B1-C1-E2-F- H1-R-R1-U-V-Z1	96257	A-A1-B-B1-U	96401	A1-B-B1-F-N-V-Z1
09803	A1-B-B1-E2-E3-F-H1- N-R-R1-U1-V-Z1	09890	A1-B-B1-E2-F-H1-N-R- R1-U2-V-Z1	96258	A-A1-B-B1-U	96426	A-A1-B-B1-C1-E2-F- H1-M-R-V
09804	A-A1-B-B1-F-F1-N-V-Z1	09892	A-A1-B-B1-E2-F-N-R- R1-V-Z1	96260	A-A1-B-B1-U	96427	A-A1-B-B1-C1-E2-F- H1-I-M-R-R1-U2-V-Z1
09806	A-A1-B-B1-C1-E2-F- H1-M-N-R-R1-V-Z1	09898	A1-B-B1-E2-F-H1-N-R- R1-U2-V-Z1	96262	A-A1-B-B1-U-V	96501	A-A1-B-B1-N-V
09807	A-A1-B-B1-C1-E2-F- H1-M-N-R-R1-V-Z1	34002	A1-B-B1-N-U-Z1	96264	A-A1-B-B1-U	96503	A1-B-B1-F-N-U3-V
09808	A-A1-B-B1-C1-E2-F- H1-M-R-V	34004	A-B-B1-N-V	96266	A-A1-B-B1-U	96507	A-A1-B-B1-F-V
09809	A1-B-B1-V-Z1	34006	A-A1-B-B1-C1-F1-N-V- Z1	96267	A-A1-B-B1-U-V	96510	A1-B-B1-I-N-V
09811	A1-B-B1-E2-E3-F-H1- N-R-R1-U1-V-Z1	34007	A-A1-B-B1-C1-F1-V-Z1	96269	A-A1-B-B1-U	96511	A1-B-B1-I-N-V
09812	A1-B-B1-E2-E3-F-F1-I- N-R-U-V-Z1	34008	A-A1-B-B1-C1-F1-V-Z1	96271	A-A1-B-B1-U	96515	A1-B-B1-F
09814	A1-B-B1-E2-E3-F-F1-I- N-R-U-V-Z1	34020	A1-B-B1-M-N-V-Z1	96275	A-A1-B-B1-V	96517	A1-B-B1-F-U3-V
09815	A-A1-B-B1-C1-E2-F- H1-M-R-R1-V-Z1	34021	A1-B-B1-M-N-V-Z1	96276	A-A1-B-B1	96518	A1-B-B1-V
09817	A-A1-B-B1-B2-C1-E2- E3-F-F1-H-H1-M-N-R- R1-T-V-Z1	34022	A1-B-B1-D-F-M-N-V-Z1	96278	A-A1-B-B1-U	96520	A1-B-B1-F-N-U3-V
09819	A-A1-B-F-P-V-Z1	34023	A1-B-B1-M-N-V-Z1	96283	A-A1-B-B1-U	96521	A1-B-B1-F-N-U3
09821	A-A1-B-F-V-Z1	34024	A1-B-B1-M-N-V-Z1	96284	A-A1-B-B1-U-V	96522	A1-B-B1-F-N-U
09822	A-A1-B-F-V-Z1	34025	A1-B-B1-F-N-U-V-Z1	96297	A-A1-B-B1-U	96530	A-A1-B-B1-H-M-N-U-V
09823	A-A1-B-F-V-Z1	34030	A1-B-B1-M-N-V-Z1	96303	A1-B-B1-M-N-V-W	96531	A-A1-B-B1-H-M-U-V
09824	A-A1-B-F-V-Z1	34031	A1-B-B1-M-N-V-Z1	96306	A1-B-B1-F-F1-F2-M-W	96533	A-A1-B-B1-F
09825	A-A1-B-B1-C-C1-D-F- M-N-R-R1-T-V-Z1	34032	A1-B-M-N-V-Z1	96309	A1-B-B1-M-V-W	96535	A-A1-B-B1-F-V
09827	A-A1-B-B1-F-F1-N-V-Z1	34033	A1-B-C-F-M-N-V-Z1	96310	A1-B-B1-M-W	96537	A1-B-B1-V
09828	A1-B-N-V-Z1	34034	A1-B-B1-M-N-V-Z1	96311	A1-B-B1-M-W	96538	A1-B-B1-V
09830	A1-B-B1-C-N-V-Z1	34035	A1-B-B1-H-M-N-V-Z1	96313	A1-B-B1-F-F1-F2-M-W	96540	A1-B-B1-V
09831	A1-B-B1-F-N-U-V-Z1	34036	A1-B-B1-M-N-U-V-Z1	96319	A1-B-B1-M-W	96541	A1-B-B1-V
09832	A-A1-B-B1-U1-V-Z1	34037	A1-B-B1-C-F-H-I-M-N- V-Z1	96321	A1-B-B1-F-F1-F2-M-W	96542	A1-B-B1-V
09833	A1-B-B1-U1-V-Z1	34038	A1-B-B1-M-N-V-Z1	96322	A1-B-B1-F-F1-F2-M-W	96544	A1-B-B1-V
09834	A1-B-B1-V-Z1	34039	A1-B-N-V-Z1	96323	A1-B-B1-M-V-W	96545	A1-B-B1-P-V
09835	A-A1-B-B1-V-Z1	34041	A1-B-B1-M-N-U-V-Z1	96326	A1-B-B1-M-W	96548	A1-B-B1-F-N-U3-V
09836	A-A1-B-B1-C-F-M-V-Z1	34042	A1-B-B1-D-F-M-N-V-Z1	96328	A1-B-B1-M-W	96546	A1-B-B1-F-U3
09837	A1-B-B1-V-Z1	34050	A1-B-B1-V	96330	A1-B-B1-M-W	96548	A-A1-B-B1-H-M-U
09838	A1-B-B1-V-Z1	34055	A1-B-B1-N-V-Z1	96336	A1-B-B1-M-V-W	96549	A-A1-B-B1-H-M-U
09839	A-A1-B-B1-U-V-Z1	34058	A1-B-B1-V-Z1	96337	A1-B-B1-M-W	96550	A-A1-B-B1-H-M-U-V
09840	A-A1-B-B1-V-Z1	34076	A1-B-B1-F1-N-V-Z1	96338	A1-B-B1-M-W	96551	A-A1-B-B1-H-M-U
09841	A-A1-B-B1-N-U-Z1	34078	A1-B-B1-F1-N-V-Z1	96339	A1-B-B1-M-V-W	96552	A1-B-B1
09842	A-A1-B-B1-N-Z1	34090	A1-B-B1-V	96343	A1-B-B1-M-W	96553	A-A1-B-B1-H-M-N-U-V
09843	A-A1-B-B1-N-V	34091	A1-B-B1-F-F1-R-R1-V	96346	A1-B-B1-F-F1-F2-M-V- W	96554	A-A1-B-B1-H-M-U
09844	A-A1-B-B1-C-F-N-U-V- Z1	34092	A1-B-B1-F-F1-R-R1-V	96347	A1-B-B1-F-F1-F2-M-W	96555	A1-B-B1-F-M-V
09852	A1-B-B1-E2-E3-F-H1- N-R-R1-U1-V-Z1	34093	A1-B-B1-F-F1-R-R1-V	96348	A1-B-B1-F-F1-F2-M-W	96557	A1-B-B1-F-M-V
		34095	A1-B-B1-V	96349	A1-B-B1-F-F1-F2-M-W	96562	A-A1-B-B1-B2-C-C1-D- E2-E3-F-F1-H-H1-I-M- N-R-R1-T-V-Z1
		34098	A1-B-B1-V	96350	A1-B-B1-F-F1-F2-M-W	96595	A1-B-B1-V
		34099	A1-B-B1-V-V1	96351	A1-B-B1-F-F1-F2-M-W	96598	A1-B-B1-N-V
		96201	A-A1-B-B1	96362	A1-B-B1-F-F1-F2-M-W	96599	A1-B-B1-V
		96202	A-A1-B-B1-U	96365	A1-B-B1-M-V-W	96601	A1-B-B1-V-V1
		96203	A-A1-B-B1	96367	A1-B-B1-L-M-W	96602	A1-B-B1-V
				96368	A1-B-B1-M-W	96603	A1-B-B1-V
				96370	A1-B-B1-F-F1-F2-M-W	96604	A1-B-B1-V
				96372	A1-B-B1-M-W	96605	A1-B-B1-V-V1
				96373	A1-B-B1-M-W		
				96374	A1-B-B1-M-W		

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
96606	A1-B-B1-V	96617	A1-B-B1-F-F1-R-R1-V	96662	A1-B-B1-F-F1-R-R1-V	96674	A1-B-B1-F-F1-R-R1-V
96607	A1-B-B1-V	96619	A1-B-B1-V	96663	A1-B-B1-F-F1-R-R1-V	96675	A1-B-B1-F-F1-R-R1-V
96608	A1-B-B1-V	96620	A1-B-B1-F-F1-R-R1-V	96664	A1-B-B1-V-V1	96677	A1-B-B1-F-F1-R-R1-V
96609	A1-B-B1-V	96621	A1-B-B1-V	96665	A1-B-B1-V	96678	A1-B-B1-F-F1-R-R1-V
96610	A1-B-B1-V	96622	A1-B-B1-F-F1-R-R1-V	96666	A1-B-B1-V-V1	96679	A1-B-B1-F-F1-R-R1-V
96611	A1-B-B1-V	96624	A1-B-B1-F-F1-R-R1-V	96667	A1-B-B1-F-F1-R-R1-V	96681	A1-B-B1-V-V1
96612	A1-B-B1-F-F1-R-R1-V	96628	A1-B-B1-F-F1-R-R1-V	96668	A1-B-B1-F-F1-R-R1-V- V1	96682	A1-B-B1-V-V1
96613	A-A1-B-B1-C1-E2-F- H1-I-M-R-R1-U2-V-Z-Z1	96634	A1-B-B1-F-F1-R-R1-V	96669	A1-B-B1-F-F1-R-R1-V	96683	A1-B-B1-V-V1
96614	A-A1-B-B1-C1-E2-F- H1-I-M-R-R1-U2-V-Z-Z1	96643	A1-B-B1-F-F1-R-R1-V	96670	A1-B-B1-V-V1	96686	A1-B-B1-V-V1
96615	A1-B-B1-F-F1-R-R1-V	96650	A1-B-B1-F-F1-R-R1-V	96671	A1-B-B1-F-F1-R-R1-V	96687	A1-B-B1-V-V1
96616	A1-B-B1-F-F1-R-R1-V	96657	A1-B-B1-F-F1-R-R1-V	96672	A1-B-B1-F-F1-R-R1-V	96698	A1-B-B1-V-V1
		96660	A1-B-B1-F-F1-R-R1-V	96673	A1-B-B1-V-V1		
		96661	A1-B-B1-F-F1-R-R1-V				

## 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.

**A1.** Mail addressed to "Any Servicemember," or similar wording such as "Any Soldier," "Sailor," "Airman," or "Marine"; "Military Mail"; etc., is prohibited. Mail must be addressed to an individual or job title such as "Commander," "Commanding Officer," etc.

