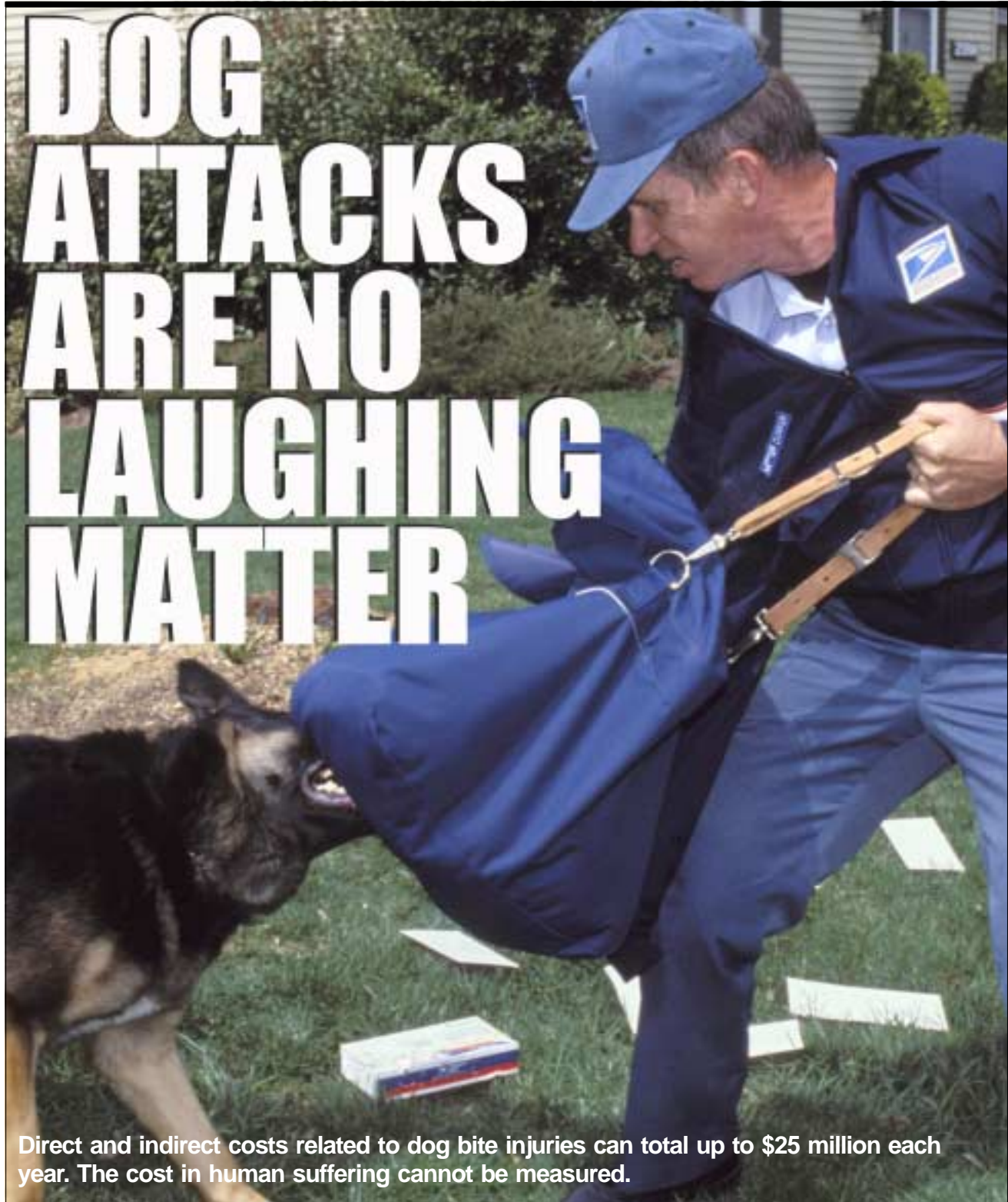


# POSTAL BULLETIN

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

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

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PB 22073 7690-05-000-4838	PB 22066: 7690-04-000-5673	PB 22059: 7690-04-000-5666	PB 22052: 7690-04-000-5659
PB 22072: 7690-05-000-4837	PB 22065: 7690-04-000-5672	PB 22058: 7690-04-000-5665	PB 22051: 7690-04-000-5658
PB 22071: 7690-05-000-4836	PB 22064: 7690-04-000-5671	PB 22057: 7690-04-000-5664	PB 22050: 7690-04-000-5657
PB 22070: 7690-05-000-4835	PB 22063: 7690-04-000-5670	PB 22056: 7690-04-000-5663	PB 22049: 7690-04-000-5656
PB 22069: 7690-05-000-4834	PB 22062: 7690-04-000-5669	PB 22055: 7690-04-000-5662	

PUBLIC AFFAIRS AND COMMUNICATIONS



DISTRICT MANAGERS  
POSTMASTERS

SUBJECT: National Dog Bite Prevention Week Publicity Kit for Postmasters

The news this year is disturbing. For the first time in more than a decade, dog bite-related injuries to letter carriers exceeded 3,000. An average of 10 letter carriers suffer a dog-related injury each delivery day. Even with all this suffering among members of our own organization, letter carriers rank third among people most often attacked by dogs. Children and the elderly rank first and second.

As leaders in the Postal Service and leaders in communities across the country, we all have a unique responsibility — and a unique opportunity — to help reduce dog bite injury. This National Dog Bite Prevention Week publicity kit has been produced to help you in this important role.

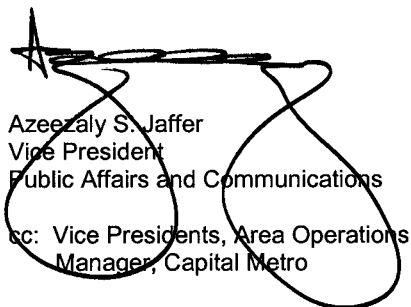
In recent weeks, you witnessed how our efforts educated the public about the Transformation Plan presented by the postmaster general to Congress. In communicating that blueprint for how the Postal Service will continue to provide universal service to the American public, we demonstrated how we can communicate important messages to employees, customers, and community leaders. The prevention of the pain and suffering caused by animal attacks is another important message we must share.

You will find that your audiences will be very receptive to your message this year. Recent animal attacks that have resulted in serious injury, and even death, have made national news. Whether you are standing in front of a community group, a classroom, or a group of employees, everyone is becoming increasingly aware of the need to reduce dog attacks.

In addition to highlighting the problem, you can be part of the solution. By using the tools in this kit to stage employee and media events, to distribute public service announcements, to provide your local newspapers with information through postmaster columns, and to discuss safety measures with your employees, you are helping to reduce dog bite injuries.

National Dog Bite Prevention Week is May 19–25 this year. Use it as an opportunity to get the word out about dog bite prevention, but don't limit your efforts to 7 days. The "dog days of summer" are a literal fact for the nation's letter carriers. Use the methods provided in this kit to raise this important safety issue all summer long.

Thank you!



Azeezaly S. Jaffer  
Vice President  
Public Affairs and Communications  
cc: Vice Presidents, Area Operations  
Manager, Capital Metro

475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-3100

*PUBLICITY KIT***National Dog Bite Prevention Week, May 19–25, 2002**

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## III. Build Community Awareness Through Media Attention (Television, Radio, and Print)

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- News releases.
- Media advisories.
- Requests to be interviewed.
- Public service announcements.
- Sample postmaster columns.

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- Suggested poster contest.
- Working with community leaders.

## V. Information for All Employees

- Stand-Up Talk.
- True-or-false quiz.
- Dog repellent information.
- Basic dog bite prevention rules for letter carriers.

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- Progressive warning letters.
- Thank-you letter.

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- Public Affairs and Communications.
- Humane Society of the United States.
- More resources.

**I. Dog Attacks Are No Laughing Matter**

*“I didn’t see or hear anything unusual until the dog clamped down on my arm.”*

*“December 5<sup>th</sup> was the last day I got to use my right thumb.”*

*“It was pretty rough for a while, but once I was able to get around on that walker, I was all right.”*

Today’s headlines are filled with stories of children and adults who have been injured, or even killed, in vicious animal attacks. The letter carriers quoted above are among those who survived dog attacks, and whose bodies and minds will forever be marked by the incident.

The United States Postal Service continues its crusade against one of the nation’s most commonly reported public health problems with this year’s National Dog Bite Prevention Week program. The campaign, scheduled to begin the week of May 19–25, provides an opportunity for all Postal Service leaders to work to remind employees, customers, and community representatives of our joint responsibility to do everything possible to prevent animal attacks.

Contrary to what cartoonists and comedians might think about dogs and the letter carrier, children in the United States are the most frequent victims of dog bites. Children suffer more than 2 million incidents each year. However, injuries to letter carriers are on the rise. For the first time in more than a decade the number of recordable dog bites suffered by Postal Service employees exceeded 3,000 in fiscal year 2001.

As we focus on the future of the Postal Service and on delivering value to the American public, we must do so with an ever-increasing resolve to promote the safety and well-being of our employees. Medical expenses, workers’ compensation, legal costs, delivery curtailment, carrier replacement, and other costs associated with dog bite incidents are estimated to exceed \$25 million annually for the Postal Service. The cost in pain and suffering cannot be measured.

In a move to continue the momentum of previously successful public safety campaigns, we’re asking postmasters to work with employees, local humane societies, animal shelters, and professionals to focus attention on this important safety issue.

This publicity kit contains all the tools needed to promote employee awareness, community awareness, and pet owner awareness. The 3,138 Postal Service employees who were injured last fiscal year in dog attacks carry the memory of the incident with them every day. We carry the responsibility to use the tools in this kit to help prevent

those costly and painful injuries by reminding our communities that dog bites are no laughing matter.

**II. FY 2001 Total Recordable Dog Bite Accidents**

District	Number of Accidents
Van Nuys Performance Cluster	85
Western NY Performance Cluster	82
Colorado/Wyoming Performance Cluster	81
Northern Illinois Performance Cluster	77
San Diego Performance Cluster	76
Greater Indiana Performance Cluster	71
Arizona Performance Cluster	70
Long Beach Performance Cluster	68
Santa Ana Performance Cluster	66
South Florida Performance Cluster	64
Cincinnati Performance Cluster	62
Houston Performance Cluster	62
Lakeland Performance Cluster	59
Akron Performance Cluster	55
Dallas Performance Cluster	55
Las Vegas Performance Cluster	55
San Antonio Performance Cluster	54
Triboro Performance Cluster	53
Central Plains Performance Cluster	53
Mid-America Performance Cluster	51
Fort Worth Performance Cluster	50
Northern NJ Performance Cluster	49
Hawkeye Performance Cluster	49
Gateway Performance Cluster	47
Connecticut Performance Cluster	46
Oklahoma Performance Cluster	46
Central NJ Performance Cluster	45
Central Illinois Performance Cluster	45
Portland Performance Cluster	44
Los Angeles Performance Cluster	42
Central Florida Performance Cluster	41
Seattle Performance Cluster	41
Northland Performance Cluster	41
SE New England Performance Cluster	39
Pittsburgh Performance Cluster	39
Oakland Performance Cluster	39
Suncoast Performance Cluster	38
Harrisburg Performance Cluster	37
Greater Michigan Performance Cluster	37
Louisiana Performance Cluster	37
Kentuckiana Performance Cluster	36
Cleveland Performance Cluster	36
Sacramento Performance Cluster	36
Tennessee Performance Cluster	35
Middlesex-Central Performance Cluster	33
Philadelphia Performance Cluster	32
Columbus Performance Cluster	32
Salt Lake City Performance Cluster	32
Albany Performance Cluster	31
Mid Carolinas Performance Cluster	31
Royal Oak Performance Cluster	31

District	Number of Accidents
Northern VA Performance Cluster	31
Boston Performance Cluster	30
Long Island Performance Cluster	30
Chicago Performance Cluster	30
Greensboro Performance Cluster	30
San Francisco Performance Cluster	27
So. Jersey Performance Cluster	26
San Jose Performance Cluster	26
Westchester Performance Cluster	24
Appalachian Performance Cluster	24
Baltimore Performance Cluster	21
Detroit Performance Cluster	21
Spokane Performance Cluster	21
North Florida Performance Cluster	21
Atlanta Performance Cluster	20
Springfield Performance Cluster	19
Alabama Performance Cluster	18
Maine Performance Cluster	17
Lancaster Performance Cluster	17
Arkansas Performance Cluster	17
Mississippi Performance Cluster	16
Dakotas Performance Cluster	16
Richmond Performance Cluster	15
Capital Performance Cluster	13
Greater So. Carolina Performance Cluster	13
New Hampshire Performance Cluster	12
Albuquerque Performance Cluster	12
Erie Performance Cluster	11
South Georgia Performance Cluster	11
Big Sky Performance Cluster	10
New York Performance Cluster	8
Caribbean Performance Cluster	7
Honolulu Performance Cluster	4
Alaska Performance Cluster	4
<b>Total dog bite accidents:</b>	<b>3,138</b>

### III. Build Community Awareness Through Media Attention (Television, Radio, and Print)

Members of the media can be your best allies when it comes to communicating the problem of animal attacks and the need for responsible pet ownership. Here are several ways to approach television, radio, and print media to get them to help promote awareness of this important issue. The media has always been very interested in the Postal Service's National Dog Bite Prevention Week campaign, and this year you can expect an even more enthusiastic response. With so many high-profile cases of children and adults being killed by dogs in recent months, our campaign is one of the most visible, pro-active approaches that is designed to help prevent those horrible tragedies.

Part III of this kit includes:

- Two ideas for enjoyable employee events that will be of particular interest to television stations and newspaper photographers, each followed by a news release and media advisory to announce your event.
- An offer to be interviewed combined with public service announcements (PSAs) to take or send to local radio stations.
- Sample postmaster columns that you can suggest to your local paper editor.

These simple strategies for television, radio, and print will help make your media campaign a success.

The bracket symbols “[ ]” indicate words for which you need to make a decision or insert information. If you need help with a media-related issue, contact your area Public Affairs and Communications manager (see Part VII).

### Dog Bite Prevention Background

#### *The Victims*

- The Humane Society of the United States (HSUS) reports that small children, the elderly, and letter carriers, in that order, are the most frequent victims. Dog attacks are the most commonly reported childhood public health problem in the United States.
- The HSUS also reports that the number of dog attacks exceeds the reported instances of measles, whooping cough, and mumps, combined. Dog bite victims account for up to 5 percent of emergency room visits.
- Many of the bites that were reported by 3,138 letter carriers last year came from dogs whose owners said would not bite.

#### *How to Avoid Being Bitten*

- Don't run past a dog. The dog's natural instinct is to chase and catch prey.
- If a dog threatens you, don't scream. Avoid eye contact. Try to remain motionless until the dog leaves, then back away slowly until the dog is out of sight.
- Don't approach a strange dog, especially one that's tethered or confined.
- While letter carriers are discouraged from petting animals, people who choose to pet dogs should always let a dog see and sniff them before petting the animal.

#### *How to Be a responsible Dog Owner*

- Obedience training can teach dogs proper behavior and help owners control their dog in any situation.

- When the letter carrier comes to your home, keep your dog inside, away from the door, in another room, or on a leash.
- Don't let your child take mail from the letter carrier in the presence of your dog. Your dog's instinct is to protect the family.
- Spay or neuter your dog. Neutered dogs are less likely to bite. HSUS statistics reflect that dogs that have not been spayed or neutered are up to three times more likely to be involved in a biting incident than neutered or spayed dogs.
- Dogs that haven't been properly socialized, receive little attention or handling, or are left tied up for long periods of time frequently turn into biters.

***Oliver landed on his knees as the 125-pound Rottweiler lunged at him from behind. His mailbag took the bites of the snarling dog. Once free of his attacker, the next shock came when Oliver discovered he could not stand. In his plunge to the ground, he severed the patella tendon in both his knees. After 6 months, two operations, weeks with both legs in a cast, and ongoing physical therapy — Oliver is glad to be walking again and back at work.***

### **Employee Event the Media Will Love — a Chorus Line**

Work with your employees to stage a 30-minute event in a public area inside or outside the Post Office, just before carriers depart for their routes. Ask which employees would be willing to show their scars and tell their stories about encounters with vicious animals. It's their opportunity to help customers, friends, and neighbors protect themselves and their children from similar pain.

Consider inviting someone from a local animal shelter to talk about animal safety and responsible pet ownership. Providing a local animal shelter representative to speak to the community about animal behavior and dog bites gives the "third-party endorsement" reporters use to validate news stories.

If you are in a smaller community, think about partnering with neighboring postmasters to hold a joint event. You'll have more examples, and you will be able to interest media from surrounding communities.

### ***Planning the Event***

Complete and mail the news release on page 8 along with the Dog Bite Prevention Background material (page 6) 7 to 10 days before your event. You can also use the facts in the release to share brief remarks about the impact of dog bites on the Postal Service.

Give newspaper editors and television assignment editors a call between 10:00 A.M. and 11:00 A.M. a couple of days before the event as a follow-up to your original news release. You can also send the media advisory on page 9 as another reminder. Just one note about a typical news day: Editors are typically making assignments in the morning and will be busy in the afternoon as their deadlines approach. Late-morning calls are usually better. Just in case the editor asks for more information, have the news release and media advisory available before you make your telephone calls.

Ask the editor if he or she would be interested in covering a photo opportunity of letter carriers lining up, chorus line style, to display their dog bite scars. You can create more interest if you describe dog bites as a community issue and not a Postal Service problem. Tell the editor that small children represent the majority of victims and are estimated to be 900 times more likely to be victimized by dog attacks than letter carriers.

Be sure to add that this is a good opportunity for the public to learn how to avoid dog bites, and an opportunity for dog owners to learn how to reduce the risk of their dog attacking someone.

### ***On the Day of the Event***

Designate an area in the parking lot for camera crews and have an alternative location in case it rains. Give your remarks and then introduce the local animal shelter representative, who will speak about dog behavior and about dog bites in the community. Just before your letter carriers are ready to leave for their routes, ask them to stand shoulder to shoulder and hold out their legs and/or arms to display dog bite scars. You can even add music. At this point you'll probably see camera crews and photographers move in for close-up shots.

After a couple of minutes, when the activity starts to die down, inform the media that the letter carriers are available to talk about dog bites and how to avoid them. But remind them they have only a few minutes, as the carriers must leave to deliver the mail. If reporters ask to follow a letter carrier on their route be sure to select someone who will represent your office well.



# POSTAL NEWS

FOR IMMEDIATE RELEASE  
[INSERT DATE]

Contact: [INSERT YOUR NAME]  
[INSERT YOUR PHONE NUMBER]  
Internet: [www.usps.com](http://www.usps.com)

## NEWS RELEASE

### A Different Kind of Chorus Line

[YOUR CITY] — A different kind of chorus line will be staged in a rather unusual setting on [DATE] promptly at [TIME]. To help their customers — especially the youngest ones — U.S. Postal Service letter carriers at the [NAME OF OFFICE] at [ADDRESS OF OFFICE] are kicking up their heels and waving their arms to show the community the importance of preventing animal attacks.

It's all part of the Postal Service's annual National Dog Bite Prevention Week program. While the country has become increasingly focused in the past year on the tragic injuries and deaths resulting from dog attacks, the Postal Service has been at the forefront of this issue for decades.