**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 depicting nude or seminude persons, pornographic or sexual items, or nonauthorized political materials is prohibited. Although religious materials contrary to the Islamic faith are prohibited in bulk quantities, items for the personal use of the addressee are permissible.

**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 601.11.1.2c. This restriction does not apply to firearms mailed to or by official U.S. government agencies. The restriction for mail to this APO/FPO ZIP Code does not apply to firearms mailed from this APO/FPO ZIP Code, provided ATF and USPS regulations are met. Antique firearms are a separate category defined in DMM 601.11.2 and ATF regulations; they do not require an ATF form.

**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 letters, flats, and Periodicals are authorized. Parcels of any class are prohibited.

**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:

- Maximum length 20 inches.
- Maximum width 12 inches.
- Maximum height 12 inches.

The maximum length and girth combined may not exceed 68 inches.

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, vegetables, animals, and living plants are prohibited.

**N.** Registered mail is prohibited.

**O.** Delivery status information for Extra Services is not available on USPS.com.

**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 601.8.0, 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.

**V.** Express Mail Military Service (EMMS) not available from any origin.

**V1.** Delivery Confirmation service is not available.

**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 following restriction is applicable only to International Service Centers (ISC)/Exchange Offices. An Anti-Pilferage Seal (Item No O817E or O818A) is required on all pouches and sacks.

— *International Network Operations,  
Network Operations, 1-29-09*

# SELF SERVICE MADE SIMPLE AT THE APC<sup>®</sup>

use your debit/credit card  
ship packages  
buy stamps and more

TODAY'S MAIL 

usps.com



January 2009

## Have You Seen Any of These Missing Children?

Please participate in the NALC/USPS Child Alert Program. Tear out this page and carry it with you. If you have information on any of these missing persons, tell your Postal Service™ supervisor.



**Name:** Kendale Broadnax  
Born: 10-30-93  
Date Missing: 10-31-08  
Missing From: Chicago, IL



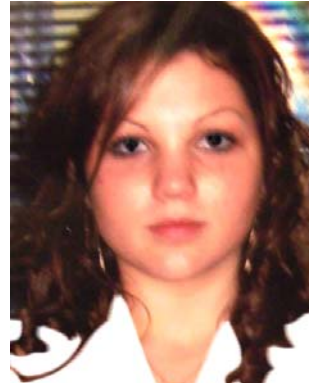
**Name:** Adrian Clark  
Born: 12-28-92  
Date Missing: 12-30-08  
Missing From: Miami, FL



**Name:** Taravia Cotton  
Born: 1-6-93  
Date Missing: 11-3-08  
Missing From: Dallas, TX



**Name:** Willie Edwards  
Born: 8-26-94  
Date Missing: 1-6-09  
Missing From: Tampa, FL



**Name:** Kindra Gembala  
Born: 8-15-91  
Date Missing: 11-5-08  
Missing From: Omaha, NE

**Please call the National Center for Missing and Exploited Children  
Hot Line 1-800-843-5678  
TDD 1-800-826-7653**

### Missing Children Poster Display Instructions

Post Offices, classified stations, branches, and contract postal units may display this poster at their option. If the poster is displayed, it should be placed on the community bulletin board located in the Post Office™ box lobby and not in the main retail (full service) lobby. Alternatively, Missing Children posters can be maintained in a binder behind the counter to be used as a reference guide. The posters also may be posted in a prominent location where letter carriers will be able to see them before or after they go out on their routes. Making this information available to letter carriers is consistent with the NALC/USPS Child Alert Program to facilitate identification of missing children.

Companion posters, authorized for display on bulletin boards maintained by employee organizations, appear periodically in *The Postal Record*, a publication for members of the National Association of Letter Carriers.

This poster is published in cooperation with the National Center for Missing and Exploited Children, the United States Department of Justice, and the National Association of Letter Carriers. Information appearing on this poster is selected solely by the National Center for Missing and Exploited Children (NCMEC).

In addition to *Postal Bulletin* updates, NCMEC distributes information periodically. Notification of newly reported missing children is sent to designated district “Missing Children” coordinators via e-mail addresses provided by district managers. Within 24 hours of receipt of an e-mailed Missing Children poster, district coordinators should distribute copies to all Postal Service™ facilities in their districts. Missing Children posters are to be displayed as noted above for 30 days unless notification is received (from NCMEC) to remove a particular poster sooner. The e-mail network is used to distribute posters and information in only the most urgent cases of missing children. This system supplements, but does not replace, the missing children information in this *Postal Bulletin*.

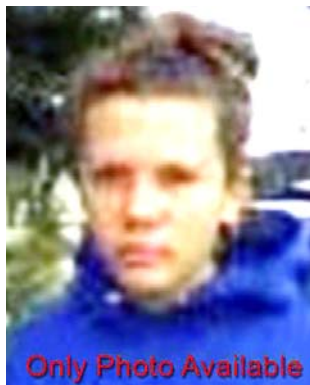
Missing Children posters are available to the U.S. Postal Service® only as described above. If Postal Service employees are contacted by individuals or local agencies about displaying a sign or poster of a missing child in local Post Offices, the individual or agency should be politely informed that the U.S. Postal Service displays only those posters provided by NCMEC, because it has been designated by the U.S. Department of Justice to be the national clearinghouse and resource center for missing and exploited children. The individual or agency should then be referred to NCMEC at 800-843-5678.

If you have any information, or for free prevention tips, please call 800-THE-LOST (800-843-5678).

January 2009

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**Name:** Lisa Luna  
Born: 5-23-92  
Date Missing: 11-1-08  
Missing From: Brandon, FL



**Name:** Jennifer Sandifer  
Born: 8-10-91  
Date Missing: 11-1-08  
Missing From: Chicago, IL



**Name:** Lisa Shearer-Hill  
Born: 7-9-91  
Date Missing: 10-31-08  
Missing From: Bartow, FL



**Name:** Morgan Shonfelt  
Born: 5-3-93  
Date Missing: 11-8-08  
Missing From: Tucson, AZ

**Please call the National Center for Missing and Exploited Children  
Hot Line 1-800-843-5678  
TDD 1-800-826-7653**



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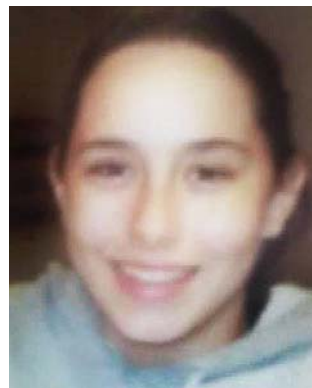
**Name:** Justin Smith  
Born: 6-13-92  
Date Missing: 1-7-09  
Missing From: Ft. Lauderdale, FL



**Name:** Brian Teague  
Born: 7-17-92  
Date Missing: 11-6-08  
Missing From: Anderson, SC



**Name:** Marlene Torales  
Born: 12-11-95  
Date Missing: 11-4-08  
Missing From: National City, CA



**Name:** Jasmine Wickham  
Born: 1-22-93  
Date Missing: 1-6-09  
Missing From: Winter Park, FL

**Please call the National Center for Missing and Exploited Children  
Hot Line 1-800-843-5678  
TDD 1-800-826-7653**

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## Forms (Continued)



### **How to Apply for Post Office Caller Service!** **The Safe Convenient Way to Get Your Mail**

Caller Service is a premium service available for a fee to any customer who:

- Requires more than free carrier service.
- Receives or plans to receive more mail than can be delivered to the largest available Post Office™ Box at the facility.
- Plans to receive an incoming volume of mail that cannot fit into the largest available Post Office Box.

**NOTE:** Additional information about Post Office Caller Service is available at [www.usps.com/receive/businesssolutions/callerservice.htm](http://www.usps.com/receive/businesssolutions/callerservice.htm).

#### **Application for Caller Service**

To apply for Caller Service, the applicant must complete the tear-off section on the next page and submit it to any Postal Service™ facility that provides window service. The facility does not need to be where the destination Caller Service is desired. An incomplete or falsified application is sufficient reason to deny or discontinue service. An application is not considered approved until the Postal Service verifies the applicant's identity.

#### **Fee Notification**

At least twenty days before the fee is due, we put a notice with the mail or hand the notice to the person retrieving the mail. If after turning in a temporary forwarding order a caller is out of town, we can mail the notice to the caller's temporary address.

#### **Basis of Fees and Payment**

##### **Caller Service Fee**

Caller Service fees can be paid in advance for 6 months or 1 year. It is the caller's responsibility to pay the fee on time. If the fee is paid by mail, we must receive the payment by the due date.

- If a caller receives mail addressed to more than one caller number combined into one bulk delivery of mail (not separated to each number), the Caller Service fee is charged only for the one main caller service number. Reserved caller number fees are charged for all the remaining caller numbers to which mail is addressed.
- When a Post Office Box service applicant is provided a single Caller Service separation because of a shortage of available Post Office Boxes, the fee charged is the fee for the largest installed Post Office Box. In this instance, neither the Caller Service fee nor the reserved caller number fee is charged.
- If a caller uses a number to a physical Post Office Box to obtain a Caller Service, the applicable fees for both Post Office Box service and Caller Service must be paid.
- If a customer has Caller Service and wants to reserve a range of numbers for future use, those numbers will be charged at the reserved caller number fee.

The caller fee payment period is determined by the approval date of the application. The period begins on the first day of either the month the application is approved, or the following month if approved after the 15th of the month. After that, Caller Service fees for renewal of service may be paid any time during the last 30 days of the service period, but no later than the last day of the service period.

Availability of this service may be restricted and number(s) are not issued immediately upon payment of the fee(s).

Reserve Caller Service fees are due at the date of application and every December 31st after that.

#### **Payment Options**

Fees may be paid using cash, credit or debit card, or check or money order payable to the postmaster. A mailed payment must be received by the postmaster on or before the due date. Do not send cash by mail.