At one time experiencing as many as 7,000 dog bite injuries to its letter carriers in a year, the Postal Service partnered with the Humane Society of the United States and other interested parties to teach people how to avoid dog attacks and how to protect themselves if an attack occurs. In recent years, a strong emphasis has also been placed on educating the public about responsible pet ownership.

Between September 2000 and September 2001, the Postal Service recorded 3,138 dog-related injuries to letter carriers. This is far below the all-time high, but 15% more injuries than in the previous year. While that number is disturbing, the most frequent victims of dog attacks are children. American children suffer an average of 2 million dog bite injuries every year. "That's why our letter carriers have agreed to start "dancing in the street" to show the community their scars, share their stories, and help their customers avoid the kind of pain they have already suffered," says Postmaster [POSTMASTER'S NAME].

In addition to the letter carrier chorus line [LIST ANY OTHER OFFICIALS WHO WILL PARTICIPATE IN THE EVENT, for example, a safety or animal expert who can talk about how to avoid attacks and what to do if one occurs].

###





# POSTAL NEWS

FOR IMMEDIATE RELEASE  
[INSERT DATE]

Contact: [INSERT YOUR NAME]  
[INSERT YOUR PHONE NUMBER]  
Internet: [www.usps.com](http://www.usps.com)

## **MEDIA ADVISORY**

### **Letter Carriers at [CITY NAME] Post Office Set up a Very Special Chorus Line for a Very Special Reason**

**ATTENTION:** News Editor

**WHAT:** Letter carriers of the [NAME] Post Office will line up chorus line style and display their dog bite scars to promote dog bite prevention. Postmaster [NAME] and [NAME] of [ANY OTHER PARTICIPATING HEALTH OR ANIMAL PROTECTION AGENCY] will speak about the problem of dog bites to the Postal Service and the community.

Media can also obtain tips on how to avoid dog bites and learn what dog owners can do to reduce the chances their pet will injure someone.

**WHEN:** [DATE AND TIME. Preferably no earlier than 10:00 A.M., or just before letter carriers depart for their routes].

**WHERE:** [POST OFFICE LOCATION]

**BACKGROUND:** The 3,138 letter carriers bitten by dogs last year pales in comparison to the more than 2 million children who were needlessly victimized by dogs. The owners of many canines involved in those attacks claimed their pet would never bite. This year, the U.S. Postal Service and its letter carriers are working to prevent those painful, sometimes fatal, injuries by promoting community awareness and responsible pet ownership.

**CONTACT:** [NAME], postmaster at [TELEPHONE].

###

## Employee Event the Media Will Love — a Picnic and a Parade

This is an opportunity to achieve two objectives. You can organize a Postal Service employee family event and at the same time make the community aware of the serious issue of dog attacks. Ask which employees would be willing to participate in a planning committee and then divide the tasks among them.

The event would start with a short parade to the pre-arranged picnic site. Letter carriers and their families would parade through a residential neighborhood to bring attention to the issue of dog bite prevention. Signs with brief dog bite statistics and facts about prevention are a nice addition.

Invite letter carriers who have previously been injured by dogs to lead the parade. By walking with their families, they put a human face on the statistic of 3,138 letter carriers injured by dogs last fiscal year. They can tell their stories, and perhaps show their scars, to help others avoid the kind of pain they have suffered.

Consider inviting someone from a local animal shelter to join you to talk about animal safety and responsible pet ownership. In smaller communities, consider partnering with neighboring postmasters to hold a joint event. You'll have more examples, and you will be able to interest media in surrounding communities.

Be mindful in selecting your parade route and picnic site. While it makes sense to use this opportunity to bring attention to problem areas of your community, do not create a parade route that you know to be unsafe. Also check with city officials to obtain any necessary parade permits.

### *Planning the Event*

Complete and mail the news release on page 11, 7 to 10 days before your event. You can also use the facts in the release to share brief remarks about the impact of dog bites on the Postal Service.

Give newspaper editors and television assignment editors a call between 10:00 A.M. and 11:00 A.M. a couple of days before the event as a follow-up to your original news release. You can also send the media advisory on page 12 as another reminder. Just one note about a typical news day: Editors are typically making assignments in the morning and will be busy in the afternoon as their deadlines approach. Late morning calls are usually better. Just in case the editor asks for more information, have the news release and media advisory available before you make your telephone calls. Timing your parade to begin on a Sunday around 10:00 A.M. will give you the best chance for media coverage.

Ask the editor if he or she would be interested in covering a parade of Postal Service employees and their families who are taking the message of dog bite prevention to the streets of their community. You can create more interest if you describe dog bites as a community issue and not a Postal Service problem. Tell the editor that small children represent the majority of victims and are estimated to be 900 times more likely to be victimized by dog attacks than letter carriers.

Be sure to add that this is a good opportunity for the public to learn how to avoid dog bites and an opportunity for dog owners to learn how to reduce the risk of their dog attacking someone. Make sure the news editor knows that they will be able to talk with letter carriers who have been bitten by dogs and learn how the event affected them and their families.

***At 5'2" and 120 pounds, Christine was no match for Bruno, a 90-pound two-year old Akita. She had seen him before, and he never posed a threat. But this day, the dog lunged at her. Breaking his chain, he began to dig his teeth into her right hand, leg, ankle, calves and thigh. What followed was a two-hour surgery and five days in the hospital. "Whatever you do, never trust a dog on a leash or a chain," says Christine. "I never will again."***



# POSTAL NEWS

FOR IMMEDIATE RELEASE  
[INSERT DATE]

Contact: [INSERT YOUR NAME]  
[INSERT YOUR PHONE NUMBER]  
Internet: [www.usps.com](http://www.usps.com)

## NEWS RELEASE

### [CITY NAME] Post Office and [LOCAL ANIMAL SHELTER] Lead the Parade for Dog Bite Prevention

[YOUR CITY] — They walk the streets of [CITY] every day, but Sunday, [DATE] at [TIME], [CITY] letter carriers are bringing friends and family along with them to deliver a very special message. The message they will deliver has received a lot of media attention lately, but it is one that letter carriers have been concerned about for decades. It is the need for the entire community to work together to avoid the cost and pain of dog bites.

Last fiscal year more than 3,000 letter carriers in the nation suffered the pain of a dog attack. But that number pales in comparison to the more than 2 million children who received dog bite injuries in a single year. "That's why we're coming out on a Sunday to deliver this important message," says Postmaster [POSTMASTER NAME]. "Several of our letter carriers know first-hand about both the prevention and the pain of animal attacks, and we want to do whatever we can to help educate the community — especially parents and pet owners."

Letter carriers who are on the job, having survived animal attacks, will lead the parade and are available to talk about their experience. [NAME OF HEALTH CARE OR ANIMAL PROTECTION OFFICIAL] will join letter carriers along their route to talk about dog bite prevention and responsible pet ownership. A sample of some important facts that officials can share is attached. [ATTACH DOG BITE PREVENTION BACKGROUND, ON PAGE 6.]

The parade route will be [DESCRIBE THE PARADE'S ROUTE SO REPORTERS CAN CATCH UP WITH YOU IF THEY MISS THE BEGINNING OF THE PARADE].

###



# POSTAL NEWS

FOR IMMEDIATE RELEASE  
[INSERT DATE]

Contact: [INSERT YOUR NAME]  
[INSERT YOUR PHONE NUMBER]  
Internet: [www.usps.com](http://www.usps.com)

## MEDIA ADVISORY

### [CITY NAME] Post Office and [LOCAL ANIMAL SHELTER] Deliver a Very Special Message This Sunday

**ATTENTION:** News Editors

**WHAT:** Letter carriers of the [NAME] Post Office will be joined by their friends, family, children, and even some of their pets as they deliver a very important message to the community. **[THE APPEARANCE OF A WELL-TRAINED DOG OWNED BY ONE OF YOUR LETTER CARRIERS WILL HELP DISPEL THE MYTH THAT POSTAL EMPLOYEES DON'T LIKE DOGS.]** Postmaster [NAME] and [NAME] of the [LOCAL HEALTH OR ANIMAL PROTECTION AGENCY] will speak about the problem of dog bites to the Postal Service and the community as they travel a parade route through the [NAME] community.

Letter carriers who will lead the parade are survivors of animal attacks and will share their stories in order to help others avoid the pain they have gone through.

Media can also obtain tips on how to avoid dog bites and learn what dog owners can do to reduce aggressive pet behavior.

**WHEN:** Sunday, [DATE AND TIME, preferably no earlier than 10:00 A.M.].

**WHERE:** The parade will begin at [DESCRIBE PARADE ROUTE] and end at [PICNIC LOCATION].

**BACKGROUND:** The 3,138 letter carriers bitten by dogs last year pales in comparison to the more than 2 million children who were needlessly victimized by dogs. The owners of many canines claimed their pet would never bite. This year, the U.S. Postal Service and its letter carriers work to prevent these painful, sometimes fatal, injuries by promoting community awareness and responsible pet ownership.

**CONTACT:** Postmaster [POSTMASTER NAME] at [phone].

###



# POSTAL NEWS

FOR IMMEDIATE RELEASE  
[INSERT DATE]

Contact: [INSERT YOUR NAME]  
[INSERT YOUR PHONE NUMBER]  
Internet: [www.usps.com](http://www.usps.com)

## **PUBLIC SERVICE ANNOUNCEMENTS**

### **May 19–25 is National Dog Bite Prevention Week**

Below you will find three public service announcements (PSAs) for your consideration. With all the recent news about the serious injuries and deaths that have come as a result of dog attacks, this is the perfect time to participate in an education campaign aimed reducing these painful, costly attacks.

For decades the U.S. Postal Service has taken a leadership role in preventing animal attacks even though letter carriers are members of the third most likely group to be bitten by a dog. Children and the elderly rank number 1 and 2, respectively. More information is found on the Dog Bite Prevention Background sheet attached. **[ATTACH DOG BITE PREVENTION BACKGROUND.]**

Please join the Postal Service in this important public education campaign by using these public service announcements and by interviewing Postal Service, animal protection, and public health officials during National Dog Bite Prevention Week.

#### **PSA 1**

It's that time of year again, and the Postal Service, health care providers, and animal protection professionals need your help. Last year, nationwide, 3,138 letter carriers were attacked and injured by dogs or other pets. But that pales in comparison to the more than 4.7 million people — most of them children and the elderly — who are bitten by dogs each year. You can help protect your letter carrier, meter reader, newspaper delivery person, or your neighbors' children by making sure your pet is properly restrained. Be a responsible pet owner. Help prevent the injuries and death caused by animal attacks. This message is a public service of this station and your local Post Office.

#### **PSA 2**

At this point in our nation's history, even the comedians know that "dog bites man" is no laughing matter. According to the Humane Society of the United States, 33 people died between 1999 and 2001 after being bitten by a dog. Most of the victims — 24 of them — were children under the age of 12. That's why the nation's letter carriers, who suffered more than 3,000 dog bite injuries last year, are reminding pet owners to restrain their dogs to protect letter carriers, meter readers, children, and others who may come near their dogs. This message is a public service of this station and your local Post Office.

**PSA 3**

Pet owners, did you know that if your dog attacks a letter carrier, you could be held liable for all medical expenses and other costs, which can run into thousands of dollars?

Don't think your fence is the only protection you need — especially if a letter carrier or delivery person must enter your yard. The Postal Service is not anti-dog, but pro-responsibility. Responsible pet ownership includes making sure your pet is properly restrained. Last year, nationally, more than 3,000 letter carriers were attacked while delivering the mail. Help your letter carrier deliver safely for you. This message is a public service of this station and your local Post Office.

# # #

**Sample Postmaster Columns**

The columns starting on page 15 will help you spread the word about the Postal Service's efforts to protect letter carriers and children in the community. The underlying message is that dog bites are a serious matter and, by helping protect letter carriers, the public is protecting everyone.

Retype these columns on your letterhead and take or send them to your local newspapers. It's a good idea to localize the articles with experiences from your own Post Office or community. Contact local newspaper editors to propose running the column weekly for 3 weeks. You should also post copies of these columns in your lobby and employee break room.

Although the material is designed specifically for use during the spring, you also can use it to build community awareness throughout the summer months.

**POSTMASTER COLUMN NO. 1****“Children Suffer Most Dog Bites,” by [NAME], Postmaster [CITY]**

For every letter carrier bitten, hundreds of children needlessly suffer the pain and trauma of dog bites. Whatever the reasons for them, dog bites are a serious problem for the entire community, not just our letter carriers trying to deliver your mail. Nationwide, the U.S. Postal Service carriers suffered 3,138 dog bites last year. That’s an average of 10 dog attacks every delivery day, and that figure does not include the number of threatening incidents that did not result in injury.

These numbers pale in comparison with the more than 4.7 million people — mostly children and the elderly — who suffer injuries from dog attacks each year.

In [CITY] last year dogs bit [NUMBER] letter carriers and a significant number of **[OR YOU CAN ESTIMATE A NUMBER IF POSSIBLE]** instances where dogs interfered with mail delivery. Fortunately, most dog bites can be prevented through responsible pet ownership.

**[IF YOU DID HAVE DOG BITES LAST YEAR, USE THE PREVIOUS PARAGRAPH AND INSERT A PARAGRAPH OR TWO HERE GIVING A FEW DETAILS, SUCH AS THE SERIOUSNESS OF THE INCIDENTS AND THE AMOUNT OF LOST TIME.]**

**[IF YOU HAD NO DOG BITES OR NO CASES OF DOGS INTERFERING WITH MAIL DELIVERY LAST YEAR, OMIT THE PREVIOUS PARAGRAPH.]**

If a letter carrier needs to deliver a certified letter or a package to you, put your dog into a separate room before opening your front door. Dogs have been known to burst through screen doors or plate-glass windows to get at strangers.

Just ask Dover, Delaware, Postmaster Jack Bailey. One of his letter carriers, who had survived eight attacks during his 20-year career, felt secure in his ability to avoid dog bites. He owns four dogs himself. But, in February 1993, that carrier would be scarred for life — both physically and emotionally.

While delivering to a mailbox at the entrance to a customer’s home, the carrier watched in horror as a 100-pound dog charged the front door. Instinctively, he braced his foot against the door as the dog backed up to charge again. This time, the animal crashed through the Plexiglas-plated door and tore into the flesh of his arm.

“It happened so quickly that he didn’t have time to react,” explains Bailey.

“The animal’s bite so severely shredded his left arm that he has undergone several restorative surgeries and may never have full use of his arm,” says Bailey. **[FEEL FREE TO SUBSTITUTE THIS EXAMPLE WITH A LOCAL ONE IF IT IS APPROPRIATE.]**

Nationally, the number of carriers bitten by dogs dropped from more than 7,000 in 1983 to a low of 2,541 dog bite incidents in 1998. This is because of greater cooperation from dog owners, stricter leash laws, and stepped-up efforts to educate letter carriers and the public about dealing with the problem. However, as we have seen in the news recently, dog bites are again on the rise. For the first time in more than a decade, more than 3,000 letter carriers suffered dog bite injuries last year.

Our letter carriers are vigilant and dedicated, but we may be forced to stop mail delivery at an address if a letter carrier is threatened by a vicious dog. In some instances, Postal Service employees have sued and collected damages for dog bite injuries. We can't control people's dogs; only dog owners can do that.

While some attribute attacks on letter carriers to dogs' inbred aversion to uniforms, experts say the psychology actually runs much deeper. Every day that a letter carrier comes into a dog's territory, the dog barks and the letter carrier leaves. Day after day the dog sees this action repeated. After a week or two, the dog appears to feel invincible against intruders. Once the dog gets loose, there's a good chance it will attack.

Dog owners should remind their children about the need to keep the family dog secured. We also recommend parents ask their children not to take mail directly from letter carriers. A dog may see handing mail to a child as a threatening gesture.

These simple reminders and helpful tips can reduce the hazard of dog bite attacks. Help us to help you this spring and summer.

*This is the first in a series of three columns by [CITY] Postmaster [NAME] addressing the problem of dog attacks, both in the Postal Service and in the community. Next week: "Why Do Some Dogs Bite?"*

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## POSTMASTER COLUMN NO. 2

### “Why Do Some Dogs Bite?” by [NAME], Postmaster [CITY]

Would your dog bite? The Humane Society of the United States estimates that more than 4.7 million dog bites are reported to local authorities each year. Countless more go unreported.

Dog bites can range from a relatively painless nip to a fatal mauling. Dog bite victims account for up to 5 percent of all hospital emergency room visits. Children are most often the victims. Of the 33 people who died from dog attacks between 1999 and 2001, 24 of them were children under the age of 12. Dog attacks are the most commonly reported childhood public health problem in the United States.

You may feel confident that your dog won't add to these statistics, and it is probably true that your trusty companion will never seriously harm anyone. However, if your dog does attack or bite someone, you could be liable for the victim's pain, suffering, and medical expenses. Potential victims include your letter carrier and neighborhood children. There are several ways you can avoid liability. Reducing the likelihood your dog will ever bite someone helps protect you, your canine companion, and everyone else in the community.

#### Why Some Dogs Bite

Although dogs may bite for a variety of reasons, spaying or neutering has been shown to reduce aggressiveness. Bite statistics show that dogs that have not been spayed or neutered are up to three times more likely to be involved in a biting incident.

Lack of socialization, improper training, excitement, and fear can all contribute to a dog attack. Even a nip on the leg is unacceptable behavior for a family dog.

#### Three Suggestions to Help Take the Bite out of Your Dog:

- Teach your dog appropriate behavior. Don't play aggressive games with your dog such as wrestling, tug of war, or siccing your dog on another person. It's essential that your dog recognize members of your family as dominant figures not to be challenged.
- Be a responsible pet owner. For everyone's safety, don't allow your dog to roam. Make your pet a member of your family. Dogs that spend too much time tethered to a dog house or in the back yard have a much greater chance of developing aggressive behavioral problems.
- Stay on the safe side. Help your dog become accustomed to a variety of situations. If you don't know how your dog will react to a new situation, be cautious. If you think your dog could panic in a crowd, leave him or her at home. If your dog may overreact to visitors or delivery people, keep him or her in another room.

*This is the second in a series of three columns by [CITY] Postmaster [NAME] addressing the problem of dog attacks, both in the Postal Service and in the community. Next week: “Protecting the Community.”*

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**POSTMASTER COLUMN NO. 3****“Protecting the Community,” by [NAME], Postmaster [CITY]**

Last year, dog attacks resulted in 3,138 reported injuries to letter carriers nationwide. The Centers for Disease Control and Prevention estimates that nearly 2 percent of the American population is bitten by a dog each year, and most of the victims are children.

Clearly, parents must never leave a defenseless infant with a dog and must make sure that older children know the potential danger of dog bites. It is also important to know that studies have shown that dogs are three times more likely to be involved in a biting incident if they have not been spayed or neutered.

The Humane Society of the United States (HSUS) has found that the breed of animal most commonly involved in dog attacks can change from year to year and from one part of the country to another, depending on the popularity of the breed. According to the HSUS, while some breeds are more likely to bite, other factors like whether the animal has been spayed or neutered, and whether the animal has been properly socialized, safely confined, properly supervised, and humanely trained play great roles in a dogs tendency to bite. Dog owners can prevent serious injuries to others by realizing their important role in dog bite prevention.