**Note:** If a customer's check is returned by the bank, we must suspend service until another form of payment is submitted. The customer may also incur a handling charge to cover our processing costs.

#### **Late Payment**

If the Post Office Caller Service fee is not paid on time, all mail to the customer will be delivered in bulk without any separations provided. After 10 days of nonpayment, mail will be delivered to the street address if possible or we will treat mail as undeliverable and return the mail to senders. Caller Service will be terminated and numbers will be available for issue to other customers.

#### **Refund of Caller Service fees**

The unused portions of Caller Service fees will be refunded as indicated below:

Refund based on 6-Month Payment:

- If service is cancelled and a request for a refund is made during the first 3 months of service, the refund will be ½ the fee paid.
- There is no refund after 3 months of Caller Service.

**Refund based on 12-Month Payment:**

- If the service is cancelled and a request for a refund is made within the first 3 months of service, the refund will be  $\frac{3}{4}$  the fee paid.
- If the service is cancelled and a request for a refund is made within the first 6 months of service, the refund will be  $\frac{1}{2}$  the fee paid.
- If the service is cancelled and a request for a refund is made within the first 9 months of service, the refund will be  $\frac{1}{4}$  the fee paid.
- There is no refund after 9 months of Caller Service.
- If a Post Office Box key was issued, there is a \$1.00 key refund for each key returned to the Post Office where the box is located.

**Reserved Numbers and Fee(s)**

Customers may reserve caller numbers for future use. Subsequently, a number(s) will be issued. Availability of this service may be restricted and number(s) are not issued immediately upon payment of the fee(s).

The reserved number fee(s) is not refundable.

**Pickup of Mail**

Caller Service does not include general delivery service. Customers who use Caller Service pick up their mail at the Post Office call window or loading dock several times a day as designated by the postmaster.

**Terms of Service**

- Caller Service may not be used just to avoid paying a forwarding charge or for any purpose prohibited by law or Postal Service regulations.
  - We will immediately terminate Caller Service if used for any unlawful purpose.
  - Caller Service may be provided to a minor (a person under 18 years of age) unless the minor's parent or guardian submits a written objection to the postmaster.
  - If a caller uses a physical PO Box number and the PO Box service is terminated, Caller Service will also be terminated.
- Note:** If a caller uses a physical PO Box number and Caller Service is terminated, PO Box service will continue.

**Transferring Service**

Caller Service may be transferred, without payment of an additional fee, to a different facility of the same Post Office if that facility has Caller Service. To transfer service, the caller must submit a new application either to the facility where service is currently provided or to the facility where service is desired. A caller may transfer service no more than once in any semiannual payment period and must submit a completed PS Form 3575, *Change-of-Address Order*, at the time of transfer.

**Surrendered Service**

Caller Service is deemed surrendered if the caller customer submits a permanent change-of-address order, fails or refuses to pay the appropriate fees by the due date, or submits a written notice to discontinue service.

**Post Office Box Keys**

If a Post Office Box(s) is issued with Caller Service, two keys will be issued for key-type Post Office Boxes, or an access code for combination lock type Post Office Boxes. A \$1.00 deposit is required for each key and you can obtain additional keys (and pay applicable fees). Whenever Post Office Box Service terminates, turn in all keys to the Postal Service. We refund the deposits for each key returned. Post Office Box keys may not be duplicated commercially.

**Updating Information**

The information on the PS Form 1093-C must always be current. As soon as any information changes (such as caller's street address, telephone number, etc.), the caller is responsible for updating the form. Failure to update the application may result in a termination of service. We keep the form on file at the Post Office where the service is used.

**Caller Service Address**

Caller Service customers must use their assigned Caller Service number in their mailing address. The "Post Office Box" (PO Box) number, should appear on a separate line, followed by the Post Office's city, state, and ZIP+4® (when we assign the Caller Service number, we will provide the corresponding ZIP+4). We deliver to the Caller Service address as printed on the mail, so be sure to provide correct and current address information to all correspondents.

Use the following example as a guide for proper addressing:

JOHN DOE  
PO BOX 1122  
ANYTOWN NY 01234-1122

Your ZIP+4® is:  -

**Privacy Act Statement:** Your information will be used to provide Post Office Caller Service. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we will be unable to provide this service to you. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities aiding us to fulfill the service (service providers); to process servers; to domestic government agencies if needed as part of their duties; and to a foreign government agency for violations and alleged violations of law. Information concerning an individual boxholder who has filed a protective court order with the postmaster will not be disclosed except pursuant to court order. For more information on our privacy policies see our privacy link on [usps.com](http://usps.com)®.



Caller Number(s) _____ to _____		Reserve Number(s) _____ to _____	
<b>Application for Post Office™ Caller Service</b>			
<i>Tear off this page, fill out all non-shaded fields, and take it to the Post Office</i>			
1. Will this service be used for: (Required) <input type="checkbox"/> Business/Organization Use <input type="checkbox"/> Residential/Personal Use			
2. Name of Business/Organization (if applicable)			
3. Name of Person Applying (Last, First, MI - include Title if representing a business/organization)			
4. Address Number, street, ste., City, State ZIP+4®	Verify initials	5. Corporate Address (If different from #4) Number, street, ste., City, State ZIP+4	Verify initials
6. Telephone Number (Include Area Code)		7. Email Address (Optional)	
8. Quantity of numbers required: Caller _____ Reserve _____			
9. Applicant must select and enter the ID number for two items of valid identification listed below. Applicant must present the IDs at a Post Office. One item must contain a photograph and one must be traceable to the bearer (prove applicant's physical address). Both must be current.		10. List the name(s) of all other businesses or individuals, including members of a business, who will be receiving mail at this Caller Service. All persons listed must have verifiable identification and, upon request, present this identification to the Postal Service. A parent or guardian may receive the mail of minors by listing their names (no ID is required).	
<input type="checkbox"/> State Drivers License or State ID Card	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Passport, Alien Registration Card or Certificate of Naturalization	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Current Lease, Mortgage or Deed of Trust	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Voter or Vehicle Registration Card	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Home or Vehicle Insurance Policy	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<input type="checkbox"/> Armed Forces, Government, University or Recognized Corporate Identification Card	Verify initials	<input type="checkbox"/> Business Name	Verify initials
<b>11. SPECIAL ORDERS</b>			
Postmaster: The following named persons or representatives of the business/organization listed above are authorized to pick up mail addressed to this (these) Caller Service number(s). All names listed must have verifiable ID and upon request, present this identification to the Postal Service (continue on reverse side if needed).			
Other Authorized Representative	Verify initials	Other Authorized Representative	Verify initials
Other Authorized Representative	Verify initials	Other Authorized Representative	Verify initials
Date Application Received	Service Dates _____ through _____	Customer Eligible for No-Fee Service <input type="checkbox"/> Yes <input type="checkbox"/> No	
12. <b>Signature of Applicant (Same as item 3).</b> I certify that all information furnished on this form is accurate, truthful, and complete. I understand that anyone who furnishes false or misleading information on this form or omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.			Post Office Date Stamp
Privacy Notice: Privacy Act Statement is available on pages 2 and 4 of this form.			





# Organization Information

## Address Management

### Post Office Changes

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old New	16-2694 16-2112	61842 61735	IL IL	Farmer City Dewitt	Dewitt Dewitt	Main Office Main Office	Post Office Post Office	01/10/2009	Realign ZIP™ Code boundaries. Use Dewitt IL 61735 as last line of address for the 6 deliveries previously in ZIP Code 61842.
Old New	28-4218 28-4218	64102 64102	MO MO	Kansas City Kansas City	Jackson Jackson	Stockyards Main Office	Classified Station Post Office	11/29/2008 11/29/2008	Classified station discontinued. Retain ZIP Code. Continue to use Kansas City MO 64102 as last line of address.
Old New	54-8823 54-8823	98664 98662	WA WA	Vancouver Vancouver	Clark Clark	Main Office Main Office	Post Office Post Office	01/10/2009	Realign ZIP Code boundaries. Use Vancouver WA 98662 as last line of address for the 8 deliveries previously in ZIP Code 98664.
Old New	56-8620 56-8620	53098 53094	WI WI	Watertown Watertown	Dodge Jefferson	Main Office Main Office	Post Office Post Office	01/05/2009	Realign ZIP Code boundaries. Use Watertown WI 53094 as last line of address for the 3 deliveries previously in ZIP Code 53098.

— Address Management, Intelligent Mail and Address Quality, 1-29-09

## Finance

### Federal Taxation Percentages for Supplemental Wages

USPS® employees are reminded that the percentages used to tax supplemental wages are different from the normal taxation percentages. As information, supplemental wages include, but are not limited to, annual leave exchange, awards, back-pay awards, prizes, severance pay, and reimbursements for moving expenses. The American Jobs Creation Act of 2004 and Section 31.3402(g)-1 of IRS regulations created a two-tiered taxation rate for supplemental wages that was effective as of January 1, 2005. These regulations apply to all supplemental payments received by USPS employees in the contiguous United States, Guam, the Northern Marianas, Puerto Rico, and the United States Virgin Islands.

These regulations provide for taxation of supplemental wages up to a total of 1 million dollars within a calendar year at a *mandatory* withholding rate of 25 percent. They also provide for a *mandatory* withholding rate of 35 percent for any supplemental wages paid in excess of 1 million dollars within a calendar year. These rates will remain in effect until taxation percentages are changed by Congress and the IRS.

— Payroll,  
Controller, 1-29-09

## Form W-4 Completion for Employees Claiming Exempt Status for 2009

Internal Revenue Service (IRS) regulations permit employees who anticipate no federal tax liability for 2009 to continue to claim total exemption from federal tax withholding provided they owed no federal taxes for 2008. These regulations also require that a new Form W-4, *Employee's Withholding Allowance Certificate*, be submitted every calendar year by employees claiming an exempt status. However, because of *PostalEASE*, it is no longer necessary for these employees to file a hard copy Form W-4.

Employees may meet IRS filing requirements concerning exempt W-4s by either logging onto *PostalEASE* via the USPS® Intranet at <http://blue.usps.gov> or by calling *PostalEASE* toll-free 877-477-3273. Follow the Form W-4 instructions provided by *PostalEASE*, and your form will be updated for calendar year 2009. If you need to contact the HR Shared Service Center (HRSSC) in Greensboro concerning this matter, call 877-477-3273, option 5.

Any employee currently in an exempt status who does not submit a new Form W-4 claiming a continuation of that status will be converted to a taxable status, effective Pay Period (PP) 06-09. For an exempt Form W-4 to remain effective into next year, the IRS requires completion,

submission, and acceptance of the form by no later than February 17. Since February 17 falls within PP 05-09, updated Form W-4 information must be entered into *PostalEASE* by no later than Monday, February 14. Entry of the information by that date will ensure continuation of the exempt status for 2009.

Any employee who claimed exempt status for 2008 who does not submit a new Form W-4 will have federal taxes withheld at the rate that would normally be applicable to an employee claiming Single with 0 allowances. Employees with an exempt status (as of PP 26-08) will receive printed messages on their earnings statement during PP 02-09 and PP 03-09 reminding them that a new Form W-4 is required.

### Reminders

All administrative and managerial employees are prohibited from providing any tax advice to employees concerning the completion of Form W-4s.

Sending information concerning exempt Form W-4s to the Eagan Accounting Service Center is no longer required.

— Payroll,  
Controller, 1-29-09

## International Reply Coupons

All postal retail units must submit foreign-issued (exchanged) and U.S.-issued (redeemed) international reply coupons (IRCs) accepted through December 31, 2008, to the stamp distribution office (SDO) or stamp services center (SSC).

Redemption rates for foreign-issued exchanged IRCs are based on the round date stamp (on the right-hand side of the coupon) and the list below:

Date	Redemption Rates
01/01/2002–01/07/2006	0.80
01/08/2006–05/13/2007	0.84
05/14/2007–05/11/2008	0.90
05/12/2008–12/31/2008	0.94

Redemption rates for unused U.S.-issued IRCs are the value of the printed price less \$0.01 (when applicable, increase the value of the printed prices of unused U.S.-issued IRCs by the amount of additional postage affixed).

Handbook F-101, *Field Accounting Procedures*, part 11-6.6 contains specific instructions for submitting exchanged foreign-issued and redeemed U.S.-issued IRCs to their servicing SDO or SSC.

SDOs and SSCs must ship IRCs for receipt by February 28, 2009, to the following address:

Finance Branch  
Accounting Services  
2825 Lone Oak Pkwy.  
Eagan, MN 55121-9617

Handbook F-101, *Field Accounting Procedures*, is available at [http://blue.usps.gov/accounting/\\_pdf/Handbook F-101.pdf](http://blue.usps.gov/accounting/_pdf/Handbook F-101.pdf).

— Accounting Policy,  
Controller, 1-29-09

## Revenue Unit for Fiscal Year 2008

The revenue unit for fiscal year 2008 is \$366.10. This is the average revenue for 1,000 pieces of revenue-generating mail and special services transactions. The revenue unit is used in the process of determining the proper cost ascertainment group (CAG) for Post Offices. To find revenue information for an individual Post Office™, visit the Headquarters Accounting website on the Postal Service™ Intranet:

- Go to <http://blue.usps.gov>.
- Click the *Inside USPS* tab.
- Under “Finance,” click *Accounting*.
- Under “Related Links,” click *ANCM / FNCM / GR*.
- Click the *Enter Gross Revenue* button.

- Click the *Gross Revenue Inquiry* link.
- In the Report Data section, select any of the requested data attributes (e.g., Gross Revenue, Number of Revenue Units, etc.).
- In the Report Criteria section, select the fiscal year and enter your finance number.
- Click the *Run Report* button to display results.

The direct URL for the ANCM/FNCM/GR webpage is <http://mnpb1:10065/access.html>.

— Accounting Policy,  
Controller, 1-29-09

## Global Business

### International Mail: Mailing to Cuba

On December 4, 2008, the Postal Service™ published two articles in *Postal Bulletin 22247*, revising *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®), and Publication 51, *International Postal Prices and Fees*, authorizing shipments of small packets to Cuba. (The articles are “IMM Revision: Mailability of Small Packets to Cuba” on page 6, and “Publication 51 Revision: Mailability of Small Packets to Cuba” on page 9.) The revisions align Postal Service mailing standards with U.S. Department of Commerce regulations concerning items mailed to Cuba.

Our goal is to provide consistency in the handling of items mailed to Cuba. If customers mail goods to Cuba, they must follow the requirements in the *Code of Federal Regulations* (CFR) 15 CFR § 740.12. In addition, customers must file electronic export information with the U.S. Census Bureau before mailing any goods to Cuba, in accordance with 15 CFR Part 30. For customer convenience, the main points of these regulations are outlined in this article.

#### What Can Be Mailed

Other than letters or printed matter, only gift packages and humanitarian donations, as defined in 15 CFR § 740.12, may be mailed to Cuba. Available USPS® services are as follows:

- First-Class Mail International™ (letters, letters for the blind, postcards, printed matter, and small packets).
- Priority Mail International™ flat-rate envelope.
- Priority Mail International small flat-rate box.
- International Priority Airmail™ (IPA®).
- International Surface Air Lift® (ISAL®).

Priority Mail International parcels may *not* be mailed to Cuba.

**Note:** Items that are mailed to Cuba must weigh *4 pounds or less*.

#### Prohibited Items

The following is the list of “Commerce Controlled Categories.” Goods that are included in these categories are *specifically prohibited to be mailed to Cuba*:

- 0 = Nuclear materials, facilities, and equipment (and miscellaneous items).
- 1 = Materials, chemicals, microorganisms, and toxins.
- 2 = Materials processing.
- 3 = Electronics.
- 4 = Computers.
- 5 = Telecommunications and information security (see “Allowable Items” below).
- 6 = Sensors and lasers.
- 7 = Navigation and avionics.
- 8 = Marine.
- 9 = Propulsion systems, space vehicles, and related equipment.

**Note:** Some of the prohibited goods that customers frequently attempt to mail to Cuba are electronics and computers (see categories 3 and 4).

#### Allowable Items

The following are the only commodities and software eligible for mailing to Cuba:

- Food (including vitamins).

- Medicines and medical supplies and devices (including hospital supplies and equipment and equipment for the handicapped).
- Receive-only radio equipment for reception of commercial/civil AM/FM and shortwave publicly available frequency bands, and batteries for such equipment.
- Mobile telephones covered by Export Control Classification Numbers (ECCNs) 5A991 or 5A992, software for such telephones covered by ECCN 5D992, and batteries, memory cards, chargers, and other accessories for such telephones.

**Note:** Any such commodities and software contained in a gift package must be of the type ordinarily given as a gift, and may not be in exchange for payment by the donee (addressee). Other qualifications may apply to items sent as humanitarian donations.

### Frequency

Per calendar month, one gift package may be sent from the same donor (sender) to the same household (addressee).

**Exception:** There is no frequency limit on gift packages of food to Cuba.

### Value

The combined total domestic retail value of all commodities and software included in a gift package may not exceed \$400.

**Exception:** There is no dollar value limit on food contained in a gift package to Cuba.

### Additional Restrictions on Mailing to Cuba

1. A gift item may be sent only to a grandparent, parent, sibling, spouse, child, or grandchild of the donor.
2. Gift items may not be sent to certain officials of the Cuban government or the Communist Party, as listed in 15 CFR § 740.12.

### How to Prepare Gift Packages for Mailing

1. The name and address of the donor (sender), as well as the name and address of the donee (addressee), must be on the outside of each package.
2. Each item must be endorsed with the notation "GIFT — Export License Not Required." The marking must be written on the addressee side of the package, and the symbol "GFT" must be written on the applicable required customs declaration.
3. Before mailing, the sender or an authorized agent must submit certain information to the U.S. Census Bureau via its Automated Export System (AES) or *AESDirect* website at [www.aesdirect.gov](http://www.aesdirect.gov). As confirmation of the filing, the sender will receive an Internal Transaction Number (ITN), which the sender must write on the applicable customs form. If AES or *AESDirect* is unavailable, the sender must instead write the appropriate AES Downtime Citation on the applicable customs form, in accordance with U.S. Census Bureau instructions. For further assistance with AES filing requirements, contact the U.S. Census Bureau on its toll-free hotline at 800-549-0595 and select from the following options:
  - Option 1 — AES Assistance.
  - Option 2 — Commodity Classification Assistance.
  - Option 3 — Regulatory Assistance.

### More Information

For more information, contact the U.S. Department of Commerce:

Office of Export Enforcement  
Bureau of Industry and Security  
U.S. Department of Commerce  
1401 Constitution Ave., NW  
Washington, DC 20230-0002  
Telephone: 202-482-1208  
[www.bis.doc.gov](http://www.bis.doc.gov)

— Global Business Development,  
Global Business, 1-29-09

## Marketing

### Mail Alert

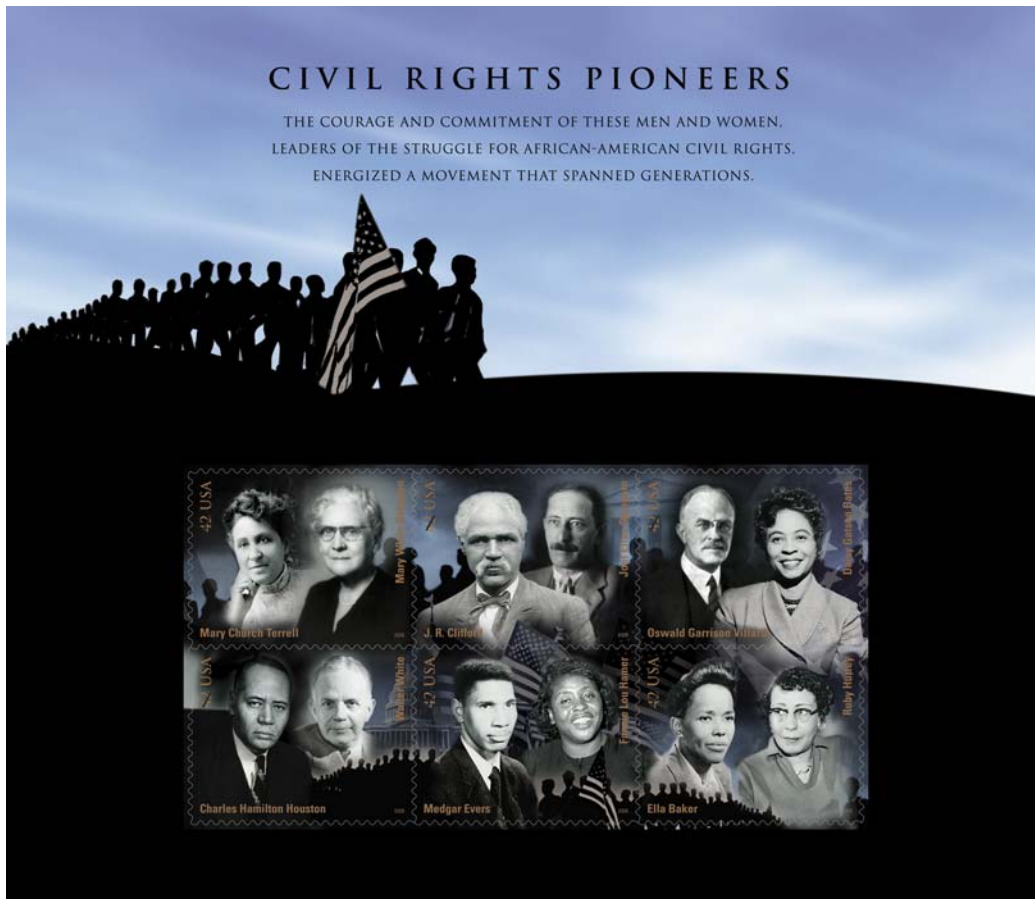
The mailings below will be deposited in the near future. Offices should honor the requested home delivery dates. Mailers wishing to participate in these alerts, for mailings of 1 million pieces or more, should contact Business Service Network Integration at 202-268-3258 at least 1 month preceding the 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://ribbs.usps.gov/files/advance/advtech.pdf> or contact the National Customer Support Center at 800-238-3150.