*This concludes a series of three columns by [CITY] Postmaster [NAME] addressing the problem of dog attacks, both in the Postal Service and in the community.*

# # #

#### IV. Community Involvement

Most people think children and dogs go together naturally, and they often do. But, it may shock you to learn that children are the most common victims of dog bites. You can use the following talk and the enclosed handout to alert schoolchildren to two important points in preventing dog bites: responsible pet ownership and safe behavior around dogs.

Sponsoring a poster contest gets children involved in spreading the word about preventing dog bites. And the colorful posters that result are a great way to get the word out to the public.

The postmaster is one of the key leaders in each community. Postmasters should use their influence to win support from other key leaders for our campaign to reduce dog bites. The suggestions in this section will get you started toward some cooperative campaigning for dog bite awareness.

***Erwin was the second letter carrier to be sent to the hospital by this dog.*** "A dog warning card would have really helped," Erwin said. "This dog had a predictable behavior, but I didn't know to look for him." Erwin underwent two surgeries to repair his hand and broken fingers. And, he was off work for 2 months because the physical trauma caused complications to his diabetes. Lee was the first letter carrier to be bitten by the animal. "I had animal protection pick him up three times," Lee said. "They always brought him back."

## ***POSTMASTER SPEECH***

### **Dog Bite Prevention Speech for School Children**

**[MAKE THE PRESENTATION LIGHT AND FUN. Even though this is a serious subject, children will respond to your being friendly and approachable.]**

Good morning boys and girls.

My name is **[NAME]** and I'm your postmaster.

How many of you have dogs at home or have friends who own a dog? **[LISTEN TO RESPONSES.]** Have you or any of your friends ever been bitten by a dog? **[LISTEN TO RESPONSES.]** Well, I'll bet you didn't like it, did you?

At the Post Office where I work, the people who deliver your mail get bitten, too. Sometimes they have to go to the hospital and can't do their job for a long time. The dog's owner may have to pay a big hospital bill. And the mail may not be delivered to that house until the owners promise to keep the dog fenced in.

I don't want anybody at work to be bitten, and I don't want any of you to get bitten, either. That's why I'm here today, because I need your help.

There are several things you can do to help out. The most important thing is to stop your dog from getting outside and running loose. When you go outside, make sure to close the door tight, and when you are playing with your dog in the yard, make sure you close the gate so he does not get out.

When you see the letter carrier coming down your street, look around and make sure your dog is either inside or securely fenced away from the mailbox.

When the letter carrier gets to your house, let him or her put the mail in your mailbox. Never reach out to take the mail yourself, because, your dog might think the letter carrier is a threat to you even though we know that isn't true.

After the letter carrier has delivered the mail and gone, you still need to watch out for loose dogs. Never step too close to a strange dog. Even if he looks friendly, he might still bite.

I am going to give each of you a list of things you can do to help keep dogs from biting your letter carrier, your friends, and yourself. I want you to take this list home and talk to your parents about it. See if they will help you keep your dog from getting outside.

If you do that, your letter carrier won't have to worry about going to the hospital for a dog bite, and we can ensure that everyone's mail is safely and quickly delivered.

**POSTMASTER SPEECH CONTINUED****Dog Bite Prevention Tips for Kids — How You Can Help Prevent Dog Bites**

To help make your neighborhood safe for the letter carrier, yourself, and other people just remember these simple rules:

- Find out what time the letter carrier usually brings your mail.
- When the letter carrier is due to visit your house, check to be sure your dog is inside. Keep the dog inside until the letter carrier is gone.
- If someone needs to open the door to sign for a letter, first put the dog in another room and close the door.
- If you have a mail slot, keep your dog away from the slot so the carrier's fingers don't get bitten.
- If your mailbox is inside your fenced yard, and your dog is too, keep the dog on a leash away from the mailbox during the time your letter carrier delivers the mail.
- When your dog is outside, never walk up to the letter carrier and ask for your mail. Your dog may think you are being threatened.
- If you see a dog running loose in your neighborhood, tell your parents.
- Never, ever approach a strange dog.

# # #

## Poster Contest

If you plan to sponsor a poster contest for schoolchildren, you will need to furnish some slogans and a set of rules. It's also standard procedure to appoint judges and offer some kind of reward or prize for the winners.

Where young children are involved, it's a good idea to make everybody feel like a winner. In addition to the three main prizes (we recommend commemorative stamp sets), try to offer something for participation. Perhaps you could obtain a number of special pictorial cancellations of local interest.

Be sure to furnish the media with information about when the contest will start, what schools are participating, who will judge the contest, and where the entries will be displayed.

Suggested slogans:

- Good neighbors keep good control of their dogs.
- Good fences make good dogs better.
- Mail time is time to take your pooch inside.
- Letter carriers love dogs on a leash.
- A dog on the loose is bad news.

Have the posters judged on originality, clarity of the dog bite message, and quality of the artwork. A panel of judges might consist of an art teacher, a letter carrier, an animal control officer, and a member of the PTA. State that the decision of the judges will be final and list the prizes. If possible, have the grand prize-winning poster reproduced and sent to the schools. Try to display all the entries in the Post Office lobby. Children and parents will be looking for them.

Suggested contest rules:

- The Dog Bite Awareness Poster Contest is open to students in grades 1 through 5 from now until **[MONTH, DAY, YEAR]**.
- The theme is **[CHOOSE THEME]**.
- Only one entry per student will be accepted.
- Students must design and complete posters without help.
- Entries must be **[CHOOSE: e.g., 11" x 17", horizontal or vertical, black and white or color, in any two-dimensional medium (charcoal, water-color, marker, paint, etc.)]**.
- Posters will not be returned. By entering, a student agrees to give the Postal Service full ownership of the artwork and reproduction rights should it be selected the grand prize-winner.

- Each entry must have an entry form attached to the back. Posters with incomplete forms will not be considered.
- Entries must be submitted by **[DATE]** to be considered for judging.
- Winners will be notified by mail.

***The groin injury was excruciating. Blood was everywhere. The animal had charged against the window and torn down curtains trying to get to James before, so he knew to be wary when his customer walked up to him, while walking this familiar dog, and asked for her mail. Although the dog looked calm, James kept as much distance as possible. However, before he had time to react, the animal sank his teeth into the letter carrier's flesh. After 22 stitches and a month on his back, James started walking again. Several months later, he weaned himself off the morphine. Following a subsequent infection, more pain and months of physical therapy, James gave up the route he loved and now serves the Postal Service as a window clerk.***

## Working With Community Leaders

- Seek ideas from other postmasters. When attending various management meetings, seminars, training sessions, or conventions, take time to discuss dog bite prevention and other safety programs with your peers. Many postmasters have come up with some innovative ideas and developed excellent dog bite awareness campaigns.
- Visit area schools to discuss dog bite prevention with students. Many local animal control officials and veterinarians will participate, particularly when they can stage a pet licensing and rabies vaccination effort at the same time.
- Holding a dog bite awareness poster contest for local elementary school students is another way to involve the schools. Arrange to display the entries at the Post Office for a day and invite parents and the media. Give a short talk or provide handout information on dog bite awareness.
- Locate a local dog obedience club and allow it to stage a 1-day free dog training session at your Post Office. (An excellent time is after the office closes on Saturday.) Publicize the event and invite the media. (Note: If employees are involved, be aware of FLSA requirements.)

- Locate a scout troop or similar youth organization and encourage it to make a project of creating public awareness of dog bite dangers. Help them publicize their efforts through the local media.
- Contact your local utility companies to participate in some of your events. They are attuned to public service, and they have their own dog bite problems.

***“December 5th was the last day I got to use my right thumb.”*** Russ was familiar with the Pitbull- and -Rottweiler mix dog along his route. Others had felt his bite. The dog charged from across the street, first going for his face and then his hand; a bite severed nerves in his thumb. Russ kept rolling, trying to get the dog off, but not before a fang entered his right kneecap. Life has changed for Russ. He misses his route. An enthusiastic athlete, he misses lifting weights, snapping a basketball, and throwing darts.

## V. Information for All Employees

This section offers tools that postmasters can use to help educate employees to do their jobs as safely as possible.

Give the following stand-up talk to your letter carriers. The talk focuses on the seriousness of dog bites, what carriers should do about a problem dog on their route, and what to do if a dog attacks. Also, let letter carriers know that you are supporting them by mailing out progressive warning letters to owners whose dogs are unrestrained. Sample warning letters are included in Part VI, For Postal Managers.

The true-or-false quiz “Are You an Unwary Visitor?” can educate letter carriers on proper behavior around dogs and is an interesting way to share important information. A letter carrier who knows the answers to the quiz is less likely to be a dog bite victim. Post the quiz, print it in a newsletter, or distribute it as a handout to your letter carriers and supervisors.

The Postal Service also offers a dog repellent spray for letter carriers. Publication 174, *How to Avoid Dog Bites: Dogs and Dog Repellent*, describes the spray and its use. Information from that publication is included in this section. Post the information, publish it in a newsletter, or reproduce it as a handout for supervisors and carriers. Tell carriers how to obtain repellent.

Use “Basic Dog Bite Prevention Rules for Letter Carriers to Follow” on page 28 as a reinforcing stand-up talk or a posting.

***Two girls screamed as blood gushed from where their large dog bit Cynthia on her foot and leg. This was Cynthia’s second dog bite incident in about 2 years. The first dog bite injury occurred when a little girl opened her door for the letter carrier, and the family’s small dog pierced her leg. Now, after the second attack, Cynthia is still working through the trauma. She says she doesn’t walk to the store or hear rustling leaves without fear.***

## **POSTMASTER STAND-UP TALK**

### **Safety Talk for Letter Carriers**

It won't be long until school lets out for the summer and children begin to spend their days outside playing.

We all know that means taking extra care to watch out for children playing around our vehicles, but it also is the time of year to be on the lookout for loose dogs. Many of these pets have been in the house or confined to the backyard all winter and manage to get out when children leave a door or gate open.

Last year, approximately 4.7 million people suffered dog bites in the United States, including 3,134 reported by letter carriers. That means an average of 10 letter carriers is injured in a dog attack each delivery day.

**[SHARE SOME EXAMPLES OF INJURED LETTER CARRIERS THAT ARE FOUND IN THIS GUIDE OR EXAMPLES FROM YOUR OWN POST OFFICE.]**

Loose dogs are a serious problem for everyone. As letter carriers, you are not only doing yourself a favor, you are helping everyone in the community by getting these animals off the street. Letter carriers are the third most frequent victims of dog attacks, but children and the elderly rank number 1 and 2.

One tool we have in controlling the dog problem is a policy of withholding delivery where dogs are a threat. Report all incidents to the postmaster or the carrier supervisor, who will decide what action needs to be taken. If a phone call to the customer doesn't take care of the situation, we have a series of progressive warning letters that could ultimately lead to the suspension of mail service to the customer's home.

Besides making us all aware of potential dog bite problems that need to be addressed, there are several things you can do to avoid dog bite situations:

- Watch out for dogs along your route and be aware of places a dog can hide.
- Never hand mail to a child or adult while in view of a dog.
- Place one foot at the base of doors that open outward to prevent a dog from rushing out.
- Learn to recognize the warning signs that a dog is about to attack: tail high and stiff, ears up, hair on back standing up, and teeth showing.
- Report all incidents regarding dogs to supervisors.
- Dogs are very territorial animals who react aggressively when someone invades their territory or "danger zone." When you find yourself in a dog's danger zone, you should stop immediately and remain still, allowing the dog's anger to subside.



- If confronted, face the dog without making direct eye contact and back away slowly. Be submissive, but don't run. If you run, the dog is going to try to knock you to the ground and you could be seriously hurt.
- Put something between you and the dog, such as a package or pouch. Don't try to make friends with the dog, pet it, or put your hands or face near it. And if the dog does bite, try not to pull away because that may cause further injury. Instead, try to make the dog release its hold.
- Quickly obtain medical attention and report all injuries.

Last fiscal year was the first time in more than a decade that dog bite injuries to letter carriers exceeded 3,000. We all watch the news and know that the potential for serious injury cannot be ignored. Be vigilant about the threat of animal attacks for your safety, for your family, and for the children and elderly in our community.

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### True-or-False Quiz: Are You an Unwary Visitor?

#### Questions

Are you an unwary visitor to what a dog considers its territory? If so, you might be bitten. Take this quiz on handling some typical situations encountered by delivery people. It may help you prevent an injury. Answer "true" or "false."

1. If a dog is sleeping in the side yard, you should quietly slip up to the front door and make your delivery so you don't disturb the dog.
2. Turning away and retreating quickly from a dog will probably prevent your being bitten.
3. Carrying dog biscuits with you will help you make friends with all the dogs on your route.
4. Many bites occur because the dog is protective of its home territory.
5. To ensure that you have your repellent, it's a good idea to secure it to a mail cart or your vehicle dashboard.
6. Dogs attack only if you threaten or challenge them.
7. Dogs always make their intentions known by growling or barking before they attack.
8. A storm or screen door will keep the dog inside from attacking you at the door.
9. One way to protect yourself is to spray repellent on all the large dogs on your route at least once so they are afraid to challenge you.
10. Talking softly to a dog while petting it will reassure the dog that you mean no harm and will reduce your chances of being bitten.

#### Answers

1. **FALSE.** Dogs have keen senses; under these conditions, you would probably startle the dog and increase the possibility of an attack. The right procedure? Make a soft noise, such as a low whistle, so the dog won't be surprised. Keep your eye on the dog, and if you must withdraw, back up slowly and carefully to avoid a fall.
2. **FALSE.** Turning and running often increases the dog's excitement and provides an opportunity for it to bite while your back is turned. The proper procedure? Stand your ground initially; face the dog; use your satchel as a shield; keep your repellent handy; and back away slowly and carefully to avoid a fall.
3. **FALSE.** Too often the dog will readily accept the treat but still not accept you. What is a proper procedure? Reassure the dog by talking in a friendly manner and using its name if you know it. But do this from a safe distance.
4. **TRUE.** Dogs instinctively recognize their owners' premises as territorial boundaries. Before entering a customer's property, quickly assess places a dog may be hiding and be alert.
5. **FALSE.** Most attacks occur away from carts and vehicles. The correct procedure is to keep your spray with you and carry it in a location that allows you to use it quickly if you are attacked.
6. **FALSE.** Dogs attack under various circumstances. Properly protect yourself by being aware of the presence of even the friendliest dogs.
7. **FALSE.** Many bites occur without warning. The best way to protect yourself is to stay alert and, if confronted, follow the withdrawal procedures described above.
8. **FALSE.** Dogs have been known to break through screen and storm doors, and to escape when the owner opens the door to get the mail. On outward opening doors, you might wish to place your foot against the bottom of the door. If the dog is in the room, ask the owner to relocate the dog before opening the door. In any case, be wary of these situations.
9. **FALSE.** Repellent should be used only to thwart an attack. Spraying animals unnecessarily will serve to enrage them (and their owners), and it is a violation of postal regulations.
10. **FALSE.** Although well-intended, this approach continues to be a source of dog bites. The best safety procedure? Don't pet dogs on your route, even if you know them well.

**Two out of three attacks Tony has suffered came from the same, unrestrained dog.** Legal action is pending against the owner of the white purebred German Shepherd that bolted from walking beside his owner to tear into Tony's upper right arm. Nine months later, the same dog found Tony and this time left him with a hole in his arm, more puncture wounds, and stitches. Tony says, "I used to be a pet owner, but I wouldn't want my dog to bite anyone, so I gave up my right."

## Using Dog Repellent

Dog repellent is to be used on any dog that attacks, but it does not replace the policy of nondelivery of mail where there is a dog menace. Collection and delivery employees should be quick to report to their supervisor the name and address of the customer where such a menace exists. The supervisor must immediately telephone the customer and request that the animal be confined during the usual delivery hours in the neighborhood. The postmaster will inform the customer that no deliveries will be made until this is done. Employees are not to use the repellent where there is a danger of spraying people. Indiscriminate use of the repellent will not be tolerated — employees who do so are subject to disciplinary action.

### *What is the repellent?*

The repellent consists of 0.35 percent oleoresin capsi-cum (extract of cayenne pepper) and 99.65 percent mineral oil propelled by an inert gas contained in an aerosol spray can.

### *Has it been adequately tested?*

Extensive laboratory and field tests have been made on the repellent. Veterinarians have thoroughly examined it and have stated that not only is it safe and effective but it is a very humane method of controlling animals. The Postal Service field test showed a high degree of effectiveness in controlling attacking animals; however, its effectiveness against trained attack dogs has not been established.

### *Has it been accepted as safe?*

The repellent has been accepted by the U.S. Department of Agriculture Pesticides Regulation Branch and has been registered by the U.S. Environmental Protection Agency. It has been registered in all states requiring such registration. Registration identifies the product as effective and safe.

### *Are various humane groups aware that the Postal Service might use repellent?*

Yes. The American Kennel Club, the American Humane Association, the Popular Dogs Publishing Company, and the Humane Society of the United States were advised and indicated no objection to our using the product under conditions indicated.

### *How is the repellent used?*

It is sprayed directly at the eyes, nose, and mouth of the attacking dog. Direct application must be made. The effective range is up to 10 feet. The repellent leaves a yellow stain on the dog's hair, which is removable by washing. This stain helps to identify an animal if a check for rabies is necessary.

### *How does the dog react?*

The dog will put his tail between his legs and retreat. Within 10 to 15 minutes, the repellent will wear off and the dog returns to normal.

### *How does it affect humans?*

It produces marked discomfort to the eyes lasting for about 10 minutes, but no damage or harmful effects. It has a faint odor and is mustard yellow. If repellent is inadvertently sprayed into a person's eye, apply mineral oil. If it is sprayed on clothing, use commercial spot removers or have the clothing dry-cleaned.

### *Does repellent lose effectiveness with age?*

The repellent is effective indefinitely. In isolated cases, after long periods of non-use, dirt may clog the nozzle orifice, reducing the effective range of the repellent. To avoid this type of failure, insert the tip of a pin into the nozzle opening, turn container upside down, and press the nozzle until white mist is discharged.

### *What if the container leaks after use?*

Some residue will remain in the nozzle after use. You can expel this by turning the container upside down and briefly pressing the nozzle until a white mist is discharged.

### *How should used repellent containers be discarded?*

The inert propellant gas left inside will expand to the point of exploding if the container is compressed or thrown into a trash fire or incinerator. Return containers to the Post Office for recycling.

***"I saw a flash out of the corner of my eye."*** That's what Jan said about the incident that led to her retiring from the Postal Service earlier than planned. The dog clamped onto the back of her leg and shook his head from side to side. The next wound was to her Achilles' heel. Stitches closed the jagged edges of her wounds. It was 6 months before she would work a full day, but her foot was still swollen a year after the encounter. Neighbors who witnessed the incident say the dog spray saved the letter carrier from even further injury.

## Basic Dog Bite Prevention Rules for Letter Carriers to Follow

Dogs are self-elected and sometimes highly trained protectors of their masters and their property. To them, you are an intruder. You must prepare yourself for a new challenge each day from every dog you meet as you go about your daily work.