Requested Delivery Dates	Title of Mailing	Class and Type of Mail	Number of Pieces (Millions)	Distribution	Presort Level	Comments
1/26/09–1/30/09	Costco Connection	Standard Flat	8.5	Nationwide	Barcoded 3/5-Digit, Car-Rt	Quebecor Merced, CA & Olive Branch, MS
1/29/09–1/31/09	BSG February Shopping Guide	Standard Letter	1.0	Nationwide	3/5-Digit, Car-Rt	Henry Wurst, Inc. N. Kansas City, MO
1/29/09–1/31/09	JCP — Wk 1 Home Signature	Standard Flat	10.0	National	Car-Rt	Harte-Hanks
1/29/09–1/31/09	JCP — Wk 1 Valentine's Jewelry	Standard Letter&Flat	4.50	National	Car-Rt	Harte-Hanks
1/29/09–1/31/09	Sally Beauty February Pro Flyer	Standard Letter	1.248	Nationwide	Barcoded 3/5-Digit	Ridgway Mailing Service Dallas, TX
1/29/09–1/31/09	Vonage — Core	Standard Letter	1.2	Nationwide	3/5-Digit	Compak
1/30/09–2/2/09	JCP — Wk 1 Big & Tall	Standard Catalog	1.0	National	Car-Rt	Quebecor/RRD
1/30/09–2/2/09	JCP — Wk 1 Home Sale Catalog	Standard Catalog	5.6	National	Car-Rt	Quebecor/RRD
2/2/09–2/4/09	JCP — Wk 1 Super Saturday	Standard Flat	8.0	National	Car-Rt	Harte-Hanks
2/2/09–2/5/09	Ginny's	Standard Catalog	3.2	Nationwide	Barcoded 3/5-Digit, Car-Rt	Quad Graphics Lomira, WI
2/2/09–2/5/09	White House/Black Market (WH/BM) Spring 1 Mailer	Standard Flat	1.459	National	3/5-Digit, Car-Rt	Nahan Printing St. Cloud, MN
2/3/09	Vonage — Core	Standard Letter	2.5	National	3/5-Digit	Compak
2/4/09–2/6/09	JCP — Wk 2 Customer Appreciation (Friends & Family)	Standard Letter	6.1	National	Car-Rt	Harte-Hanks
2/4/09–2/7/09	Cotsco Multi-Vendor Coupon	Standard Letter	19.0	Nationwide	3/5-Digit	Segerdahl Carol Stream, IL
2/4/09–2/7/09	Monroe & Main	Standard Flat	1.3	Nationwide	Barcoded 3/5-Digit, Car-Rt	RR Donnelly Warsaw, IN
2/4/09–2/7/09	Through the Country Door	Standard Catalog	2.8	Nationwide	Barcoded 3/5-Digit, Car-Rt	Quad Graphics Lomira, WI
2/4/09–2/10/09	Life Line Screening	Standard Letter	2.0	Nationwide	3/5-Digit	Mail America Forest, VA
2/6/09–2/9/09	JCP — Wk 2 Credit Clear Away	Standard Letter	10.2	National	Car-Rt	Harte-Hanks
2/6/09–2/9/09	JCP — Wk 2 JCP Home Spring Catalog	Standard Catalog	1.8	National	Car-Rt	Quebecor/RRD
2/9/09–2/11/09	JCP — Wk 3 Privilege Credit	Standard Letter	7.0	National	Car-Rt	Harte-Hanks
2/9/09–2/12/09	Midnight Velvet	Standard Catalog	2.2	Nationwide	Barcoded 3/5-Digit, Car-Rt	Quad Graphics Martinsburg, WV
2/11/09–2/13/09	Nordstrom February Season Launch	Standard Flat	1.875	Nationwide	3/5-Digit, Car-Rt	Arandell Milwaukee, WI
2/12/09–2/19/09	Life Line Screening	Standard Letter	2.0	Nationwide	3/5-Digit	Mail America Forest, VA

## Philately

### Stamp Announcement 09-09: Civil Rights Pioneers



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On February 21, 2009, in New York, New York, the Postal Service™ will issue a 42-cent, *Civil Rights Pioneers* commemorative stamp in six designs in a pressure-sensitive (PSA) souvenir sheet of six stamps (Item 573900). The stamp, designed by Greg Berger of Bethesda, Maryland, goes on sale nationwide February 21, 2009.

With these stamps, the U.S. Postal Service® honors 12 leaders of the struggle for African-American civil rights. These visionary men and women energized a movement that spanned generations. Art director Ethel Kessler and stamp designer Greg Berger, both of Bethesda, Maryland, chose to approach this project through photographic montage. Paring two pioneers on each stamp was a way of intensifying the montage effect.

#### How to Order the First Day of Issue Postmark

Customers have 60 days to obtain the first day of issue postmark by mail. They may purchase new stamps at their

local Post Office™, at The Postal Store® website at [www.usps.com/shop](http://www.usps.com/shop), or by calling 800-STAMP-24. They should affix the stamps to envelopes of their choice, address the envelopes (to themselves or others), and place them in a larger envelope addressed to:

Civil Rights Pioneers Stamp  
Postmaster  
421 Eight Ave., Rm. 2029B  
New York, NY 10199-9998

After applying the first day of issue postmark, the Postal Service will return the envelopes through the mail. There is no charge for the postmark. All orders must be postmarked by April 22, 2009.

#### How to Order First Day Covers

Stamp Fulfillment Services also offers first day covers for new stamp issues and Postal Service stationery items postmarked with the official first day of issue cancellation.



Each item has an individual catalog number and is offered in the quarterly *USA Philatelic* catalog. Customers may request a free catalog by calling 800-STAMP-24 or writing to:

Information Fulfillment  
 Dept. 6270  
 U.S. Postal Service  
 PO Box 219014  
 Kansas City, MO 64121-9014

**Philatelic Products**

The *Civil Rights Pioneers Diary Page* with souvenir sheet (Item 573976, \$8.95) comes with a souvenir sheet of six *Civil Rights Pioneers* stamps. With these stamps and cultural diary page, the Postal Service honors 12 leaders in the struggle for African-American civil rights.



There are five other philatelic products available for this stamp issue:

- 573962\*, First Day Cover, Full Sheet, \$5.02.
- 573964\*, Cancelled Full Sheet, \$5.02.
- 573991\*, Ceremony Program, \$6.95.
- 573993\*, First Day Cover Keepsake (Full pane w/ cover), \$7.54.
- 573998, Civil Rights CDP & Ex/African Am. Cultural Diary, \$39.50.

Items with an asterisk (\*) will use the 128 barcode from Stamp Fulfillment Services. All other philatelic products will continue to use barcode series A, with the exception of the Yearbook and the Guide Book.

Issue:	<i>Civil Rights Pioneers</i>
Item Number:	573900
Denomination & Type of Issue:	42-cent Commemorative
Format:	Souvenir Sheet of 6 (6 designs)
Issue Date & City:	February 21, 2009, New York, NY 10199
Designer:	Greg Berger, Bethesda, MD
Art Director:	Ethel Kessler, Bethesda, MD
Typographer:	Ethel Kessler, Bethesda, MD
Engraver:	Keating
Modeler:	Avery Dennison, SPD
Manufacturing Process:	Gravure
Printer:	Avery Dennison (AVR)
Printed at:	AVR, Clinton, SC
Press Type:	Dia Nippon Kiko (DNK)
Stamps per Pane:	6
Print Quantity:	24 million stamps
Paper Type:	Non-phosphored, Type III
Adhesive Type:	Pressure-sensitive
Processed at:	AVR, Clinton, SC
Colors:	Yellow, Magenta, Cyan, Black, PMS 875 (Gold)
Stamp Orientation:	Horizontal
Image Area (w x h):	1.42 x 1.085 in./36.07 x 27.56 mm
Overall Size (w x h):	1.560 x 1.225 in./39.62 x 31.12 mm
Full Pane Size (w x h):	7.25 x 6.25 in./184.15 x 158.75 mm
Plate Size:	48 stamps per revolution
Plate Numbers:	N/A
Marginal Markings:	
Front:	Header: "CIVIL RIGHTS PIONEERS" • Paragraph: "The courage...spanned generations"
Back:	© 2008 USPS • USPS logo • Price: ".42 x 6 = \$2.52" • Header: "CIVIL RIGHTS PIONEERS" • Paragraph: "With these...civil rights." • Twelve names and short bio on each person who appears on stamp • Barcode 573900 in lower right-hand corner

**Distribution: Item 573900, \$2.52 Civil Rights Pioneers, PSA Souvenir Sheet of Six Stamps**

Stamp distribution offices (SDOs) will receive approximately 20 percent of their full standard automatic distribution quantity for a PSA pane stamp. Distributions are rounded to the nearest master carton size (12,000 stamps/2,000 souvenir sheets).

**Initial Supply to Post Offices**

SDOs will make a subsequent automatic distribution to Post Offices of approximately 15 percent of their full standard automatic distribution quantity using PS Form 17, *Stamp Requisition/Stamp Return*. SDOs must not distribute stamps to Post Offices before February 13, 2009.