- Observe the area. Take a quick glance at all the places a dog might be located, such as under parked cars, under hedges, on the porch, etc.
- Size up the situation. Is the dog large or small? Is it asleep, barking, growling, nonchalant, etc.?
- Don't show fear. A dog is more apt to bite you if it knows you are afraid.
- Don't startle a dog. If it is asleep, make some kind of nonstartling noise, such as soft whistling. Do this before you are close to the dog, while you still have time and space for an "out."
- Never assume a dog won't bite. You may encounter a certain dog for days or weeks without incident; then one day, it might decide to bite you.
- Keep your eyes on the dog. A dog is basically a coward and a sneak and is more apt to bite you when you aren't looking.
- Stand your ground. If a dog comes toward you, turn and face it. If you have a satchel, hold it in front of you and back away slowly, making sure you don't stumble and fall.
- Never turn and run.

*"I didn't see or hear anything unusual until I felt the dog clamp down on my arm." It was then the real fight ensued. Jim kicked the German Shepherd, trying to get free of his grasp. The dog kept coming. By the time the owner emerged, blood poured from a gaping wound in Jim's left arm as well as from both legs. It took weeks for the wounds to heal. The emotional scars still remain. Jim took his case to court and has yet to receive compensation.*

## VI. For Postal Managers

### Progressive Warning Letters and Thank-You Letter

This section offers materials for you to use to help your letter carriers do their jobs more safely. You can use the progressive warning letters in this section to alert dog owners to the possible loss of mail delivery if they do not restrain their pets. And don't forget to send a letter of thanks when they do!

Warning letters, like collection letters, need to be handled tactfully. The first sample letter below tells customers what we want them to do. The second tells them we have taken corrective steps. The third details the customers' options. In using these letters, keep in mind that our purpose is not to police the neighborhood but to obtain a safe environment in which carriers can do their work. Though most customers will respond to your first polite request, be meticulous in following up if they don't. Otherwise your efforts will not be taken seriously.

**SAMPLE WARNING LETTER NO. 1****[INSERT DATE]****[INSERT NAME]****[INSERT TITLE]****[INSERT STREET ADDRESS]****[INSERT CITY, STATE, ZIP+4]**

Dear Postal Customer:

Your letter carrier takes pride in delivering your mail promptly and efficiently. That means being able to approach your mailbox without interference from your pet.

Although your dog may not be known to bite or otherwise be dangerous to people, your carrier has expressed concern about its behavior. I believe you will agree that this concern is understandable since each year thousands of letter carriers are bitten or physically harmed by dogs.

This letter is to inform you that we are concerned your dog may have a propensity to attack and to bite or otherwise injure your letter carrier.

To provide you uninterrupted mail delivery while protecting our letter carriers, the Postal Service is requesting your assistance. Please confine your dog, either in the house or tethered or fenced outdoors, away from the route your carrier uses to deliver your mail.

We appreciate your cooperation.

Sincerely,

**[SIGN]****[INSERT POSTMASTER'S NAME]**

Postmaster

U.S. Postal Service

**[INSERT CITY, STATE, ZIP+4]**

**SAMPLE WARNING LETTER NO. 2**

**[INSERT DATE]**

**[INSERT NAME]**

**[INSERT TITLE]**

**[INSERT STREET ADDRESS]**

**[INSERT CITY, STATE, ZIP+4]**

Dear Postal Customer:

We were unable to deliver your mail recently because your unrestrained dog threatened our letter carrier.

We previously notified you of our concern that your dog might have a propensity to attack and to bite or otherwise injure your letter carrier. That concern was based on prior observations.

We are sorry for any inconvenience the interruption of your mail delivery might have caused. However, I think you can understand that we must protect our employees from potential injury.

If your carrier is threatened by your unrestrained dog again, we must take further action. That action will require you to either arrange to obtain your mail at a Post Office box or install a mail receptacle at the curb in front of your residence for home delivery.

To restore delivery at this time, please pick up your mail at our Post Office, which is located at **[ADDRESS]**. You will be asked to sign a statement assuring us that you will keep your dog restrained during normal delivery hours.

Thank you for your cooperation.

Sincerely,

**[SIGN]**

**[INSERT POSTMASTER'S NAME]**

Postmaster

U.S. Postal Service

**[INSERT CITY, STATE, ZIP+4]**

**SAMPLE WARNING LETTER NO. 3****[INSERT DATE]****[INSERT NAME]****[INSERT TITLE]****[INSERT STREET ADDRESS]****[INSERT CITY, STATE, ZIP+4]**

Dear Postal Customer:

We previously notified you that your dog is considered to be a danger to your letter carrier. Yet, on **[DATE]**, our letter carrier was again threatened by your dog. As a result of this incident, I must ask you to choose within the next **[NUMBER]** days one of the following options for receiving your mail:

- Rent a Post Office box to receive your mail.
- Install a curbside receptacle at your residence.

Until you have informed us of your decision, your mail will be held at **[POST OFFICE AND ADDRESS]**. It will be available for pickup during normal business hours, which are **[INSERT YOUR OFFICE'S MONDAY-FRIDAY AND SATURDAY HOURS]**. If you have not picked up your mail within **[NUMBER OF DAYS]**, we will return it to the senders.

If you have any questions concerning this policy, please call **[NAME]** at **[PHONE NUMBER]**.

Sincerely,

**[SIGN]****[INSERT POSTMASTER'S NAME]**

Postmaster

U.S. Postal Service

**[INSERT CITY, STATE, ZIP+4]**

***SAMPLE THANK-YOU LETTER FOR CUSTOMER COMPLIANCE***

**[INSERT DATE]**

**[INSERT NAME]**

**[INSERT TITLE]**

**[INSERT STREET ADDRESS]**

**[INSERT CITY, STATE, ZIP+4]**

Dear Postal Customer:

Thank you for keeping your dog safely away from the letter carrier's path. Because dog owners like you accept responsibility for their pets, letter carriers and other service people are better able to work in your neighborhood.

On behalf of both your regular letter carrier, **[NAME]**, and the substitute carriers who deliver your mail in **[HIS/HER]** absence I appreciate your cooperation.

Sincerely,

**[SIGN]**

**[INSERT POSTMASTER'S NAME]**

Postmaster

U.S. Postal Service

**[INSERT CITY, STATE, ZIP+4]**



## VII. Additional Resources

Now that you have read through this publicity kit and made some decisions about what would work best in your area, *it is time for action.*

In addition to this kit, a number of resources are available to assist you in your effort to educate employees, your customers, and the entire community about the importance of dog bite prevention. If you have media or public relations questions, area Public Affairs and Communications managers can put you in touch with your local communications person. And, while the Humane Society of America is not an official partner during this year's National Dog Bite Prevention Week campaign, they are always willing to help organizations that are promoting safety around animals. Their dog bite prevention web site, [www.nodogbites.org](http://www.nodogbites.org), is an excellent resource for employees and your community.

An increase of 15% in injuries from dog bites means one more letter carrier was injured every delivery day in FY 2001 than in the year before. Dog bites are no laughing matter! We must take action now to reduce these costly and painful injuries.

### Area Public Affairs and Communications Managers

Ralph Stewart  
Manager, Public Affairs and Communications  
Eastern Area/U.S. Postal Service  
PO Box 40593  
Philadelphia, PA 19197-0593  
215-931-5054

Helen Skillman (Baltimore and Richmond)  
Deborah Yackley (Capital and Northern Virginia)  
Public Affairs and Communications  
Capitol Metro/U.S. Postal Service  
475 L'Enfant Plaza, SW, Rm 10327  
Washington, DC 20260-3100  
202-268-6712, Helen Skillman  
301-548-1465, Deborah Yackley

Diane Todd  
Manager, Public Affairs and Communications  
NY Metro Area/U.S. Postal Service  
421 Eighth Ave, Rm 5114  
New York, NY 10199-9681  
212-330-3118

Debra Hawkins  
Manager, Public Affairs and Communications  
Northeast Area/U.S. Postal Service  
6 Griffin Rd N  
Windsor, CT 06006-9876  
860-285-7265

Earl C. Artis, Jr.  
Manager, Public Affairs and Communications  
Southeast Area/U.S. Postal Service  
225 North Humphrey Blvd  
Memphis, TN 38166-0832  
901-747-7544

Jim Mruk  
Manager, Public Affairs and Communications  
Great Lakes Area/U.S. Postal Service  
244 Knollwood Dr, 4th Floor  
Bloomington, IL 60117-2208  
630-539-6565

Dan De Miglio  
Manager, Public Affairs and Communications  
Pacific Area/U.S. Postal Service  
390 Main St, Ste 200  
San Francisco, CA 94105-8000  
415-536-6490

David Mazer  
Manager, Public Affairs and Communications  
Pacific Area/U.S. Postal Service  
7001 S Central Ave, Rm 364A  
Los Angeles, CA 90052-9641  
323-586-1212

Cesta W. Ayers, Jr.  
A/Manager, Public Affairs and Communications  
Southwest Area/U.S. Postal Service  
7800 N Stemmons Freeway, Ste 450  
Dallas, TX 75247-4220  
214-819-8717

Scott Budny  
Manager, Public Affairs and Communications  
Western Area/U.S. Postal Service  
1745 Stout St, Ste 400  
Denver, CO 80299-7500  
303-313-5125

## Humane Society of the United States (HSUS) Regional Offices

*The following is a list of regional HSUS contacts. These individuals can help you obtain local Humane Society support and find animal behavior experts for local events.*

Central States Regional Office  
Serves: TN, KY, NC, IL, MN, WI  
Director: Phil Snyder  
800 W. Fifth Avenue  
Suite 110  
Naperville, IL 60563-8965  
630-357-7015  
630-357-5725 FAX  
E-mail: [csro@hsus.org](mailto:csro@hsus.org)

Great Lakes Regional Office  
Serves: OH, IN, MI, WV  
Director: Sandy Rowland  
745 Haskins Street  
Bowling Green, OH 43402-1696  
419-352-5141  
419-354-5351 FAX  
E-mail: [glro@hsus.org](mailto:glro@hsus.org)

Mid-Atlantic Regional Office  
Serves: DE, NJ, NY, PA  
Director: Nina Austenberg  
Bartley Square  
270 U.S. Highway 206  
Flanders, NJ 07836-9097  
973-927-5611  
973-927-5617 FAX  
E-mail: [maro@hsus.org](mailto:maro@hsus.org)

Midwest Regional Office  
Serves: MO, NE, KS, IA  
Director: Amy Suarez  
1515 Linden Street Suite 220  
Des Moines, IA 50309  
515-283-1393  
515-283-1407 FAX  
E-mail: [mwro@hsus.org](mailto:mwro@hsus.org)

New England Regional Office  
Serves: CT, MA, ME, NH, RI, VT  
Director: Joanne Bourbeau  
PO Box 619  
Jacksonville, VT 05342-0619  
802-368-2790  
802-368-2756 FAX  
E-mail: [nero@hsus.org](mailto:nero@hsus.org)

Northern Rockies Regional Office  
Serves: MT, WY, ID, SD, ND  
Director: Dave Pauli  
490 N. 31st Street  
Suite 215  
Billings, MT 59101-1256  
406-255-7161  
406-255-7162 FAX  
E-mail: [nrro@hsus.org](mailto:nrro@hsus.org)

Pacific Northwest Regional Office  
Serves: OR, WA  
Director: Lisa Wathne  
5200 University Way NE, Suite 201  
Seattle, WA 98105-3597  
206-526-0949  
206-526-0989 FAX  
E-mail: [pnro@hsus.org](mailto:pnro@hsus.org)

Southeast Regional Office  
Serves: FL, AL, GA, SC, MS  
Director: Laura Bevan  
1624 Metropolitan Circle  
Suite B  
Tallahassee, FL 32308-3789  
850-386-3435  
850-386-4534 FAX  
E-mail: [sero@hsus.org](mailto:sero@hsus.org)

Southwest Regional Office  
Serves: AZ, UT, CO, NM, AR, LA, OK, TX  
Director: Lou Geuton  
3001 LBJ Freeway  
Suite 224  
Dallas, TX 75234-2715  
972-488-2964  
972-488-2965 FAX

West Coast Regional Office  
Serves: CA, NV, HA  
Director: Erich Sakach  
P.O. Box 417220  
Sacramento, CA 95841-7220  
916-344-1710  
916-344-1808 FAX

*For states not listed above, contact:*

Stephanie Shane, Issues Specialist  
HSUS  
2100 L Street NW  
Washington, DC 20037-1598  
301-258-3121  
301-258-3081 FAX

### **More Resources**

PS Form 1778, *Dog Warning Card*  
NSN: 7530-01-000-9428  
PSIN: PS1778

Publication 129, *Safety Talks*  
NSN: 7610-02-000-7088  
PSIN: PUB129

Safety film, *Dogs, They Come in All Sizes*  
Contact your Postal Employee Development Center (PEDC) for availability.

Publication 174, *How to Avoid Dog Bites: Dogs and Dog Repellent*  
NSN: 7610-03-000-9027  
PSIN: PUB174

Dog training video, *Understanding Canine Behavior*  
Contact your PEDC for availability.

— *Community Relations,  
Public Affairs and Communications, 5-2-02*

# Administrative Services

ASM REVISION

## Part 286, Emergency Lines of Succession

Effective May 2, 2002, *Administrative Support Manual* (ASM) 13, section 286.1, Postmaster General, is revised. We revised the section to add the vice president, area operations, eastern area, to the list of persons who succeed the postmaster general and perform the duties of the position in the event of an emergency that incapacitates the postmaster general. This change provides additional geographic dispersion (i.e., persons located away from the Washington, DC, area), and ensures the Postal Service's ability to perform essential functions and remain a viable part of the federal government through any emergency.

We will incorporate this revision into the printed version of ASM 14 and into an incremental update of the online ASM 13, which is accessible through the Postal Service PolicyNet page on the intranet at <http://blue.usps.gov/cpim>; click on *Manuals*.

### Administrative Support Manual (ASM)

	*	*	*	*	*
<b>2</b>	<b>Audits and Investigations</b>				
	*	*	*	*	*
<b>28</b>	<b>Emergency Preparedness</b>				
	*	*	*	*	*

## 286 Emergency Lines of Succession

### 286.1 Postmaster General

*[Add new item c. Reletter existing item c as new item d.]*

In case the postmaster general is incapacitated from an enemy attack or other national emergency, the following is the line of succession to perform the duties of the postmaster general (see 112.11):

- a. Deputy postmaster general.
- b. Chief operating officer and executive vice president.
- c. Vice president, area operations, eastern area.
- d. Vice president, area operations, western area.

\* \* \* \* \*

— Security Group,  
Postal Inspection Service, 5-2-02

— Corporate/Field Operations Support,  
Office of the Chief Operating Officer, 5-2-02

## GUIDELINES

## Registering Systems in the Enterprise Information Repository

Effective immediately, all Postal Service information systems must be registered in the Enterprise Information Repository (EIR). Management Instruction (MI) AS-830-2002-2, *Registering Systems in the Enterprise Information Repository*, sets forth policy regarding the registration of Postal Service information systems and the subsequent maintenance of system-related information in the EIR.

The term "system" refers to an application, web application, web site, or web page. MI AS-830-2002-2 applies to all Postal Service employees associated with owning, developing, and maintaining such systems, including vice presidents, portfolio managers, program managers, project managers, and business project leaders.

As a complete and accurate inventory of system information, the EIR will enable managers to more effectively monitor the status of systems, review systems by components, identify existing systems that may enhance or be affected by proposed systems, and avoid redundancies.

MI AS-830-2002-2 is available online through the Postal Service PolicyNet page on the Intranet at <http://blue.usps.gov/cpim>; click on *MI*s. We are not printing copies of the MI to distribute.

— *Raleigh Integrated Business Solutions Service Center, Information Technology, 5-2-02*

## GUIDELINES

## Maintaining a Service Level Agreement

Effective immediately, every computer application (e.g., eTravel or PERMIT) supported by the Information Technology (IT) organization must have a current and signed service level agreement (SLA) in effect. Management Instruction (MI) AS-860-2002-4, *Maintaining a Service Level Agreement*, provides the policy on SLAs, which apply to all computer applications supported within the Postal Service IT environment.

SLAs define services, create realistic expectations for resolving service problems, and ensure that service is maintained at expected and agreed-upon levels. MI AS-860-2002-4 provides you with the following:

- Information about what the SLA provides.
- Steps to help you develop the SLA.
- Funding information.
- Policies about the SLA's expiration date, annual review, and renewal.
- Contact information in case you need more information.

Please direct any questions to the manager, IT Customer Satisfaction, Customer Care Operations (CCO), Distributed Systems Service Center (DSSC), at 919-874-3132 or via cc:Mail to *Satisfaction, Customer*.

MI AS-860-2002-4 is available online through the Postal Service PolicyNet page on the Intranet at <http://blue.usps.gov/cpim>; click on *MI*s. We are not printing copies of the MI to distribute.

— *Customer Satisfaction, DSSC, CCO, Information Technology, 5-2-02*

## Directives and Forms Update

Effective immediately, Publication 223, *Directives and Forms Catalog* (June 1999), is revised. The tables below contain the document ID, edition date, title, national stock number (NSN), and the postal and public supply source for all new, revised, and obsolete directives and forms. Use this article to keep Publication 223 current. Information on how to order directives and forms can be found in chapter 1 of Publication 223.

IWEB = Intranet = <http://blue.usps.gov>; click on *Information*, then *Policies and Procedures*.

WWW = USPS Web page = <http://www.usps.com>.

PE = Postal Explorer = <http://pe.usps.gov>.

F3 = F3 Fill Software.