### Additional Supply

Post Offices requiring additional stamps must requisition Item 573900 from their designated SDO using PS Form 17. SDOs requiring additional stamps must order them from the appropriate accountable paper depository (APD) using PS Form 17.

For fulfilling supplemental orders from SDOs, the Chicago, New York, Memphis, and San Francisco APDs will receive additional stamps.

### Sales Policy

All Post Offices must acquire and maintain a supply of each new commemorative stamp as long as customer demand exists, until inventory is depleted, or until the stamp is officially withdrawn from sale. If supplies run low, Post Offices must reorder additional quantities using their normal ordering procedures. *The \$2.52 Civil Rights Pioneers Souvenir Pane may not be split and stamps may not be sold individually.*

— Stamp Services,  
Government Relations, 1-29-09

## Stamp Announcement 09-10: Official Mail Stamp



On February 24, 2009, in Washington, DC, the Postal Service™ will issue a 1-cent *Official Mail* definitive stamp in one design in a pressure-sensitive adhesive (PSA) pane of 20 stamps (Item 574400). The stamp, designed by the late Bradbury Thompson, goes on sale nationwide February 24, 2009.

### How to Order the First Day of Issue Postmark

Customers have 60 days to obtain the first day of issue postmark by mail. They may purchase new stamps at their local Post Office™, at The Postal Store® website at [www.usps.com/shop](http://www.usps.com/shop), or by calling 800-STAMP-24. They should affix the stamps to envelopes of their choice,

address the envelopes (to themselves or others), and place them in a larger envelope addressed to:

Official Mail Stamp  
Special Cancellations  
PO Box 92282  
Washington, DC 20090-2282

After applying the first day of issue postmark, the Postal Service will return the envelopes through the mail. There is no charge for the postmark. All orders must be postmarked by April 28, 2009.

### How to Order First Day Covers

Stamp Fulfillment Services also offers first day covers for new stamp issues and Postal Service stationery items postmarked with the official first day of issue cancellation. Each item has an individual catalog number and is offered in the quarterly *USA Philatelic* catalog. Customers may request a free catalog by calling 800-STAMP-24 or writing to:

Information Fulfillment  
Dept. 6270  
U.S. Postal Service  
PO Box 219014  
Kansas City, MO 64121-9014

### Philatelic Products

There is one philatelic product available for this stamp issue:

- 574462\*, First Day Cover, \$0.81

Items with an asterisk (\*) will use the 128 barcode from Stamp Fulfillment Services. All other philatelic products will continue to use barcode series A, with the exception of the Yearbook and the Guide Book.

### Distribution: Item 574400, 1-cent Official Mail PSA Pane of 20 Stamps

Washington, DC, will receive a limited distribution as the first day city. Only the Chicago, IL, accountable paper depository (APD), which is the sole distribution unit desig-

nated to accept penalty mail requisitions from authorized government agencies, will receive an automatic distribution of Item 574400. Only the Chicago APD may distribute this 1-cent *Official Mail* stamp to authorized government agencies that submit PS Form 17-G, *Penalty Mail Stamp Requisition*. This new *Official Mail* stamp must not be distributed to government agencies before February 17, 2009.

**Initial Supply to Post Offices**

This *Official Mail* stamp will not be made available at regular retail windows for customer sale. Authorized government agencies requiring Item 574400 must submit PS Form 17-G to the Chicago APD for Penalty Mail stamp fulfillment.

**Philatelic Requirement**

This *Official Mail* stamp will not be made available to philatelic centers for customer sale. Only Stamp Fulfillment Services (SFS) will offer this stamp for sale to collectors via mail order from the *USA Philatelic* catalog or by telephone at 800-STAMP-24.

Issue:	<i>Official Mail</i>
Item Number:	574400
Denomination & Type of Issue:	1-cent Official Mail
Format:	Pane of 20 (1 design)
Issue Date & City:	February 24, 2009, Washington, DC 20066 (No Ceremony)
Art Director:	Joe Brockert, USPS
Typographer:	Bradbury Thompson
Modeler:	Donald H. Woo
Manufacturing Process:	Offset, Microprint "USPS"
Printer:	Banknote Corporation of America, Inc./Sennett Security Products (SSP/BCA)
Printed at:	Browns Summit, NC
Press Type:	Alprinta, 74
Stamps per pane:	20
Print Quantity:	10 million stamps
Paper Type:	Nonphosphored, Type III
Adhesive Type:	Self-adhesive
Processed at:	Unique Binders, Fredericksburg, VA
Colors:	PMS 286 (Blue), PMS 186 (Red), Black
Stamp Orientation:	Horizontal
Image Area (w x h):	0.72 x 0.84 in./18.29 x 21.34 mm
Overall Size (w x h):	0.87 x 0.96 in./22.10 x 24.38 mm
Full Pane Size (w x h):	5.35 x 4.93 in./135.89 x 125.22 mm
Plate Size:	300 stamps per revolution
Plate Numbers:	N/A
Marginal Markings:	Front: © 1983 USPS logo • Barcode (574400) in four corners

— Stamp Services,  
Government Relations, 1-29-09

## Stamp Announcement 09-11: Patriotic Banner (Presorted Standard)



© 2007 USPS

On February 24, 2009, in Washington, DC, the Postal Service™ will issue a non-denominated, presorted standard rate (10-cent value), *Patriotic Banner* stamp in one design in a water-activated gum (WAG) coil of 500 stamps (Item 787400). Designed by Michael Osborne of Berkeley, California, the stamp goes on sale nationwide February 24, 2009.

This stamp was previously issued in the following formats:

- July 4, 2007, Pressure-sensitive adhesive (PSA) coil of 3,000 stamps (Item 784600).
- July 4, 2007, PSA coil of 10,000 stamps (Item 784700).

**How to Order the First Day of Issue Postmark**

Customers have 60 days to obtain the first day of issue postmark by mail. They may purchase new stamps at their local Post Office™, at The Postal Store® website at [www.usps.com/shop](http://www.usps.com/shop), or by calling 800-STAMP-24. They should affix the stamps to envelopes of their choice, address the envelopes (to themselves or others), and place them in a larger envelope addressed to:

Patriotic Banner Stamp  
Special Cancellations  
PO Box 92282  
Washington, DC 20090-2282

Issue:	<i>Patriotic Banner</i>
Item Number:	787400
Denomination & Type of Issue:	Presorted Standard Nondenominated Definitive (10-cent value)
Format:	Coil of 500 (1 design)
Series:	N/A
Issue Date & City:	February 24, 2009, Washington, DC 20066 (No Ceremony)
Designer:	Michael Osborne, Berkeley, CA
Art Director:	Ethel Kessler, Bethesda, MD
Typographer:	Michael Osborne, Berkeley, CA
Artist:	Michael Osborne, Berkeley, CA
Modeler:	Donald Woo
Manufacturing Process:	Offset
Printer:	Banknote Corporation of America/ SSP
Printed at:	Browns Summit, NC
Press Type:	Alprinta, 74
Stamps per coil:	500
Print Quantity:	30 million coils
Paper Type:	Nonphosphored, Type III
Adhesive Type:	Water-activated
Processed at:	Unique Binders, Fredericksburg, VA
Colors:	PMS 200 (Red), PMS 280 (Blue), PMS 871 (Gold)
Stamp Orientation:	Vertical
Image Area (w x h):	0.73 x 0.84 in./18.54 x 21.34 mm
Overall Size (w x h):	0.87x 0.98 in./22.10 x 24.89 mm
Full Pane Size (w x h):	N/A
Plate Size:	682 stamps per revolution
Plate Numbers:	"S" followed by three (3) single digits (every 31 stamps)
Marginal Markings:	Plate numbers every 31st stamp on coil

After applying the first day of issue postmark, the Postal Service will return the envelopes through the mail. There is no charge for the postmark. All orders must be postmarked by April 27, 2009.

**How to Order First Day Covers**

Stamp Fulfillment Services also offers first day covers for new stamp issues and Postal Service stationery items postmarked with the official first day of issue cancellation. Each item has an individual catalog number and is offered in the quarterly *USA Philatelic* catalog. Customers may request a free catalog by calling 800-STAMP-24 or writing to:

Information Fulfillment  
Dept. 6270  
U.S. Postal Service  
PO Box 219014  
Kansas City, MO 64121-9014

**Philatelic Products**

There is one philatelic product available for this stamp issue:

- 787462\*, First Day Cover, \$0.90

Items with an asterisk (\*) will use the 128 barcode from Stamp Fulfillment Services. All other philatelic products will continue to use barcode series A, with the exception of the Yearbook and the Guide Book.

**Distribution: Item 787400, Non-Denominated Presorted Standard Rate, Patriotic Banner PSA Coil of 500 (\$50 Value)**

Stamp distribution offices (SDOs) *will not* receive an automatic distribution of Item 787400. SDOs requiring quantities of Item 787400 must order them from their designated accountable paper depository (APD) using PS Form 17, *Stamp Requisition/Stamp Return*.

**Initial Supply to Post Offices**

Post Offices requiring quantities of Item 787400, must order them from their designated SDO using PS Form 17. SDOs must not distribute these stamps to Post Offices before February 17, 2009.

**Philatelic Requirement**

Philatelic centers requiring quantities of Item 787400 must order them from their designated SDO using PS Form 17.

**Additional Supply**

Post Offices requiring additional coils must requisition them from their designated SDO using PS Form 17. SDOs requiring additional coils must order them from the appropriate APD using PS Form 17.

For fulfilling orders from SDOs, the San Francisco, Chicago, Memphis, and New York APDs will each receive coils. For fulfilling supplemental orders from APDs, the Kansas City Stamp Services Center will receive additional coils.

— Stamp Services,  
Government Relations, 1-29-09

**Abraham Lincoln Special Dedication Postmark**

Post Offices™ planning events are authorized to use the following art to design their own special pictorial postmark. The word “Station” or the abbreviation “STA” is required somewhere in the bulls-eye, because it will be a temporary station.

**Guidelines for Finalizing the Abraham Lincoln Stamp Pictorial Postmark Art**



To finalize the *Abraham Lincoln* stamp pictorial postmark art, insert the date, city, state, and ZIP™ Code of the physical location of your event adjacent to the stamp image.

Overall dimensions of the pictorial postmark must not exceed 4 inches horizontally by 2 inches vertically. Collectors prefer the dimensions 3 1/2 inches by 1 inch.

Postmasters should complete PS Form 413, *Pictorial Postmark Announcement/Report*. To obtain a copy of PS Form 413, go to <http://blue.usps.gov>; under “Essential Links”, click *Forms*. Submit the completed announcement to the pictorial postmarks manager address located on the form.