### New Directives

Document ID	Edition Date	Title	NSN	Org	USPS Source	Public Source
HBK MS-178-VOL-E	9/1/01	Automated Flat Sorting Machine 100 (AFSM 100), Software Reference	7610-05-000-4573	ENG	MDC	R
HBK MS-180-VOL-A	10/15/01	Semi-Automatic Scan Where You Band (SASWYB), Parts Information	7610-05-000-4578	ENG	MDC	R
HBK MS-180-VOL-B	10/15/01	Semi-Automatic Scan Where You Band (SASWYB), Parts Information	7610-05-000-4579	ENG	MDC	R
HBK MS-191-VOL-C	12/1/01	Delivery Bar Code Sorter 5 Input/Output Subsystem (DBCS 5 DIOSS), Parts Information	7610-05-000-4561	ENG	MDC	R
MI EL-410-2002-1	3/22/02	Process for Completing EAS Merit Performance Evaluations and Setting Objectives	N/A	ERM	IWEB	N/A
MI FM-640-2002-1	3/15/2002	Government-Issued, Individually Billed Travel Charge Cards	N/A	FIN	IWEB	N/A
MI PM-2.1.6-2002-1	1/31/2002	Noncompetitive Purchases	N/A	P&M	IWEB	N/A
MOP COO-02-28-2002-1	2/28/2002	Personnel Cooling Fans	N/A	ERM	IWEB	N/A
MOP OS-1-17-2002	1/17/2002	Mandatory Consignment of Vehicle Repair Parts Inventory; National Program Contracts	N/A	DP&P	IWEB	N/A
MOP-IT-03-11-2002	3/11/2002	USPS.Com Development and Domain Usage	N/A	IT	IWEB	N/A
MOP IT-05-11-2001	5/11/2001	Production Database Administration Management	N/A	IT	IWEB	N/A
MOP IT-11-14-2001	11/14/2001	Sources for Accurate Time	N/A	IT	IWEB	N/A
NOT 4314-A	3/2002	We Want to Know (Spanish)	7610-05-000-4889	CA	MDC	P/F
NOT 4314-C	3/2002	We Want to Know	7610-05-000-4859	CA	MDC	P/F
POS 311	12/2001	Tampering with Mail	7690-05-000-4815	IS	MDC, WWW	MDC, WWW
PS 8220	1/2002	EAS Merit Performance Evaluation	N/A	ERM	IWEB	N/A

### Revised Directives

Document ID	Edition Date	Title	NSN	Org	USPS Source	Public Source
HBK AS-503	3/2002	Standard Design Criteria	N/A	FAC	IWEB	N/A
HBK EL-802	4/2002	Executive's and Manager's Safety Compliance Guide	N/A	ERM	IWEB	N/A
HBK F-66	2/2002	General Investment Policies and Procedures	7610-04-000-6117	FIN	IWEB	N/A
MHBK MS-136-VOL-A	10/2001	Package Bar Code Sorting (PBCS) System, General Information	7610-05-000-4287	ENG	MDC	R
HBK MS-136-VOL-B	2/2001	Package Bar Code Sorting (PBCS) System, Maintenance Information	7610-05-000-4288	ENG	MDC	R
HBK MS-136-VOL-C	2/2001	Package Bar Code Sorting (PBCS) System, Troubleshooting Information	7610-05-000-4289	ENG	MDC	R
HBK MS-178-VOL-A	9/1/2001	Automated Flat Sorting Machine 100 (AFSM 100), General Information	7610-05-000-4207	ENG	MDC	R
HBK MS178-VOL-B	9/1/2001	Automated Flat Sorting Machine 100 (AFSM 100), Maintenance Information	7610-05-000-4208	ENG	MDC	R

Document ID	Edition Date	Title	NSN	Org	USPS Source	Public Source
HBK MS-178-VOL-C	9/1/2001	Automated Flat Sorting Machine 100 (AFSM 100), Troubleshooting Information	7610-05-000-4209	ENG	MDC	R
HBK MS-178-VOL-D	9/1/2001	Automated Flat Sorting Machine 100 (AFSM 100), Parts Information	7610-05-000-4210	ENG	MDC	R
HBK PO-102	5/1999	Self Service Vending Operational and Marketing Program	7610-03-000-9261	RET	MDC	N/A
PUB 2	1/2002	Packaging for Mailing	7610-01-000-9774	P&C	MDC	P/F
PUB 12	11/1/2001	Health Benefits Open Season Administrative and Processing Information	N/A	ERM	IWEB	N/A
PUB 275	2/1/2002	Post Office Robbery	7610-01-000-9914	IS	MDC, IWEB	N/A
PUB 354	2/2002	African Americans on Stamps: A Celebration of African-American Heritage	7610-03-000-9403	DIV	MDC	P/F
PUB 805-E	2/2002	Information Security	7610-05-000-4831	IT	MDC, IWEB	N/A

### Obsolete Directives

Document ID	Edition Date	Title	Obsolete Date	Replaced By
HBK AS-707	2/1992	Procurement Handbook	1/9/2002	HBK P-1
HBK AS-818	4/1994	Local Area Network and Personal Computer Security	4/15/2002	N/A
HBK MS-136	2/1/2001	PBCS Information Packet for MS-136, GRL Printer Applicator Modification	9/2001	N/A
HBK MS-136-VOL-B	6/1995	Package Bar Code Sorting (PBCS) System, Parts Information	9/2001	N/A
HBK MS-136-VOL-AP-1	6/1995	Package Bar Code Sorting (PBCS) System, Maintenance Information	9/2001	N/A
HBK MS-136-VOL-AP-2	6/1995	Package Bar Code Sorting (PBCS) System, Maintenance Information	9/2001	N/A
HBK MS-178-CHG-1	2/15/2001	Change 1 to MS 178, Vol. A & D (TL-1)	9/2001	TL-2 version of HBK MS-178-VOL-A and HBK MS-178-VOL-D
HBK MS-178-CHG-2	4/15/2001	Change 2 to MS 178, Vol. C & D (TL-1)	9/2001	TL-2 version of HBK MS-178-VOL-C and HBK MS-178-VOL-D
MI AS-710-92-3	2/25/1992	Contracting for Consultant Services	12/7/01	
MI AS-830-92-11	11/3/1992	Electronic Messaging System Policy	4/15/2002	N/A
MI AS-850-97-3	2/14/1997	Security Certification and Accreditation of Sensitive Applications and Systems	4/15/2002	N/A
MI AS-840-95-12	7/31/1995	Employee Access to the Internet	3/25/2002	HBK AS-805
MI AS-870-90-7	6/29/1990	Computer Virus Awareness Guideline	4/15/2002	N/A
MOP HR-05-11-1999	5/11/1999	Dust Control	4/11/2002	N/A
PUB 4	2/1990	Importing Animal and Plant Products Through Overseas Military Post Offices	1/10/2002	N/A
PUB 305	2/1998	Diversity Development	4/15/2002	N/A

## Revised Forms

Form Number	Edition Date	Oldest Usable Date	Title	NSN	Where Used	Unit of Issue	Org	USPS Source	Public Source
PS 1010	3/2002	3/2002	eTravel Participant Enrollment Form	N/A	PS	SH	FIN	FF	N/A
PS 2159	3/2002	3/2002	Certification Sheet	7530-03-000-0701	HQ	EA	GC	HQO	N/A
PS 2159-A	3/2002	3/2002	Certification Blank	7530-03-000-0702	HQ	EA	GC	HQO	N/A
PS 3541	1/2002	4/1988	Postage Statement – Periodicals One Issue of One Edition	7530-05-000-4277	PS	EA	IB	IWEB, MDC	WWW
PS 3541-M	1/2002	1/2001	Postage Statement – Periodicals All Issues in a Calendar Month	7530-05-000-4278	PU	SH	IB	IWEB, MDC	WWW
PS 3615	3/2002	2/2002	Mailing Permit Applications and Customer Profile	7530-03-000-6048	PO	EA	P&P D	IWEB	PO
PS 3650	1/2002	1/2001	Postage Statement – International Surface Air Lift	7530-02-000-9024	PU	SH	IB	IWEB	WWW
PS 3652	1/2002	1/2002	Postage Statement – International Priority Airmail	7530-02-000-9028	PU	SH	IB	MDC	WWW
PS 3813-P	11/2001	7/1999	Insured Mail Receipt	7530-02-000-9057	PU	SH	MKT	MDC	PO
PS 3815	2/2002	2/2002	Plant-Load authorization Applications, Worksheet, and Agreement	7530-02-000-9060	PO	EA	NO M	IWEB	N/A
PS 3877	2/2002	8/2000	Firm Mailing Book for Accountable Mail	7530-02-000-9098	PU	EA	MKT	MDC	WWW
PS 4000-A	2/2002	9/2000	Retail Lobby Observation	N/A	CD	SH	MKT	IWEB	N/A
PS 4000-B	2/2002	2/2002	Retail Employee Observation	N/A	CD	SH	MKT	IWEB	N/A
PS 4010	1/2002	1/2002	Request for Postage Meter Keys	N/A	PO	SH		IWEB	N/A
PS 8190	2/2002	2/2002	USPS-NALC Joint Step A Grievance Form	7510-05-000-4168	PS	SH	LR	MDC	N/A
PS 8201	2/2002	2/2002	Pre-Tax Health Insurance Premium Waiver/Restoration Form	7530-03-000-8834	PS	ST	ERM	HQO	N/A
PS 8202	2/2002	2/2002	Pre-Tax Health Insurance Premium Election/Waiver Form for Noncareer Employees	7530-03-000-8301	PS	st	ERM	HQO	N/A

## Obsolete Forms

Document ID	Edition Date	Title	Obsolete Date	Replaced By
PS 3609-SP	7/1/1980	Record of Permit Imprint Mailings	2/7/2002	N/A
SF 1179	12/1/1968	Recapitulations of Block Control Level Totals of Checks Issued	1/31/2002	N/A
TUS 5206	6/1/1960	Advice of Check Issue Discrepancy	1/31/2002	N/A
TUS 5504	7/1/1962	Debit Voucher	1/31/2002	N/A

## Changes (changes highlighted in bold)

Document ID	Edition Date	Oldest Usable Date	Title	NSN	Org	Where Used	Unit of Issue	USPS Source	Public Source
PS 150	1/1983	1/1983	Postmaster Workload Information	7530-01-000-9053	ERM	PS	SH	MDC, <b>FF</b>	N/A
PS 571	6/1993	6/1993	Discrepancy of 4100 or More in Financial Responsibility	7530-02-000-7223	IS	PS	SE	MDC, <b>FF</b>	N/A
PS 800-B	10/1995	10/1995	Money Order Post Audit Request	N/A	FIN	PS	SH	ASC, <b>FF</b>	N/A
PS 969	9/1994	7/1990	Material Recycling and Disposal	7530-02-000-7258	P&M	PS	SE	MDC, <b>FF</b>	N/A
PS 990	3/1994	5/87	Vacancy Announcement	7530-02-000-9530	ERM	PS	SH	MDC, <b>FF</b>	N/A



Document ID	Edition Date	Oldest Usable Date	Title	NSN	Org	Where Used	Unit of Issue	USPS Source	Public Source
PS 1010	3/2002	3/2002	eTravel Participant Enrollment Form	N/A	FIN	PS	SH	FF	N/A
PS 1221	5/1993	1/1978	Advanced Sick Leave Authorization	7530-02-000-7356	FIN	PS	PD	MDC, FF	N/A
PS 1261	10/1995	10/1995	Non-Transactor Report	7530-01-000-9269	FIN	SD	SH	MDC, FF	N/A
PS 1345	11/1987	5/1983	Request for Service Award Certificate/Letter	7530-03-000-3618	ERM	PS	EA	FF	N/A
PS 1357	1/1991	1/1991	Request for Computer Access	7530-01-000-9289	IT	PS	SH	MDC, FF	N/A
PS 1723	1/1/1995	1/1995	Assignment Order	7530-02-000-7366	ERM	PS	PD	MDC, FF	N/A
PS 2013	7/1994	7/1994	Sensitive Security Clearance Processing Request	7530-01-000-9515	IS	PS	SH	MDC, FF	N/A
PS 2130	10/1996	10/1996	Claim for Loss — Initial Letter	7530-02-000-7390	FIN	PS	SE	MDC, FF	N/A
PS 2432	6/1998	6/1998	Individual Training Progress Report	7530-01-000-9629	ERM	PS	EA	MDC, FF	N/A
PS 2608	8/1986	1/1980	Grievance Summary – Step 1	7530-01-000-9740	LR	PS	SH	MDC, FF	N/A
PS 2609	1/1992	6/1988	Grievance Summary – Step 2	7530-01-000-9741	LR	PS	SH	MDC, FF	N/A
PS 2610	1/1980	1/1980	Grievance Summary – Step 3	7530-01-000-9742	LR	AR	SH	MDC, FF	N/A
PS 2971	11/1996	1/1991	Verification Note	7530-01-000-9832	IB	PO	SH	MDC, FF	N/A
PS 3238	7/1998	7/1998	Stamps & Stamped Paper Destruction Certificate	7530-01-000-9889	FIN	PS	SE	MDC, FF	N/A
PS 3239	6/1/1995	6/1995	Payroll Deduction authorization to Liquidate Postal Service Indebtedness	7530-01-000-9890	FIN	PS	SE	MDC, FF	N/A
PS 3970-T	11/1/1991	11/1/1991	Donated Leave Transfer	7530-02-000-7244	ERM	PS	SH	MDC, FF	N/A
PS 5309	4/1998	4/1998	Incident Report	7530-02-000-9451	IS	PS	SH	MDC, FF	N/A
PS 7381	9/2001	9/2001	Requisition for Supplies, Services, or Equipment	7530-02-000-9636	PM	PS	SH	MDC, FF	N/A
PS 7498-D	10/1997	10/1997	Facilities Environmental Checklist	7530-02-000-9429	FAC	PS	SH	FF, MDC	N/A
PS 7499	10/1997	10/1997	Transaction Screen Questionnaire	7530-04-000-6420	FAC	PS	SH	FF	N/A
PS 8139	10/1/1992	10/1992	Your Role in Protecting the Security of the United States Mail	7530-03-000-9034	IS	PO	SH	MDC, FF	N/A
PS 8167	1/2002	1/2002	PCES Recognition Authorization or Vice President Award Authorization for PCES in EAS	N/A	FIN	PS	SH	IWEB, FF	N/A
PS 8168	1/2001	1/2001	Individual EAS Recognition/Awards Program Authorization	N/A	ERM	PS	SH	IWEB, FF	N/A
PS 8169	11/1998	11/1998	EAS Team Recognition Authorization	N/A	ERM	PS	SH	FF	N/A
PS 8194	10/1997	10/1997	Record of Environmental Consideration	7530-03-000-7585	FAC	PS	SH	FF	N/A
PS 8215	2/1998	2/1998	Statistical Programs Employee Training Profile	N/A	FIN	PS	SH	FF	N/A
PS 8216	2/1998	2/1998	Statistical Programs Planning Calendar for Monitoring Data Collectors	N/A	FIN	PS	SH	FF	N/A

## Customer Relations

### Mail Alert

The mailings below will be deposited in the near future. Offices should honor the requested home delivery dates. Mailers wishing to participate in these alerts, for mailings of 1 million pieces or more, should contact Business Service Network Integration at 703-292-3867 at least 1 month preceding the requested delivery dates. The Postal Service

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

Title of Mailing	Class and Type of Mail	Requested Delivery Dates	Number of Pieces (Millions)	Distribution	Presort Level	Comments
JC Penney Mother's Day Appreciation	Standard	5/06–5/08	12.3	National	Car-Rt	Harte-Hanks
JC Penney Apparel & Home Sale	Standard/ Catalog	5/11–5/16	7.5	National	Car-Rt	RR Donnelley
JC Penney Home Sale	Standard/ Catalog	5/11–5/16	6.8	National	Car-Rt	RR Donnelley
Billy Graham Letter	Standard/ Letter	5/15–5/28	1.9	National	Barcode, 3/5 Digit, Basic	Minneapolis, MN

— *Business Service Network Integration,  
Service and Market Development, 5-2-02*

### CORRECTION

### Introducing Notice 4314-C, We Want To Know

In the article "Introducing Notice 4314-C, We Want To Know," in *Postal Bulletin 22073* (4-4-02, pages 4–5), we incorrectly named the procedure for handling issues received from 800-ASK-USPS as "Consumer Affairs Issue Resolution SOP."

**The correct name of the process is "Consumer Affairs Complaint Handling Process SOP."**

— *Consumer Affairs Operations,  
Consumer Advocate, 5-2-02*

## NOTICE

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

On April 29, 2002, the Postal Service implemented a more automated process using Notice 4314-C, *We Want to Know*, that allows customer to contact the Postal Service. These instructions establish the minimum requirements for responding to customer complaints and the procedures for handling tracking and assigning accountability for timely response. Postal Service employees are to provide timely, customer friendly, and professional resolution to customer complaints.

**Background**

The Customer Satisfaction Measurement indicates that a more prompt response to our customer complaints will increase customer satisfaction with the complaint handling process. The Customer Satisfaction Measurement documents areas where the Postal Service receives low marks from customers and where service needs improvement.

**Scope**

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

1. Headquarters Consumer Affairs.
2. Area office managers.
3. Customer Service district managers.
4. Plant managers.
5. Consumer Affairs and Claims managers.
6. Postmasters and station or branch managers.
7. Postal Service employees delegated responsibility for handling complaints.

**Source of Complaints**

The Postal Service receives complaints from business and residential customers who report them through:

1. Local person-to-person contact.
2. Our Web site, [www.usps.com](http://www.usps.com).
3. Calls to our toll-free number 800-ASK-USPS (800-275-8777).
4. Written correspondence, including customer surveys (e.g., the Customer Satisfaction Measurement).
5. Headquarters-to-field referrals (customer correspondence initially directed to the postmaster general or the consumer advocate, then reassigned to the field for resolution).
6. Governmental inquiries from the legislative and executive branches of the federal government.

Notice 4314-C, *We Want To Know*, promotes three methods for contacting the Postal Service and voicing a service issue. The notice is mandatory stock at all Post Office lobby information racks as "take one" and used by Postal Service employees in assisting with complaint concerns.

**Responsibility***Headquarters Management*

Consumer Affairs, Headquarters, is responsible for establishing requirements and measuring compliance with this instruction.

*Field Management*

The following managers must ensure compliance with this instruction and resolve complaints within their area of responsibility:

1. Area managers.
2. District managers.
3. Plant managers.
4. Consumer Affairs and Claims managers.
5. Postmasters and station or branch managers.

Consumer Affairs and Claims managers must also do the following:

1. Monitor activity through their respective districts for compliance with this instruction.
2. Refer customer complaints to the appropriate functional area for resolution.
3. Establish and maintain a customer complaint file.

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

1. Ensure that their offices meet the requirements of this instruction.
2. Maintain one or more customer control logs (see page 46).
3. Investigate and take corrective action to resolve complaints by contacting and working with other functional areas of the Postal Service, if necessary, to resolve customer complaints.
4. Establish and maintain a complaint file.

Other Postal Service employees, especially retail window clerks, should direct the customer to the station manager or appropriate functional area, as well as suggest that the customer pick up a Notice 4314-C, *We Want To Know*.

## Procedures

Follow the procedures in the following chart to ensure that necessary actions are performed within the indicated time frames.

Initial Contact	Time Frame	Action
Person-to-Person	Immediate	Acknowledge complaint by personal contact with the customer. If unresolved, provide customer with Notice 4314-C, <i>We Want To Know</i> , for escalation to Web site or to the toll-free line.
800-ASK-USPS (800-275-8777)	24 hours	Acknowledge receipt of issue and direct as a Service Issue Request (SIR).
	48 hours	Resolution of the issue and closure is recorded in Post Office Management System (POMS)/Consumer Affairs Tracking System (CATS).
www.usps.com	24 hours	Acknowledge receipt of issue and direct as a SIR.
	48 hours	If service issue, agent will acknowledge or forward to district Consumer Affairs and Claims Manager via RightNow Technology.

### *Processing a Walk-in (Person-to-Person) Complaint*

When a customer walks in to a local Post Office with a concern, the Postal Service employee should do the following:

1. Research and respond to the issue.
2. Work with the customer on resolution.
3. Provide the customer with Notice 4314-C, *We Want To Know*, which can direct the customer to our Web site or our toll-free line for more information.
4. Record documentation if desired (but not required).

### *Processing a Telephone Complaint (800-ASK-USPS)*

If a customer dials the toll-free line to submit a complaint, follow these instructions when processing it:

1. Record the customer name, address, and phone number.
2. Record their complaint and handle it as a SIR.
3. Document the response/closure in SIMS (Service Issue Modules System)/POMS/CATS.
4. If it is a service issue, the agent will acknowledge it, offer a final response, or forward it to the district Consumer Affairs and Claims manager via RightNow Technology. The customer is then contacted with the resolution and the issue is documented and closed in RightNow Technology.

5. If it is a policy issue, the agent will acknowledge and forward to the Headquarters Consumer Affairs office for resolution. A specialist will then respond via e-mail and the issue is documented in RightNow Technology.

### *Processing Written Correspondence to Headquarters (Postmaster General/CEO, VP/Consumer Advocate)*

1. Consumer Affairs logs correspondence into CATS.
2. If it is a policy issue, the response is made and closed in CATS.
3. If it is a service issue, a referral is made to the district Consumer Affairs and Claims manager.
4. The Consumer Affairs and Claims manager is responsible for ensuring that an appropriate response is made within 14 days from the date the district office receives the complaint.
5. Field offices must respond by the assigned suspense date established by the Consumer Affairs and Claims manager.
6. Resolution/closure is recorded in POMS/CATS.

### *Government Inquiries*

Process inquiries from legislative and executive branch officials as follows:

1. Follow the procedures in the *Administrative Support Manual*.
2. Promptly and conscientiously process service inquiries in the customer's area.

## Measurement of Effectiveness

Consumer Affairs monitors the quality and the timeliness of the complaint handling process in the following ways:

1. Performing a Customer Satisfaction Measurement.
2. Conducting Consumer Affairs field audits.
3. Periodically reviewing Notice 4314-C, *We Want To Know*, process.
4. Analyzing CATS national performance reports.
5. Employing randomly targeted surveys and questionnaires.

**Exception:** The response time discussed above does not apply to complaints requiring issuance of a publication watch for daily, weekly, and monthly newspapers or magazines. All other requirements do apply. Process the publication watch in accordance with Management Instruction PO-440-88-4, *Publication Watch — Revised Form and*

*Procedures*, dated October 21, 1988. The time frames for responding to these complaint areas are as follows:

Type of Publication	Final Response Due
Daily	Within 35 days after complaint received
Weekly	Within 45 days after complaint received
Monthly	Within 75 days after complaint received

### Documenting Customer Complaints

Record customer complaints in CATS to ensure timely response and analyze complaints routinely.

#### Content

Include the following information regarding customer complaints:

1. Customer name.
2. Company name, if applicable.
3. Customer address.
4. Customer telephone number.
5. Source of complaint.
6. Type of contact.
  - a) Type of acknowledgement (e.g., personal, telephone, letter, and postcard).
  - b) Type of final response (e.g., personal, telephone, and letter).
7. Date received.
8. Suspense date.
9. Assignment of responsibility for suspense and resolution of the complaint.
10. Date closed.

#### Complaints Resolved Immediately

If a complaint received in person or over the telephone is resolved immediately, document the contact in the customer complaint control log. However, if further investigation is needed, advise the customer to use the Notice 4314-C, *We Want To Know*, process.

#### Using the Notice 4314-C, *We Want to Know*, Process

The notice provides consumer contact through the following methods:

1. A customer speaks with the supervisor or station or branch manager.
2. A customer contacts us at our Web site, [www.usps.com](http://www.usps.com).
3. A customer calls our toll-free number, 800-ASK-USPS (800-275-8777).

### Processing a Complaint

Follow these instructions when a customer wants to report a complaint:

1. Encourage the customer to speak with a supervisor or station or branch manager.
2. Provide a Notice 4314-C, *We Want To Know*, when a customer wants to escalate an issue.
3. Inform them of the options to visit our Web site, [www.usps.com](http://www.usps.com), or call our toll-free number, 800-ASK-USPS (800-275-8777).
4. Advise the customer to file a formal complaint in writing with:

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

### Benefits

The Postal Service expects to:

1. Improve customer satisfaction with the complaint handling process.
2. Establish accountability for effective resolution of customer complaints.
3. Identify and correct service deficiencies that cause complaints.

### References

The following reference material, available from the Material Distribution Center, must be accessible to assist Postal Service employees in resolving complaints related to Postal Service policies or regulations:

- *Domestic Mail Manual (DMM)*
- *Administrative Support Manual (ASM)*
- *International Mail Manual (IMM)*
- *Postal Operations Manual (POM)*
- Handbook PO-250, *Consumer Answer Book*
- Handbook M-39, *Management of Delivery Services*
- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Handbook PO-102, *Retail Vending Operational and Marketing Program*, Chapter 8, Customer Complaints

See also "Introducing Notice 4314-C, *We Want to Know*" in *Postal Bulletin* 22073 (4-4-02).

— Consumer Affairs Operations,  
Consumer Advocate, 5-2-02



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



**ALWAYS  
WEAR PROPER  
FOOTWEAR.**



 UNITED STATES  
POSTAL SERVICE

# Domestic Mail

## DMM REVISION

### Express Mail Manifesting Systems

Effective May 2, 2002, *Domestic Mail Manual* (DMM) D500, E500, M500, P013, P500, P910, S010, and S500 are updated to include information about Express Mail® manifesting.

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

#### Domestic Mail Manual (DMM)

\* \* \* \* \*

#### D Deposit, Collection, and Delivery

\* \* \* \* \*

#### D500 Express Mail

\* \* \* \* \*

#### 2.0 MAIL DEPOSIT

\* \* \* \* \*

#### 2.3 Next Day and Second Day Services

\* \* \* \* \*

[Add new item c as follows:]

- c. If manifested, will be accepted at the locations specified in the Express Mail manifesting agreement.

\* \* \* \* \*

#### E Eligibility

\* \* \* \* \*

#### E500 Express Mail

#### 1.0 STANDARDS FOR ALL EXPRESS MAIL

\* \* \* \* \*

#### 1.8 Service Agreement

[Revise text of 1.8 as follows:]

A service agreement is required before mailings may be made under Express Mail Custom Designed Service. An Express Mail manifesting agreement is required for all manifested Express Mail items accepted under P910.6.0.

#### 1.9 Account

[Add the following at the end of text in 1.9:]

\*\*\*Mailers must pay postage through an Express Mail Corporate Account for all Express Mail items accepted under the terms of an Express Mail manifesting agreement in P910.

\* \* \* \* \*

#### M Mail Preparation and Sortation

\* \* \* \* \*

#### M500 Express Mail

\* \* \* \* \*

#### 3.0 EXPRESS MAIL NEXT DAY, SECOND DAY, AND MILITARY SERVICES

#### 3.1 Mailing Label

[Add the following at the end of the text.]

\*\*\*Mailers authorized to present Next Day or Second Day Express Mail items using an Express Mail manifesting system are required to follow label preparation procedures in Publication 97, *Express Mail Manifesting Technical Guide*.

#### 3.2 Military

[Add the following at the end of the text:]

\*\*\*Military (APO/FPO) mail cannot be accepted under an Express Mail manifesting agreement in P910.

\* \* \* \* \*

#### 3.6 Completing Form 3877

\* \* \* \* \*

[Add new item f as follows:]

- f. For Express Mail manifesting, a special "verification manifest" is used to present Express Mail items for acceptance as described in Publication 97. Form 3877, *Firm Mailing Book for Accountable Mail*, may be used only to list items for which special services have been requested. See P910.6.0 for further information.

\* \* \* \* \*



**P Postage and Payment Methods**

**P000 Basic Information**

**P010 General Standards**  
\* \* \* \* \*

**P013 Rate Application and Computation**  
\* \* \* \* \*

**6.0 COMPUTING POSTAGE—EXPRESS MAIL, FIRST-CLASS MAIL, AND PRIORITY MAIL**

*[Revise the second sentence to read as follows:]*

\*\*\*For Express Mail items, affix postage to each piece under 1.4, pay postage through a corporate account, or, for Express Mail manifesting items (P910.6.0), pay postage through a corporate account.\*\*\*

\* \* \* \* \*

**P500 Express Mail**

**1.0 BASIC INFORMATION**

**1.1 Payment Method**

*[Add the following sentence at the end of 1.1:]*

\*\*\*Customers wishing to manifest Express Mail items may request authorization to use an Express Mail manifesting system according to the procedures in P910.6.0.

\* \* \* \* \*

**P900 Special Postage Payment Systems**

**P910 Manifest Mailing System (MMS)**

\* \* \* \* \*

**4.0 AUTHORIZATION**

**4.1 Application**

*[Add the following sentence at the end of the text:]*

\*\*\*P910.6.0 outlines application procedures for mailers who want to manifest and pay postage for Express Mail items using an Express Mail manifesting system.

\* \* \* \* \*

*[Add new 6.0 as follows:]*

**6.0 EXPRESS MAIL MANIFESTING AGREEMENTS**

**6.1 Description**

Express Mail manifesting (EMM) is an automated system that allows a mailer to document postage and fees for all pieces in an Express Mail mailing by transmitting an electronic file to the Postal Service.

**6.2 What May Be Manifested**

Express Mail manifesting may be used to pay postage for domestic Express Mail items and Global Express Mail items as well as any special service fees. EMM is for Express Mail items only. Postage for other classes of mail cannot be paid through EMM. Custom-designed service and mailings to military (APO/FPO) addresses may not be mailed using EMM.

**6.3 Service Guarantee**

Express Mail items mailed using an EMM agreement are covered by current Express Mail service and postage guarantees. Refunds for service failures are subject to the standards in P014.5.0. Reimbursements are paid as noted in P014.5.7.

**6.4 Postage Payment**

Postage for EMM is paid through an Express Mail Corporate Account (EMCA) using the information in the mailer's electronic file. Mailers wishing to mail using an EMM system must apply for an EMCA using the procedures in P500 before an EMM agreement will be authorized.

**6.5 Mail Volume**

Express Mail manifesting is designed for large volume mailings but there are no minimum volume requirements.

*[Add new 7.0 as follows:]*

**7.0 BASIC STANDARDS**

**7.1 Mailer Participation Requirements**

To participate in Express Mail manifesting, mailers must:

- a. Develop or purchase computer software that will meet the EMM technical requirements outlined in Publication 97, *Express Mail Manifesting Technical Guide*.
- b. Obtain a DUNS® number for each mailing location.
- c. Obtain USPS certification that the mailer's software and barcoded labels meet EMM requirements.
- d. Develop and administer effective quality control procedures that will ensure the integrity of the system.
- e. Use one-ply Express Mail labels that meet the requirements in Publication 97.
- f. Be able to have the USPS accept and dispatch EMM items from their company or a postal facility at the times approved by the district Marketing manager.
- g. Receive authorization to mail items using EMM under 8.0.

**7.2 Mailer Quality Control**

The mailer must implement a quality control program that ensures proper mail preparation and provides accurate documentation. The service agreement must detail the USPS-approved quality control procedures.

### 7.3 Mailer System Accuracy/Manifest Adjustments

The Postal Service verifies the accuracy of the EMM system by selecting mailpieces at random and comparing them to a verification manifest. If the sampling indicates that the total postage (for the sample mailpieces) is understated by more than 1.5%, the mailer must either withdraw the mailing or pay postage at an adjusted postage rate. Specific procedures are outlined in Publication 97.

### 7.4 Markings, Label Specifications, and Barcodes

There are no special rate markings required on EMM items. However, barcoded EMM labels are required on all EMM mailpieces, and specific label formats must be followed. Detailed barcode and Express Mail label specifications and options are published in Publication 97. The labels are subject to approval by Product Information Requirements, Product Development, USPS Headquarters, and the National Customer Support Center (NCSC). Mailers must follow the specific certification procedures outlined in Publication 97.

### 7.5 Mail Entry

Mailers must present a photocopy or facsimile of Form 3152-E, *Express Mail Manifesting Certification*, and a verification manifest with each mailing.

### 7.6 Manifest Data Edit Error/Warning Listing

Mailers must retrieve and retain the Manifest Data Edit Error/Warning Listing for each mailing that will be made available by the host computer. The listing confirms whether an electronic transmission was successful or contained errors or warnings. Specific information about this requirement is included in Publication 97 and in the mailer's EMM agreement.

### 7.7 Form 3152-E (Postage Payment)

Form 3152-E, *Express Mail Manifesting Certification* (issued by the National Customer Service Support Center) is presented with each mailing. There is no postage affixed to the mailpieces and no postage statement presented with mailings. Postage payment is completed by electronic withdrawal of funds from a mailer's Express Mail Corporate Account. Form 3152-E must include the following information:

- a. Number of pieces in the mailing.
- b. Total weight of pieces in the mailing.
- c. Total postage and special service fees, if applicable, for the mailing.
- d. EMCA number.
- e. Electronic File Number from the Header Record positions 4-25.
- f. Mailer signature.
- g. Date of mailing.

[Add new 8.0 as follows:]

## 8.0 APPLICATIONS, AGREEMENT RENEWALS, MODIFICATIONS, SUSPENSIONS, AND CANCELLATIONS

### 8.1 Applications

Mailers must apply to use an EMM system by completing the application in Publication 97. The application must be sent to the USPS sales representative at the post office where the items will be accepted as mail. After the application and other documentation has been received and reviewed according to the procedures in Publication 97, the application and Form 1357-S, *Customer Request for Computer Access*, is faxed to Product Information, Product Requirements, USPS Headquarters. This office will send a contact page of the application to the Postal Service NCSC delivery confirmation office. The delivery confirmation office will send a test kit to the applicant via electronic mail to test the electronic file transmission accuracy. The application for EMM must be accompanied by the following information:

- a. A completed Form 1357-S.
- b. A copy of Form 5637, *Express Mail Corporate Account Agreement*, showing that an Express Mail Corporate Account has been established.
- c. A DUNS® number for each mailing location.
- d. Sample copies of a verification manifest created from the mailer's EMM software.
- e. An EMM label sample.
- f. A rate matrix, if applicable.

### 8.2 Approval

An initial service agreement will be issued by the district Marketing manager at the location where the mailings will be verified and accepted when the mailer has met the eligibility requirements for entry of Express Mail items using an EMM system. The Office of Business Mailer Support, USPS Headquarters, gives final approval of the EMM system. Publication 97-A, *Express Mail Manifesting Implementation and Administration Guide*, outlines the specific responsibilities of the various USPS departments involved in the approval process.

### 8.3 Denial

If an application for EMM is denied by the district Marketing manager the denial is effective 15 days from the mailer's receipt of the notice unless a written appeal is filed within that time to the Business Mailer Support manager, USPS Headquarters, who issues the final agency decision regarding the application.

**8.4 Changes, Additions, or Modifications to the Service Agreement**

If a mailer proposes to change the method of presenting or documenting mailings from the method specified in the agreement, or the mailer is no longer able to comply with the standards that apply to the authorization, the mailer must immediately notify the Business Mailer Support manager through the district Marketing manager at the administering post office.

**8.5 Renewal**

EMM agreements are valid for a period of 2 years. The Business Mailer Support manager, USPS Headquarters, will conduct renewal reviews.

**8.6 Postal Service Suspension**

The Business Mailer Support manager may suspend an EMM agreement at any time, pending review, when there is an indication that postal revenue is not fully protected. The Business Mailer Support manager will notify the mailer of the decision in writing. The suspension becomes effective upon the mailer's receipt of the notification.

**8.7 Postal Service Cancellation**

The Business Mailer Support manager may cancel an EMM agreement upon 15 days notice if:

- a. The mailer fails to provide a manifest with correct data.
- b. The required quality control procedures described in the EMM agreement are not properly performed.
- c. The EMM does not comply with USPS requirements.
- d. Mailings are presented that are not properly prepared or paid.
- e. No Express Mail manifest mailings are presented for more than 6 months (unless approved by the Business Mailer Support manager).
- f. The mailer has relocated or has changed ownership without notification.
- g. The 2-year renewal review reveals that the EMM agreement should no longer be authorized, or the mailer is not complying with the agreement.

**8.8 Cancellation Notice and Appeal**

The cancellation takes effect 15 days from the mailer's receipt of the notice unless, within that time, the mailer files a written appeal with the Business Mailer Support manager. The appeal must present additional information explaining why the EMM agreement should not be canceled. If the

Business Mailer Support manager does not uphold the appeal, it, any additional information, and the complete record underlying the initial decision to cancel the agreement/ authorization are forwarded to the Business Mail Acceptance manager, USPS Headquarters, who will issue the final agency decision.

\* \* \* \* \*

**S Special Services**

**S000 Miscellaneous Services**

**S010 Indemnity Claims**

\* \* \* \* \*

**2.0 GENERAL FILING INSTRUCTIONS**

\* \* \* \* \*

**2.5 Evidence of Insurance**

\* \* \* \* \*

*[Add new item c as follows:]*

- c. For Express Mail items accepted for mailing under an Express Mail manifesting agreement in P910, a copy of the manifest page showing the Express Mail label number for the item in question; the manifest summary page for the date the piece was mailed; a copy of Form 3152-E, *Express Mail Manifesting Certification*, round-dated by the accepting post office; and a copy of the EMCA monthly statement that lists the label number and postage for the mailpiece. If the customer purchased additional insurance, a copy of the round-stamped Form 3877, *Firm Mailing Book for Accountable Mail*, must also be submitted.

\* \* \* \* \*

**S500 Special Services for Express Mail**

**1.0 AVAILABLE SERVICES**

**1.1 Mailing Receipt**

*[Add the following at the end of the text:]*

\*\*\*Mailers authorized to present Express Mail items under Express Mail manifesting procedures in P910 must use a one-ply label and retain the verification manifest as the mailing receipt.

— *Marketing Technology and Channel Management, Business Mail Acceptance, 5-2-02*

## DMM REVISION

**Reusable Mailpieces**

Effective May 2, 2002, *Domestic Mail Manual* (DMM) C010.6.5 and P040.2.4 are revised to allow more flexibility in designing and producing reusable envelopes.

Reusable envelopes are designed for two-way mailing: The recipient reconfigures the original envelope to obscure the delivery address and reveal a new address for reply purposes. These mailpieces are environmentally friendly and, at the same time, reduce costs for mailers.

Revised C010.6.5 will allow a facing identification mark (FIM) A when originally mailed. P040 allows a permit imprint to appear to the right of the address; revised P040.2.4 simply confirms that the permit imprint indicia can appear on an insert when showing through an envelope window.

Mailers are reminded that the permit imprint must be legible, cannot interfere with address and barcode readability, and must appear completely in the window even when the insert is moved to its full limits within the envelope.

Acceptance employees must look for permit imprint postage to the right of the address in the envelope window when these pieces are presented for acceptance. The upper right corner of the envelope is reserved for reply postage when the piece is remailed. In addition, employees should be aware that FIM A may appear on the envelope when originally mailed. Since permit imprint mailings do not pass through facer-canceler operations, the presence of a FIM A has no relevance until postage is affixed and the piece is remailed.