— Stamp Services,  
Government Relations, 1-29-09

## Pictorial Postmarks Announcement

As a community service, the Postal Service™ offers pictorial postmarks to commemorate local events celebrated in communities throughout the nation. A list of events for which pictorial postmarks are authorized appears below. If available, the sponsor of the pictorial postmark appears in italics under the date. Also provided are illustrations of those postmarks.

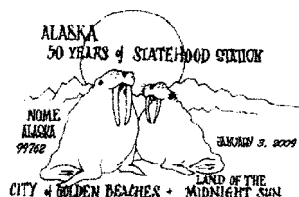
People attending these local events may obtain the postmark in person at the temporary Post Office™ station established there. Those who cannot attend the event but who wish to obtain the postmark may submit a mail order request. Pictorial postmarks are available only for the dates indicated, and *requests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

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

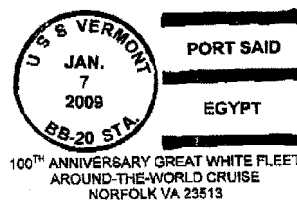
postage issued after the date of the requested postmark. Such items will be returned unserved.

Customers wishing to obtain a postmark 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 POSTMARKS, followed by the NAME OF THE STATION, ADDRESS, CITY, STATE, ZIP+4® CODE, as listed below.

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



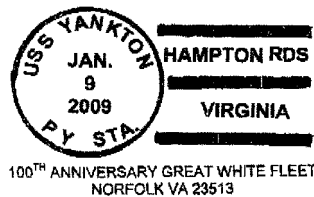
January 3, 2009  
*Nome Statehood Committee*  
 50 Years of Statehood Station  
 OIC/Postmaster  
 PO Box 9998  
 Nome, AK 99762-9998



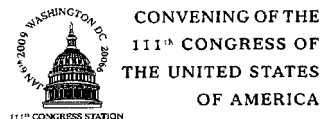
January 7, 2009  
*U.S. Postal Service*  
 USS Vermont BB-20 Station  
 Customer Relations Coordinator  
 2600 Eltham Ave., Ste. 109  
 Norfolk, VA 23513-2501



January 3, 2009  
*50th Anniversary Committee*  
 50th Anniversary Station  
 Postmaster  
 315 Barnette St.  
 Fairbanks, AK 99701-4515



January 9, 2009  
*U.S. Postal Service*  
 USS Yankton PY Station  
 Customer Relations Coordinator  
 2600 Eltham Ave., Ste. 109  
 Norfolk, VA 23513-2501



January 6, 2009  
*U.S. Postal Service*  
 Convening of the 111th Congress Station  
 Postmaster/Special Events  
 900 Brentwood Rd., NE, Rm. 1089  
 Washington, DC 20066-9998



January 10, 2009  
*U.S. Postal Service*  
 USS George H.W. Bush CVN-77 Station  
 Customer Relations Coordinator  
 2600 Eltham Ave., Ste. 109  
 Norfolk, VA 23513-2501



Treaty of Paris  
Ratification Station  
\*\*\*\*\*  
January 14, 2009  
Annapolis, MD 21401

January 14, 2009  
U.S. Postal Service  
Treaty of Paris  
Ratification Station  
Postmaster  
1 Church Circle  
Annapolis, MD 21401-  
9998



January 23-25, 2009  
Arizona Federation of  
Stamp Clubs  
ARIPEX Station  
Philatelic Unit MO Udall  
Station  
1501 S. Cherrybell  
Stravenue  
Tucson, AZ 85726-9998



January 15, 2009  
U.S. Postal Service  
Poinciana Station  
Postmaster  
4774 San Remo Rd.  
Poinciana, FL 34758-  
9998



January 24, 2009  
U.S. Postal Service  
Commissioning Station  
USS Green Bay LPD-20  
Postmaster  
PO Box 140  
Long Beach, CA 90801-  
0140



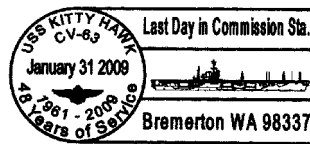
January 17, 2009  
U.S. Postal Service  
Asian-American Expo  
Station  
Postmaster  
PO Box 9998  
Pomona, CA 91768-  
9998



January 26, 2009  
Organization of Chinese  
American East  
Tennessee Chapter  
Year of Ox Station  
Postmaster  
1237 E. Weisgarber Rd.  
Knoxville, TN 37950-  
9998



January 17, 2009  
U.S. Postal Service  
Poe Evermore Station  
Mgr. MOW Services  
900 E. Fayette St.  
Baltimore, MD 21233-  
9715



January 31, 2009  
U.S. Postal Service  
USS Kitty Hawk CV-63  
Station  
Postmaster  
602 Pacific Ave.  
Bremerton, WA 98337-  
9998



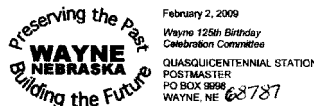
January 23, 2009  
U.S. Postal Service  
20<sup>th</sup> Anniversary  
Celebration Zora  
Festival Station  
Postmaster  
151 Maitland Ave.  
Maitland, FL 32751-9998



January 31, 2009  
Chinese American  
Friendship Association  
of Maine  
Chinese New Year  
Station  
Postmaster  
125 Forest Ave.  
Portland, ME 04101-  
9998



January 31, 2009  
 U.S. Postal Service  
 Lunar New Year Station  
 Postmaster  
 PO Box 9998  
 Monterey Park, CA  
 91754-9998



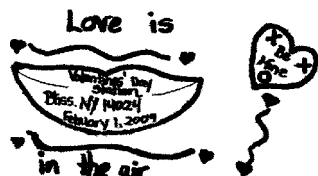
February 2, 2009  
 City of Wayne  
 Preserving the Past  
 Quasquicentennial  
 Station  
 Postmaster  
 PO Box 9998  
 Wayne, NE 68787-9998



January 31-February 2,  
 2009  
 U.S. Postal Service  
 Groundhog Station  
 Postmaster  
 PO Box 9998  
 Sun Prairie, WI 53590-  
 9998



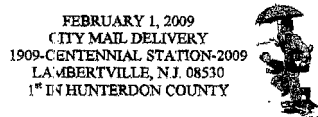
February 7, 2009  
 U.S. Postal Service  
 Unadilla Groundhog  
 Station  
 Postmaster  
 PO Box 9998  
 Unadilla, NE 68454-9998



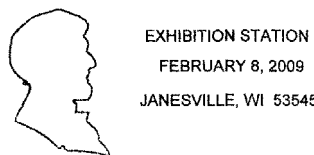
February 1, 2009  
 U.S. Postal Service  
 Valentines Day Station  
 Postmaster  
 6664 Route 362  
 Bliss, NY 14024-9998



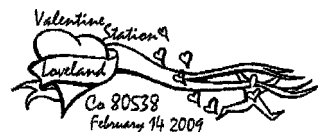
February 7, 2009  
 American Cribbage  
 Congress  
 Cribbage Station  
 Postmaster  
 2000 Vassar St.  
 Reno, NV 89510-9998



February 1, 2009  
 Coryells Ferry Stamp  
 Club  
 Lambertville Station  
 Postmaster  
 10 York St.  
 Lambertville, NJ 08530-  
 9998



February 8, 2009  
 Janesville Stamp Club  
 Exhibition Station  
 Postmaster  
 1818 Milton Ave.  
 Janesville, WI 53545-  
 9998

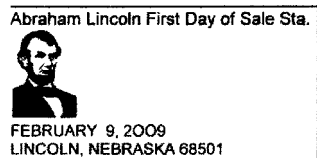


February 1-14, 2009  
 U.S. Postal Service  
 Valentine Remailing  
 Program  
 Valentine Station  
 Postmaster  
 446 E. 29<sup>th</sup> St.  
 Loveland, CO 80538-  
 9998



February 8-12, 2009  
 Special Olympics Idaho  
 2009 World Winter  
 Games Station  
 Postmaster  
 770 S. 13<sup>th</sup> St.  
 Boise, ID 83708-9998

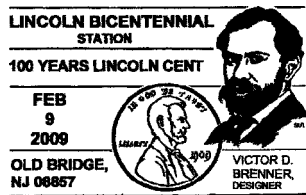




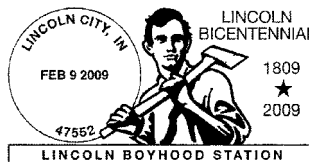
February 9, 2009  
 U.S. Postal Service  
 Abraham Lincoln First  
 Day of Sale Station  
 Postmaster  
 PO Box 9998  
 Lincoln, NE 68501-9998



February 9, 2009  
 U.S. Postal Service  
 Abraham Lincoln  
 Commander-in-Chief  
 Station FDOS  
 Postmaster  
 PO Box 9998  
 West Point, NY 10996-  
 9998



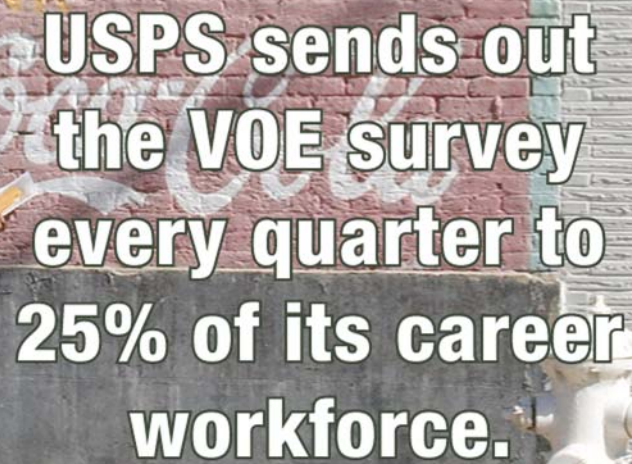
February 9, 2009  
 U.S. Postal Service  
 Lincoln Bicentennial  
 Station  
 Postmaster  
 PO Box 9998  
 Old Bridge, NJ 08857-  
 9998



February 9, 2008  
 U.S. Postal Service  
 Lincoln Boyhood  
 Postmaster  
 3029 E. South St.  
 Lincoln City, IN 47552-  
 9998

— Stamp Services,  
 Government Relations, 1-29-09

## ***DID YOU KNOW?***

A photograph of a USPS mail carrier in a blue uniform walking past a brick wall. The wall has graffiti, including the word "DRINK" and a large "2010" with a bicycle wheel. A white fire hydrant is visible on the right. The text is overlaid on the right side of the image.