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

**Domestic Mail Manual (DMM)**

	*	*	*	*	*
<b>C</b>	<b>Characteristics and Content</b>				
<b>C000</b>	<b>General Information</b>				
<b>C010</b>	<b>General Mailability Standards</b>				
	*	*	*	*	*
<b>6.0</b>	<b>SPECIAL MAILING ENVELOPES</b>				
	*	*	*	*	*

**6.5 Reusable Mailpieces That Originate as Permit Imprint Mailings**

As an alternative to the standards in 6.4, reusable mailpieces that originate as permit imprint mailings may meet these standards:

\*       \*       \*       \*       \*

*[Revise 6.5b to add an exception for window envelopes as follows:]*

- b. Distribution. When a reusable mailpiece is originally mailed, postage must be paid with permit imprint and a complete address and corresponding barcode must be located in the address block. A reusable piece must be entered at a postal facility as part of a permit imprint mailing. On a mailpiece other than a window envelope, the address block for return of the piece (including the delivery address and a corresponding barcode) and FIM A will be located on the reverse side. If included, prepaid reply postage must be located or obscured so that it is not mistaken by postal mail processing equipment or employees as applying to the originating piece.

\*       \*       \*       \*       \*

**P Postage and Payment Methods****P000 Basic Information**

\*       \*       \*       \*       \*

**P040 Permit Imprints**

\*       \*       \*       \*       \*

**2.0 INDICIA PREPARATION**

\*       \*       \*       \*       \*

**2.4 Placement**

*[Revise 2.4 to read as follows:]*

Permit imprint indicia must be aligned parallel with the address of the mailpiece. The indicia must not encroach on reserved space (e.g., ACS participant code, delivery point barcode) if such a standard applies and can be placed in one of these four positions:

- a. Upper right corner of the mailpiece.
- b. Upper right corner of the address area.
- c. To the right of the address on an address label.
- d. To the right of the address on an insert appearing through a window envelope.

DMM REVISION

**Labeling List Changes**

Effective May 2, 2002, *Domestic Mail Manual* (DMM) L001, L002, L003, L004, L005, L601, L603, L604, L605, L606, L801, L802, and L803 are revised to reflect changes in mail processing operations. Mailers are encouraged to label according to these revised lists immediately, but *must* comply with these changes no later than July 14, 2002.

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

**Domestic Mail Manual (DMM)**

\* \* \* \* \*

**L Labeling Lists**

**L000 General Use**

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

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label Container To
<b>Change From:</b>	
34201-04	BRADENTON FL 34203
34231, 38, 41, 42, 76	SARASOTA FL 34231
34265, 66	ARCADIA FL 34265
34286, 87	NORTH PORT FL 34287
34601-05, 13, 14	BROOKSVILLE FL 34601
34606-09, 11	SPRING HILL FL 34606
55441, 42	MINNEAPOLIS MN 55441
<b>Change To:</b>	
34201-04, 11, 12	BRADENTON FL 34203
34231, 42, 76	SARASOTA FL 34231
34265, 66, 69	ARCADIA FL 34265
34286-89	NORTH PORT FL 34287
34601, 02, 05	BROOKSVILLE FL 34601
34606-08, 11	SPRING HILL FL 34606
55441, 42, 46	MINNEAPOLIS MN 55441
<b>Add:</b>	
34238, 41	SARASOTA FL 34238
34604, 09, 10	BROOKSVILLE FL 34604
34603, 13, 14	BROOKSVILLE FL 34613
<b>Delete:</b>	
55446, 47	MINNEAPOLIS MN 55446

\* \* \* \* \*

**L002 3-Digit ZIP Code Prefix Matrix**

\* \* \* \* \*

3-Digit ZIP Code Prefix	Column A 3-Digit Destinations Label to	Column B 3-Digit/Scheme Destinations Label to	Column C SCF Destinations Label to
<b>Change From:</b>			
317	ALBANY GA 317	ALBANY GA 317	ALBANY GA 317 <sup>D</sup>
398 <sup>X</sup>			
724	JONESBORO AR 724	JONESBORO AR 724	JONESBORO AR 724 <sup>D</sup>
727	FAYETTEVILLE AR 727	FAYETTEVILLE AR 727	FAYETTEVILLE AR 727 <sup>D</sup>

3-Digit ZIP Code Prefix	Column A 3-Digit Destinations Label to	Column B 3-Digit/Scheme Destinations Label to	Column C SCF Destinations Label to
<b>Change To:</b>			
317	ALBANY GA 317	ALBANY GA 317 <sup>S</sup>	SCF ALBANY GA 317
398	ALBANY GA 398	ALBANY GA 317 <sup>S</sup>	SCF ALBANY GA 317
724	NE ARKANSAS AR 724	NE ARKANSAS AR 724	NE ARKANSAS AR 724 <sup>D</sup>
727	NW ARKANSAS AR 727	NW ARKANSAS AR 727	NW ARKANSAS AR 727 <sup>D</sup>

\* \* \* \* \*

**L003 3-Digit ZIP Code Prefix Groups — 3-Digit Scheme Sortation**

\* \* \* \* \*

Column A 3-Digit ZIP Code Prefix Group	Column B Label to
<b>Add:</b>	
317, 398	ALBANY GA 317

\* \* \* \* \*

**L004 3-Digit ZIP Code Prefix Groups — ADC Sortation**

\* \* \* \* \*

Column A 3-Digit ZIP Code Prefix Group		Column B Label to
<b>Change From:</b>		
299, 304, 313-315, 320-324, 326, 344	(STD and BPM only)	ADC JACKSONVILLE FL 32199
310, 312, 316-319	(FCM and PER only)	ADC MACON GA 310
310, 312, 316-319	(STD and BPM only)	ADC MACON GA 31293
540, 546-548, 550, 551, 556-559	(STD and BPM only)	ADC ST PAUL MN 55532
553-555, 560-564, 566	(PER only)	ADC MINNEAPOLIS MN 55228
553-555, 560-564, 566	(STD and BPM only)	ADC MINNEAPOLIS MN 55538
669-679, 739	(FCM only)	ADC WICHITA KS 670
669-679, 739	(STD and BPM only)	ADC WICHITA KS 66370
<b>Change To:</b>		
299, 304, 313-315, 320-324, 326, 344	(STD and BPM only)	ADC JACKSONVILLE FL 32088
310, 312, 316-319, 398	(FCM and PER only)	ADC MACON GA 310
310, 312, 316-319, 398	(STD and BPM only)	ADC MACON GA 31293
540, 546-548, 550, 551, 556-559	(STD and BPM only)	ADC ST PAUL MN 55233
553-555, 560-564, 566	(PER only)	ADC MINNEAPOLIS MN 55522
553-555, 560-564, 566	(STD and BPM only)	ADC MINNEAPOLIS MN 55533
669-679, 739	(FCM and PER only)	ADC WICHITA KS 670
669-679, 739	(STD and BPM only)	ADC WICHITA KS 67099
<b>Delete:</b>		
669-679, 739	(PER only)	ADC WICHITA KS 64270

\* \* \* \* \*

**L005 3-Digit ZIP Code Prefix Groups — SCF Sortation**

\* \* \* \* \*

Column A 3-Digit ZIP Code Prefix Group	Column B Label to
<b>Change From:</b>	
317	ALBANY GA 317 <sup>S</sup>
724	JONESBORO AR 724 <sup>S</sup>
727	FAYETTEVILLE AR 727 <sup>S</sup>
<b>Change To:</b>	
317, 398	SCF ALBANY GA 317
724	NE ARKANSAS AR 724 <sup>S</sup>
727	NW ARKANSAS AR 727 <sup>S</sup>

\* \* \* \* \*

**L600 Standard Mail and Package Services**

**L601 BMCs**

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label to
<b>Change From:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 399	BMC ATLANTA GA 31195
<b>Change To:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 398, 399	BMC ATLANTA GA 31195

\* \* \* \* \*

**L603 ADCs — Irregular Standard Mail Parcels**

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label to
<b>Change From:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 399	BMC ATLANTA GA 31195
<b>Change To:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 398, 399	BMC ATLANTA GA 31195

\* \* \* \* \*

**L604 Originating ADCs — Standard Mail Irregular Parcels**

\* \* \* \* \*

Column A Originating ZIP Codes	Column B Label to
<b>Change From:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 399	MXD BMC ATLANTA GA 31195
<b>Change To:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 398, 399	MXD BMC ATLANTA GA 31195

\* \* \* \* \*

**L605 BMCs/ASFs — Nonmachinable Parcel Post BMC Presort and OBMC Presort**

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label to
<b>Change From:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 399	BMC ATLANTA GA 31195
<b>Change To:</b> 298, 300-312, 317-319, 350-352, 354-368, 373, 374, 377-379, 398, 399	BMC ATLANTA GA 31195

\* \* \* \* \*

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

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label Container To
<b>Change From:</b> 34203, 04 34286, 87	BRADENTON FL 34203 NORTH PORT FL 34287
<b>Change To:</b> 34203, 04, 11, 12 34286-89	BRADENTON FL 34203 NORTH PORT FL 34287

\* \* \* \* \*

**L800 Automation Rate Mailings**

**L801 AADCs — Letter-Size Mailings**

\* \* \* \* \*

Column A Destination ZIP Codes	Column B Label to
<b>Change From:</b> 310, 312, 316-319	AADC MACON GA 310
<b>Change To:</b> 310, 312, 316-319, 398	AADC MACON GA 310

\* \* \* \* \*

**L802 BMC/ASF Entry — Periodicals and Standard Mail**

\* \* \* \* \*

Column A Entry BMC/ASF	Column B Label to
<b>Change From:</b> Minneapolis BMC	MXD MINNEAPOLIS MN 553
<b>Change To:</b> Minneapolis BMC	MXD MINNEAPOLIS MN 555

\* \* \* \* \*

**L803 Non-BMC/ASF Entry — Periodicals and Standard Mail**

\* \* \* \* \*

Column A Originating ZIP Codes	Column B Label to
<b>Change From:</b> 310, 312, 316-319	MXD MACON GA 310
540, 546-548, 550, 551, 553-564, 566	MXD MINNEAPOLIS MN 553
<b>Change To:</b> 310, 312, 316-319, 398	MXD MACON GA 310
540, 546-548, 550, 551, 553-564, 566	MXD MINNEAPOLIS MN 555

\* \* \* \* \*

— Logistics, Network Operations Management, 5-2-02

*DMM REVISION*

**Postal Zone Charts**

Effective June 30, 2002, *Domestic Mail Manual* (DMM) G030 is amended to clarify the language that describes the method used to determine postal zones. This clarification does not change the method used to calculate postal zones 1 through 8.

Postal rates for certain subclasses of mail are based on the weight of the individual piece and the distance that the piece travels from origin to destination (i.e., the number of postal zones crossed). For the administration of the system of postal zones, the sphere of the earth is geometrically divided into units of area 30 minutes square, identical with a quarter of the area formed by the intersecting parallels of latitude and meridians of longitude. Postal zones are based

on the distance between these units of area. The distance is measured from the center of the unit of area containing the sectional center facility (SCF) serving the origin Post Office to the SCF serving the destination Post Office. The SCFs serving the origin and destination Post Offices are determined by the appropriate SCF in L005, Column B.

Effective June 30, 2002, the longitude and latitude of 130 3-digit ZIP Code prefixes for SCF coordinates in L005, Column A, will be updated to reflect the parent SCF in L005, Column B. This update will align the 3-digit ZIP Code prefixes with current postal processing and distribution networks. To accommodate the small number of 3-digit ZIP Code prefixes for military post offices (MPOs) that are not



listed in L005, the Postal Service will add a new table to DMM G030.1.2. The information in DMM G030.1.3 regarding the available formats in which zone chart data may be obtained from the Postal Service will be updated to reflect current distribution methods. Additionally, DMM G030.3.0 will be deleted because it repeats eligibility information for intra-BMC, inter-BMC, SCF, and delivery unit rates contained in other portions of the DMM.

The Postal Service Official National Zone Chart Data Program is administered from the National Customer Support Center (NCSC) in Memphis, Tennessee. Single-page zone charts for originating mail are available online through Postal Explorer at <http://pe.usps.gov>. Zone chart data for the entire nation can be purchased in a CD-ROM format. For more information, or to purchase zone charts, call the zone chart program administrator at 800-238-3150. The single-page zone chart program, available online through Postal Explorer, has a link (click on *what's new*) to the updated zone chart data that becomes effective on June 30, 2002.

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

**Domestic Mail Manual (DMM)**

\* \* \* \* \*

**G General Information**

**G000 The USPS and Mailing Standards**

\* \* \* \* \*

**G030 Postal Zones**

**Summary**

*[Amend Summary text by removing the references to BMC, SCF, and delivery unit zones to read as follows:]*

G030 describes how postal zones are used to compute postage for zoned mail. It also defines local and nonlocal zones.

**1.0 BASIC INFORMATION**

**1.1 Basis**

*[Amend 1.1 by removing the last sentence and adding the following two sentences to read as follows:]*

\*\*\*The distance is measured from the center of the unit of area containing the SCF serving the origin post office to the SCF serving the destination post office. The SCFs serving the origin and destination post offices are determined by using L005, Column B.

**1.2 Application**

*[Amend 1.2 by redesignating 1.2a and 1.2b as 1.2b and 1.2c, and inserting new item 1.2a to read as follows:]*

Zones are used to compute postage on zoned mail sent between USPS facilities, including military post offices (MPOs), wherever located, as follows:

- a. For the purposes of computing postal zone information, except for items 1.2b or 1.2c, the following table applies to MPOs not listed in L005.

3-Digit ZIP Code Prefix Group	SCF Serving the Destination Office
090–098	SCF New York NY 100
340	SCF Miami FL 331
962–966	SCF San Francisco CA 940

\* \* \* \* \*

**1.3 Zone Charts**

*[Amend 1.3 to include updated information on the format of zone chart data available for purchase to read as follows:]*

The USPS Official National Zone Chart Data Program is administered from the National Customer Support Center (NCSC) in Memphis, Tennessee. Single-page zone charts for originating mail are available at no cost from local post offices or online at <http://pe.usps.gov>. Zone chart data for the entire nation can be purchased in a CD-ROM format. For more information, or to purchase zone charts, call the zone chart program administrator at 800-238-3150 or write to the NCSC (see G043 for address).

\* \* \* \* \*

**2.0 SPECIFIC ZONES**

\* \* \* \* \*

**2.1 Nonlocal Zones**

Nonlocal zones are defined as follows:

*[Amend item 2.2a to read as follows:]*

- a. The zone 1 rate applies to pieces not eligible for the local zone in 2.1 that are mailed between two post offices with the same 3-digit ZIP Code prefix identified in L005, Column A. Zone 1 includes all units of area outside the local zone lying in whole or in part within a radius of about 50 miles from the center of a given unit of area.

\* \* \* \* \*

*[Remove 3.0 in its entirety.]*

\* \* \* \* \*

## REMINDER

**Hazardous Materials — Mailability Rulings**

To ensure that mailability rulings concerning hazardous materials are issued only as provided for in the *Domestic Mail Manual* (DMM) and that customers who receive adverse decisions are afforded their rights of appeal, the following information is published as a reminder to all Postal Service field personnel.

The primary rules that apply to the mailing of hazardous materials are contained in DMM C021 and C023. Under these rules, most items that are regulated in commerce as hazardous materials by the U.S. Department of Transportation are nonmailable. With few exceptions, the only hazardous materials that are mailable are those that meet all of the following requirements:

- The hazardous material is eligible to be reclassified as an ORM-D material under the provisions in Title 49, *Code of Federal Regulations* (49 CFR).
- The hazardous material is eligible under 49 CFR to be renamed with the proper shipping name of “Consumer Commodity.”
- The hazardous material meets the applicable Postal Service quantity limits and packaging requirements specified in DMM C023 and in Publication 52, *Hazardous, Restricted, and Perishable Mail*.

The authority for issuing mailability rulings is specified in DMM G020.3.0. As with all questions concerning the mailing rules in the DMM, the basic point of inquiry is the local Post Office or the district business mail entry unit (BMEU). Local Postal Service personnel who need assistance with inquiries concerning the mailing of hazardous materials should contact the BMEU at their district Post Office. The district BMEU has the functional role of providing Postal Service customers with mailing information concerning the rules in the DMM. District BMEU personnel who need guidance or assistance with interpreting or applying the mailing rules must contact their rates and classification service center (RCSC). The addresses and telephone numbers for the district BMEUs and the RCSCs are published in DMM G042.

Customers who desire a ruling on the mailability of a specific hazardous material must follow the procedure in DMM C023.1.5. Under this provision, the customer must submit a material safety data sheet (MSDS) and the following information, as listed in the DMM, to the appropriate RCSC:

- a. Name of material, hazard class, and assigned United Nations (UN) or North America (NA) identification number.
- b. Chemical composition by percentage of ingredient.
- c. Flashpoint.

- d. Toxic properties.
- e. Irritant action when inhaled, swallowed, or contacted by eyes or skin.
- f. Special precautions necessary to permit handling without harm to Postal Service employees or damage to property or other mail.
- g. Explanation of warning labels and shipping papers required by state or federal regulations.
- h. Proposed packaging method, including the addressing and required markings.
- i. Proposed number of pieces to be mailed, class of mail, and Post Office(s) of mailing.

When all of this information is provided, the RCSC will determine the mailability of the material and issue a written ruling to the customer that details the conditions for mailing. If insufficient information is provided, the customer will be notified by the RCSC that a ruling cannot be made and, therefore, the material may not be presented for mailing. Customers have the right to appeal adverse decisions initially issued by an RCSC to the manager, Mail Preparation and Standards, Postal Service Headquarters, as stated in DMM G020.3.4.

DMM C021.2.2 states that the mailer of a hazardous material is fully responsible for meeting all postal and non-postal requirements prior to mailing. Additionally, as stated in Title 18, *United States Code* (18 U.S.C.) 1716, the mailer is fully responsible for any violation of law that may result from placing hazardous materials in the mailstream.

In order to provide the best service possible to our customers and to ensure consistency in the decisions issued, field personnel must adhere to these established procedures.

— *Mail Preparation and Standards,  
Pricing and Classification, 5-2-02*

**(Domestic Mail section continued on page 77.)**



This office  
will be closed  
**Monday,**  
**May 27, 2002,**  
to observe  
**Memorial Day.**

CUT ALONG DOTTED LINE





This office  
will be closed  
**Monday,**  
**May 27, 2002,**  
to observe  
**Memorial Day.**



This office  
will be closed  
**Monday,**  
**May 27, 2002,**  
to observe  
**Memorial Day.**

CUT ALONG DOTTED LINE





This office  
will be closed  
**Monday,**  
**May 27, 2002,**  
to observe  
**Memorial Day.**

## *Fraud Alert*

---

*ALL PERSONNEL PROCESSING MAIL FOR DISPATCH ABROAD*

### **Foreign Order No. 460**

Keep all foreign order notices for use as reference.

#### **Tentative Orders**

A Tentative Lottery Order has been issued against the following:

##### *Australia*

AIWG  
AND  
AUSTRALIAN INTERNATIONAL WINNERS GROUP  
MAILING PROCESSING CENTRE  
PO BOX 3048  
STAFFORD QLD 4053  
AUSTRALIA  
  
PSD PROMPT SERVICE DEPT  
AND  
ALWS PRIZE OPPORTUNITY CENTRE  
PO BOX 6944  
GOLD COAST MC QLD 9726  
AUSTRALIA

##### *Germany*

L A MEIEREBERT  
LOTTERY AGENCY MEIEREBERT  
THE SOUTH GERMAN STATE LOTTERY  
ORDER CENTER  
POSTFACH 5151  
32055 HERFORD  
GERMANY

Do not dispatch any mail to the above. Place the mailpieces in a pouch endorsed "Foreign Order Mail" and send it to:

POSTMASTER  
CLAIMS AND INQUIRY  
JAMES A FARLEY BUILDING RM 2029A  
NEW YORK NY 10199-9652

Do not place any endorsement on the mailpieces themselves.