**USPS sends out  
the VOE survey  
every quarter to  
25% of its career  
workforce.**

## How to Order the First Day of Issue Digital Color or Traditional Postmarks

Customers have 60 days to obtain the first day of issue postmarks by mail. They may purchase new stamps at their local Post Office™, by telephone at 800-STAMP-24, or at The Postal Store® Web site at [www.usps.com/shop](http://www.usps.com/shop).

### Traditional Postmarks

Customers should affix the stamps to envelopes of their choice, address them to themselves or others, or provide a self-addressed return envelope with sufficient postage large enough to accommodate the canceled item. Mail the request to the corresponding city of issuance. There is no charge for the first 50 postmarks. There is a 5-cent charge for each additional postmark over 50. Customers should submit a check, money order, or credit card for payment. After applying the first day of issue postmark, the Postal Service™ will return the envelopes to the customer by U.S. Mail.

All postmark requests should go to the first day of issue city. The first day of issue city Post Office will then forward in bulk all postmark requests to Cancellation Services, Stamp Fulfillment Services, PO Box 449992, Kansas City, MO 64144-9992 by respective Post Offices.

### Digital Color Postmarks

Only select stamp issues offer a digital color postmark. Customers may submit #6 or #10 envelopes constructed of paper rated as "laser safe." The Postal Service recommends envelopes of 80-pound Accent Opaque, acid-free, 9/16" side seams with no glue on the flap. The maximum

size of all digital color postmarks is 2" high x 4" long. Allow sufficient space on the envelope to accommodate the postmark. Do not use self-adhesive labels for addresses on the envelope. Two test envelopes must be included. There is a minimum of 10 envelopes at 50 cents per postmark required at the time of servicing. Customers should submit a check, money order, or credit card for payment.

The Postal Service reserves the right to not accept hand-painted and other cachet envelopes that are not compatible with our digital color postmark equipment. The Postal Service also reserves the right to substitute traditional black rubber postmarks if use of non-specified envelopes results in poor image quality or damage to equipment.

Customers should affix the stamps to the envelopes and address them to themselves or others for return through the mail. Or, they may include an additional self-addressed return envelope, large enough to accommodate their canceled items, with sufficient postage affixed for return of their postmarked items. Mail the request for a first day of issue digital color postmark to the corresponding city of issuance. Post Offices will then forward all customer requests for digital color postmarks to Cancellation Services, Stamp Fulfillment Services, PO Box 449992, Kansas City, MO 64144-9992.

After applying the first day of issue postmark, the Postal Service will return the envelopes to the customer by U.S. Mail.



Digital Color Pictorial

### Edgar Allan Poe Stamp

Postmaster  
Attn: Customer Relations Coordinator  
1801 Brook Road  
Richmond, VA 23232-9993

March 17, 2009



Black and White Pictorial

### Abraham Lincoln Stamps

Philatelic Clerk  
U.S. Postal Service  
2105 East Cook Street  
Springfield, IL 62703-9998

April 10, 2009



Digital Color Pictorial

### Abraham Lincoln Stamps

Philatelic Clerk  
U.S. Postal Service  
2105 East Cook Street  
Springfield, IL 62703-9998

April 10, 2009



**Digital Color Pictorial**

**Abraham Lincoln Stamps**  
 Philatelic Clerk  
 U.S. Postal Service  
 2105 East Cook Street  
 Springfield, IL 62703-9998

April 10, 2009



**Digital Color Pictorial**

**Abraham Lincoln Stamps**  
 Philatelic Clerk  
 U.S. Postal Service  
 2105 East Cook Street  
 Springfield, IL 62703-9998

April 10, 2009



**Digital Color Pictorial**

**Abraham Lincoln Stamps**  
 Philatelic Clerk  
 U.S. Postal Service  
 2105 East Cook Street  
 Springfield, IL 62703-9998

April 10, 2009

— Stamp Services, Government Relations, 1-29-09

## Safety

### Statutory Requirement to Review and Post OSHA Form 300A Summary for Calendar Year 2008

The Occupational Safety and Health Administration (OSHA) requires all Postal Service™ installation and establishment heads to prepare and post the OSHA Form 300A, *Summary of Work-Related Injuries and Illnesses*, summary for calendar year (CY) 2008, in accordance with 29 CFR 1904 and the *Employee and Labor Relations Manual* (ELM) 821, Actions in the Event of Accident, Injury, or Illness.

From February 1 through April 30, 2009, post a copy of the OSHA Form 300A for CY 2008 in a conspicuous place at every establishment where employees work or report to work.

If you need assistance in completing these reports, contact your servicing district safety office or see [www.osha.gov/recordkeeping/index.html](http://www.osha.gov/recordkeeping/index.html) for detailed instructions.

#### Reviewing OSHA Form 300A

As an installation or establishment head, you are required to review, sign, and post OSHA Form 300A. When you sign on the “Company Executive” line, you are certifying that you have verified that the entries on OSHA Form 300A — and its supporting documents — are true, accurate, and complete.

The following steps are required for reviewing and posting OSHA Form 300A:

1. Check the entry for the North American Industry Classification System (NAICS) on the right side of the form. All Postal Service establishments except vehicle maintenance facilities (VMFs) use NAICS 4921, which is printed automatically on the automated form. Managers of VMFs must strike through 4921 and enter 8113.
2. Check entries for letters G through M(6) on the left side of the form against related entries on OSHA Form 300, *Log of Work-Related Injuries and Illnesses*, (see item 4 in Verifying Data From OSHA Form 300).
3. Verify data on OSHA Form 300 (see instructions next column).
4. Determine the annual average number of employees at your facility and the total hours worked by all employees in CY 2008 (to obtain the average number of hours worked per employee).
5. Incorporate data from OSHA Form 300 for contractor employees directly supervised by Postal Service personnel (see instructions next column).
6. Complete the review, make corrections, sign OSHA Form 300A, and post the form.

#### Verifying Data From OSHA Form 300

OSHA Form 300A is a summary of data derived from OSHA Form 300. Before you sign OSHA Form 300A, you must ensure that all entries on OSHA Form 300 are accurate and complete, whether you use the manual or automated versions of these forms. To verify the completeness and accuracy of OSHA Form 300, you must do the following:

1. Make sure there are no entries labeled “other” on OSHA Form 300. Entries must be more specific to be considered correct.
2. Check column F carefully. To ensure accuracy, note the parts of the body affected (including which side of the body) and the object or substance that directly injured or made the person ill. Example: Second-degree burns on right forearm from acetylene torch.
3. Check columns K and L carefully. If an injury is identified as “days away from work” on column K or “on-the-job transfer or restriction” on column L, you must ensure that the number of days entered is accurate.
4. Check columns G through M(6), which correspond to entries in OSHA Form 300A. Make sure that these columns are added correctly on OSHA Form 300 and match the totals on OSHA Form 300A.
5. Make sure that an OSHA Form 301, *Injury and Illness Incident Report*, is on file for each entry on OSHA Form 300.

#### Accounting for Contractor Employees

OSHA-recordable injuries or illnesses sustained by contractor employees who are directly supervised by Postal Service personnel must be entered on OSHA Form 300 and included in the calculations on OSHA 300A. Since these injuries and illnesses are not included in the automated versions of OSHA Form 300 and Form 300A, they must be added and calculated manually. OSHA requires us to include contractor injuries and exposure hours on OSHA Forms 300 and 300A even though they are not included in the Postal Service accident database.

#### Document Retention Requirements

Postal Service installations must retain OSHA Forms 300, 300A, and 301 for 5 years. PS Form 1769, *U.S. Postal Service Accident Report*, often used in conjunction with the OSHA forms, also must be retained for 5 years.

— *Safety and Environmental Performance Management, Employee Resource Management, 1-29-09*

# Postal Bulletin 2008 Annual Index

## January–December 2008

### PB 22223–22248

The following articles are updated regularly in the *Postal Bulletin* and are not listed in the Index: Toll-Free Number Available to Verify Canadian Money Orders; Counterfeit Canadian Money Order Forms; Invalid Express Mail Corporate Account Numbers; Mail Alert; Missing, Lost, or Stolen Canadian Money Order Forms; Missing, Lost, or Stolen U.S. Money Order Forms; Overseas Military Mail; Pictorial Cancellations Announcement; and Verifying U.S. Postal Service Money Orders.

### - A -

#### ADMINISTRATIVE SUPPORT MANUAL

Passport Application Acceptance Service (*ASM Revision*) . . . . . 22227 (02-28-08)

#### AWARDS

Growing the Business (*USPSNews@Work*) . . . . . 22230 (04-10-08)  
 In the Mailbox Bear Wins “Fab Five” Honors (*USPSNews@Work*) . . . . . 22224 (01-17-08)  
 Miracle in Albany (*USPSNews@Work*) . . . . . 22232 (05-08-08)  
 Most Trusted Agency (*USPSNews@Work*) . . . . . 22231 (04-24-08)  
 Well-deserved (*USPS News@Work*) . . . . . 22236 (07-03-08)

### - B -

#### BARCODES

Letter Mail Got You Zoned Out? (*USPSNews@Work*) . . . . . 22229 (03-27-08)  
 Rename UCC/EAN Code 128 Barcode to GS1-128 Barcode . . . . . 22243 (10-09-08)

#### BUSINESS CONNECT

Business Connect “4 Seasons of Success” Contest Kit: Quarter 3, Spring FY 2008 . . . . . 22229 (03-27-08)  
 Business Connect “4 Seasons of Success” Contest Kit: Quarter 4, Summer FY 2008 . . . . . 22237 (07-17-08)  
 Business Connect “Monumental Opportunity” Contest Kit: Quarter 1, FY 2009 . . . . . 22243 (10-09-08)  
 Business Connect “Monumental Opportunity” Postmaster Kit: Quarter 2, FY 2009 . . . . . 22248 (12-18-08)  
 E-mail Address for “Monumental Opportunity” Business Connect Contest — Quarter 1 (*Correction*) . . . . . 22244 (10-23-08)  
 “Monumental Opportunity” Business Connect Contest — Quarter 1 . . . . . 22243 (10-09-08)  
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***DID YOU KNOW?***

**USPS forwards 2 billion  
pieces of mail each year  
at no additional charge to  
the customer.**

**forwarding**

**=**

**no extra  
charge**

***DID YOU KNOW?***



**Catalogs  
can increase  
websites  
sales by  
163%.\***

**\*USPS Business Environment Assessment 2009-2013**