You may post this notice at the outgoing primary. You must post it on the Foreign Order Board at all processing and distribution plants, designated international exchange offices, and customer service plants.

— Recorder's Office, Judicial Officer, 5-2-02

## Withholding of Mail Orders

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

State/City/ZIP Code	Names and Addresses Covered
CA, Fairfield 94533-2341	Any And All Various Names Other Than The Surname Branch Or Demetria Ford, 2094 Thrush Way
CA, Santa Monica 90404-1046	Any And All Names Except Peter Christopher Callis, 1228 Euclid Street, Apt. 11
CA, Suisun City 94585-0673	Any And All Various Names Other Than Demetria Branch Or Demetria Ford Branch, P.O. Box 673
IA, Des Moines 50309-8010	Any And All Names, 801 Grand Street, Suite 350, PMB 225
MD, Annapolis 21401-2151	Any And All Names, 626 Admiral Drive, PMB 204
MD, Columbia 21044-2302	Any And All Names, 5430 Lynx Lane, PMB 330
MD, Columbia 21045-2177	Any And All Names, 8775 Centre Park Drive, PMB 110
MD, Germantown 20874-2675	Any And All Names, PMB 374, 13017 Wisteria Drive
MD, Glen Burnie 21061-2319	Any And All Names, PMB 291, 6710 F. Ritchie Highway
MD, Laurel 20707-4902	Any And All Names, 14625 Baltimore Avenue, PMB 260
MD, Millersville 21108-1363	Any And All Names, 672 Old Mill Road, PMB 137
MD, Odenton 21113-1633	Any And All Names, PMB 106, 1121 Annapolis Road
MD, Waldorf 20603-4765	Any And All Names, PMB 108, 1282 Smallwood Drive
MA, Belmont 02478-2750	Any And All Names, PMB 338, 464 Common Street
MA, Beverly 01915-1705	Any And All Names, 39 Dodge Street, PMB 332
MA, Boston 02109-4339	Any And All Names, PMB 179, 167 Milk Street
MA, East Boston 02128-1457	Any And All Names, 2 Neptune Road, PMB 510
MA, Centerville 02632-2939	Any And All Names, 1600 Falmouth Road, PMB 221
MA, Chelmsford 01824-1505	Any And All Names, 119 Drum Hill Road, PMB 360
MA, East Longmeadow 01028-1812	Any And All Names, 444A North Main Street, PMB 335
MA, Fairhaven 02719-1914	Any And All Names, 16 Sconticut Neck Road, PMB 289
MA, Greenfield 01301-3206	Any And All Names, 21 Mohawk Trail, PMB 191
MA, Mashpee 02649-3267	Any And All Names, 39 Nathan Ellis Highway, PMB 274
MA, Needham 02492-3030	Any And All Names, 946 Great Plain Avenue, PMB 121
MA, Randolph 02368-4800	Any And All Names, PMB 264, 28 South Main Street
MA, Swampscott 01907-1351	Any And All Names, PMB 260, 505 Paradise Road
MA, Waltham 02451-0616	Any And All Names, 738 Main Street, PMB 444
MA, Worcester 01609-2246	Any And All Names, PMB 226, 210 Park Avenue
MI, Ann Arbor 48107-8391	Any And All Of Various Names Other Than The Names Kenya Palmer, Fredrick Lincoln, And/Or K's Gifts And Balloons, P.O. Box 8391
MI, Port Huron 48060-2911	Any And All Names Other Than Desilla Thomas, Edmond Tools, Constance Walker, De-Edmond Tools, Debora Marie Richardson, Michael Demarco, Alphonso Amos, Christopher Harrison And/Or Christopher Thomas, 2433 Cherry Street
NJ, West Milford 07480-2222	Any And All Names, PMB 174, 1614-0 Union Valley Road
NY, Albany 12203-5066	Any And All Names, 1971 Western Avenue, PMB 1114
NY, Amherst 14226-1499	Any And All Names, PMB 211, 3380 Sheridan Drive
NY, Baldwinsville 13027-8813	Any And All Names, 8417 Oswego Road, PMB 230
NY, Brockport 14420-2477	Any And All Names, PMB 207, 6558 4th Section Road
NY, Brooklyn 11204-1260	Any And All Names, PMB FD 3, 4718 18th Avenue
NY, Brooklyn 11219-2108	Any And All Names, 1312 44th Street, PMB 205
NY, Brooklyn 11219-3091	Any And All Names, 1274 49th Street, PMB 242
NY, Brooklyn 11219-3091	Any And All Names, 1274 49th Street, PMB 206
NY, Brooklyn 11219-3091	Any And All Names, 1274 49th Street, PMB 181
NY, Brooklyn 11213-4333	Any And All Names, 383 Kingston Avenue, PMB 366D
NY, Brooklyn 11204-1404	Any And All Names, 5014 16th Avenue, PMB 200
NY, Brooklyn 11204-1260	Any And All Names, PMB FD56, 4718 18th Avenue
NY, Brooklyn 11219-2108	Any And All Names, 1312 44th Street, PMB 161
NY, Brooklyn 11219-2202	Any And All Names, 1403 44th Street, PMB 395



State/City/ZIP Code	Names and Addresses Covered
NY, Brooklyn 11219-2202	Any And All Names, 1403 44th Street, PMB 150
NY, Brooklyn 11219-2202	Any And All Names, 1403 44th Street, PMB A50
NY, Buffalo 14226-4702	Any And All Names, 3908 Harlem Road, PMB 336
NY, Buffalo 14216-2687	Any And All Names, PMB 340, 2316 Delaware Avenue
NY, Buffalo 14222-2202	Any And All Names, PMB 206, 286 Elmwood Avenue
NY, Clifton Park 12065-2043	Any And All Names, 629 Plank Road, PMB 191
NY, Elmira 14901-2731	Any And All Names, 303 N. Main Street, PMB 207
NY, Harriman 10926-0801	Any And All Names, P.O. Box 801
NY, Harriman 10926-0845	Any And All Names, P.O. Box 845
NY, Lake Placid 12946-1402	Any And All Names, PMB 115, 110 Main Street
NY, Manlius 13104-2489	Any And All Names, 131 W. Seneca St., Suite B, PMB 136
NY, Monroe 10950-3504	Any And All Names, 6 Lake Street, PMB 128
NY, Monroe 10950-3504	Any And All Names, 6 Lake Street, PMB 183
NY, Monroe 10950-3504	Any And All Names, PMB 172, 6 Lake Street
NY, Monroe 10950-3504	Any And All Names, PMB 166, 6 Lake Street
NY, Monroe 10950-2940	Any And All Names, 51 Forest Drive, PMB 203-2
NY, Monroe 10950-2940	Any And All Names, 51 Forest Drive, PMB 203-22
NY, Monroe 10950-7282	Any And All Names, P.O. Box 2282
NY, Monroe 10950-7301	Any And All Names, P.O. Box 2301
NY, Monroe 10950-7436	Any And All Names, P.O. Box 2436
NY, New Windsor 12553-7900	Any And All Names, PMB 198, 367 Windsor Highway
NY, Rochester 14616-2515	Any And All Names, 3800 Dewey Avenue, PMB 130
NY, Rochester 14626-3458	Any And All Names, 3400 Ridge Road W, PMB 263
NY, Saratoga Springs 12866-4120	Any And All Names, 26F Congress Street, PMB 128
NY, Syracuse 13219-3303	Any And All Names, PMB 120, 4736 Onondaga Blvd.
NY, Watertown 13601-2550	Any And All Names, 107 Court Street, PMB 315
NY, Williamsville 14221-4100	Any And All Names, 7954 Transit Road, PMB 276
VA, Manassas 20110-4588	Any And All Names, 8667 Sudley Road, PMB 285
VA, Richmond 23236-1412	Any And All Names, 9947 Hull Street Road, PMB 161
WI, Fond Du Lac 54935-4229	Any And All Names, PMB 330, 114 South Main Street

— Recorder's Office, Judicial Officer, 5-2-02

## Invalid Express Mail Corporate Account Numbers

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

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

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

005812	019543	054252	068603	076125	079788	097222	103744	111637	115507	152508	210186	221145
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006115	021404	057067	068616	076213	079799	097896	103796	111643	115982	152584	210314	221426
006401	021764	060048	069008	076217	079964	098199	103819	111712	117009	152630	210328	221605
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007068	021897	060105	069089	076785	080397	098497	103930	111765	117505	152712	210419	222093
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007387	022085	060413	069134	076962	080531	098631	103993	111862	117582	152881	210426	222280
008056	022508	060417	069200	077089	080726	098721	103997	111866	117644	152987	210451	222305
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008117	022580	060826	069234	077219	085142	098813	105152	111887	118082	154045	210535	232353
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008823	023646	061494	069622	077343	085455	098924	107307	111919	118541	159053	210617	245221
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009145	029736	064356	069950	077497	088201	101457	108877	112180	120289	180063	210731	273069
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014150	038473	065284	070304	077767	089789	102716	110595	112482	138014	192528	210749	277041
014287	038634	065384	070485	077778	089867	102773	110769	112580	138015	193144	210754	278006
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018143	045020	068208	071340	078875	093828	103245	111376	113232	146656	208207	216072	292263
018175	045021	068347	071362	078881	093882	103302	111389	113306	148251	208219	218022	292637
018341	045029	068363	071371	078900	095696	103362	111441	113331	148366	208328	220017	292639
018504	046071	068385	071514	079018	096241	103523	111523	115037	150254	208405	220039	294147
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907865	914410	921301	921946	927059	941659	954470	972716	995050	995428	995748	997293	
907921	914879	921314	921969	927281	941660	954472	972781	995056	995439	995749	997303	
907924	915011	921324	921972	927316	941810	958963	973256	995079	995442	995834	997315	

— Express and Priority Mail, Marketing, 5-2-02

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

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

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

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

010 504 1932 to 010 504 1999	026 492 3180 to 026 492 3199	360 168 6008 to 6099	393 650 0074 to 0099
011 582 1889 to 011 582 1899	027 361 0430 to 027 361 0499	360 173 8800 to 8899	393 838 8316 to 8499
011 588 2900 to 011 588 3099	027 369 4482 to 027 369 4495	360 324 2326 to 2399	393 893 6007 to 6099
012 579 5675 to 012 579 5699	027 671 8762 to 027 671 8776	362 861 3064 to 3099	394 126 6907 to 6999
013 289 6176 to 013 289 6199	027 787 9886 to 027 787 9899	<b>373 006 2176 to 2199</b>	394 189 0405 to 0599
013 610 0014 to 013 610 0099	027 965 9487 to 027 965 9499	374 768 2600 to 2699	394 822 3243 to 3278
014 932 1000 to 014 932 1099	028 191 1852 to 028 191 1999	375 169 4400 to 4599	394 990 1810 to 1899
014 972 0800 to 014 972 0899	028 850 3000 to 028 850 3199	375 829 3400 to 3499	395 343 3264 to 3299
015 363 0007 to 015 363 0099	029 510 1500 to 029 510 1599	375 851 9100 to 9199	395 373 3035 to 3099
017 028 3200 to 017 028 3299	030 687 0903 to 030 687 0999	376 196 0911 to 0999	395 396 9649 to 9799
018 569 5333 to 018 569 5399	030 701 3442 to 030 701 3499	378 085 3679 to 3699	395 970 3240 to 3299
018 986 5264 to 018 986 5299	031 077 4507 to 031 077 4799	378 351 1063 to 1099	397 622 4054 to 4099
019 518 2814 to 019 518 2899	032 295 7500 to 032 295 9999	379 843 5100 to 5199	397 819 8902 to 8999
020 698 5159 to 020 698 5199	034 394 1000 to 034 394 1099	<b>380 093 9600 to 9699</b>	398 149 7200 to 7699
020 844 7307 to 020 844 7399	034 943 0400 to 034 943 0799	380 165 1165 to 1199	399 070 0872 to 0899
020 972 8948 to 020 972 8999	040 024 3901 to 040 024 3999	381 325 4500 to 4599	399 156 7119 to 7199
022 021 9110 to 022 021 9181	040 674 7100 to 040 674 7199	381 604 2510 to 2699	399 203 5064 to 5099
022 037 1411 to 022 037 1499	210 221 0548 to 210 221 0599	381 645 9525 to 9599	399 296 9910 to 9999
024 380 4100 to 024 380 4199	227 275 9400 to 227 275 9999	383 314 3968 to 3999	399 396 8935 to 8999
024 496 6870 to 024 496 6896	273 070 8059 to 273 070 8099	383 892 1000 to 1344	399 792 7775 to 7799
025 092 0987 to 025 092 0999	273 775 7700 to 273 775 7899	383 892 1382 to 1399	399 792 8300 to 8399
025 369 5535 to 025 369 5599	302 000 0000 to 302 123 9999	384 925 3641 to 3654	<b>400 427 1051 to 1999</b>
025 729 1151 to 025 729 1199	349 746 2056 to 2099	385 568 2331 to 2399	401 045 1505 to 1549
025 729 1643 to 025 729 1799	350 518 7350 to 7374	385 599 7554 to 7575	401 045 1571 to 1599
	360 011 1690 to 1699	385 774 2024 to 2099	401 294 2700 to 2799
		386 624 1412 to 1599	401 310 9505 to 9599
		386 883 8936 to 8999	401 382 5312 to 5399
		387 314 5574 to 5599	402 578 7876 to 7899
		387 837 6300 to 6399	403 125 6744 to 6799
		388 828 0656 to 0699	403 260 7000 to 7499
		389 696 2400 to 2799	403 280 6470 to 6499
		389 846 3104 to 3135	403 685 8600 to 8699
		389 846 3145 to 3195	404 003 0300 to 0399
		389 887 9211 to 9230	404 041 8838 to 8899
		389 887 9234 to 9299	404 071 4268 to 4299
		<b>390 001 3182 to 3199</b>	404 347 5356 to 5399
		390 001 3500 to 3699	404 347 5548 to 5599
		390 545 5974 to 5999	404 726 4500 to 4599
		391 104 6146 to 6199	404 961 5001 to 5199
		391 574 1466 to 1499	405 325 0188 to 0198
		391 783 3020 to 3599	406 009 4587 to 4599
		391 792 6100 to 6199	406 260 6830 to 6899
		392 668 2956 to 2999	406 459 6641 to 6999
		392 854 8500 to 8899	406 733 3000 to 3999
		393 584 7566 to 7699	407 545 1557 to 1599

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

477 681 5206 to	5299	491 567 1376 to	1399	609 289 6123 to	6199	628 814 4702 to	4799
478 010 4243 to	4268	492 254 4800 to	4899	609 438 4400 to	4499	628 851 9689 to	9699
478 010 4270 to	4291	492 283 5100 to	5199	609 493 1100 to	1199	629 510 7200 to	7299
478 450 5071 to	5099	492 610 6813 to	6899	609 766 8091 to	8999	629 964 4200 to	4294
478 469 7838 to	7858	493 394 5568 to	5599	609 825 4100 to	4115	<b>630 389 3056 to</b>	<b>3071</b>
478 469 7883 to	7899	493 470 2562 to	2599	609 884 2981 to	2999	630 463 0588 to	0599
479 280 9800 to	9899	493 473 7700 to	7799	609 893 1000 to	1099	631 459 9117 to	9199
479 365 9116 to	9176	493 716 2153 to	2199	<b>610 092 3200 to</b>	<b>3299</b>	631 762 9325 to	9399
479 412 9900 to	9999	494 206 2972 to	2999	610 582 4200 to	4299	632 217 4933 to	4999
479 667 6190 to	6199	494 217 3446 to	3999	611 879 6939 to	6999	632 500 0000 to	599 9999
479 748 9680 to	9699	494 224 0500 to	0599	612 291 8013 to	8099	633 110 4165 to	4199
479 860 7000 to	7199	495 145 0600 to	0699	612 751 5171 to	5199	633 110 4303 to	4499
<b>480 526 2000 to</b>	<b>2099</b>	496 209 7425 to	7499	612 751 5226 to	5299	633 438 6429 to	6599
480 640 6330 to	6399	496 213 8728 to	8799	612 751 6083 to	6099	633 588 7173 to	7182
480 658 0568 to	0599	496 474 5226 to	5248	612 751 6268 to	6299	634 725 0700 to	0799
480 689 5100 to	5199	497 053 8517 to	8699	612 751 6572 to	6599	634 803 3239 to	3299
481 072 9463 to	9499	497 854 8673 to	8699	612 774 2111 to	2199	634 807 2474 to	2499
481 673 0074 to	0095	498 449 8888 to	8899	612 774 2254 to	2299	634 827 5900 to	5999
482 527 1500 to	1599	498 929 8285 to	8499	612 774 2500 to	2599	634 886 3428 to	3499
482 541 5255 to	5299	498 936 5310 to	5399	614 469 0979 to	0999	635 559 3449 to	3499
482 729 6800 to	6899	499 016 5425 to	5499	614 474 3000 to	3099	636 289 6214 to	6299
483 363 7207 to	7299	499 440 8575 to	8899	614 521 3490 to	3499	636 634 8007 to	8042
483 402 2356 to	2399	499 731 6717 to	6799	614 645 1800 to	1899	637 150 1200 to	1299
483 486 5100 to	5199	<b>500 064 1858 to</b>	<b>1869</b>	614 832 1100 to	2099	637 562 5828 to	5899
483 632 1521 to	1599	500 070 5725 to	7799	615 017 7505 to	7599	638 042 1647 to	1699
483 632 2600 to	2799	<b>600 645 3223 to</b>	<b>3299</b>	617 711 6609 to	6699	638 049 4984 to	4999
483 849 1615 to	1699	601 339 1200 to	1399	617 760 5266 to	5299	638 318 1115 to	1199
484 174 4803 to	5299	601 653 5884 to	5899	617 813 3601 to	3699	638 318 1453 to	1499
484 323 8900 to	9199	601 661 7700 to	7799	618 840 9200 to	9299	638 885 0000 to	0299
484 680 5000 to	5038	601 682 5343 to	5399	619 551 7229 to	7299	638 903 4362 to	4373
484 680 5040 to	5074	601 928 1600 to	1699	619 859 3000 to	3099	639 415 1929 to	1999
484 680 5077 to	5099	602 512 2972 to	2999	<b>620 073 9400 to</b>	<b>9499</b>	639 415 2019 to	2099
485 029 4913 to	4999	602 555 2400 to	2799	621 614 7907 to	7930	639 420 6200 to	6299
486 176 0600 to	0699	602 829 7061 to	7099	621 614 7932 to	7999	639 469 3517 to	3799
486 559 7555 to	7599	603 483 9572 to	9599	621 648 8021 to	8199	639 605 2143 to	2199
486 696 3023 to	3199	603 490 7200 to	7299	621 648 8500 to	8599	639 657 8600 to	8799
488 173 7900 to	7999	603 678 7100 to	7199	621 904 8351 to	8599	<b>640 289 7500 to</b>	<b>7599</b>
488 206 4100 to	4199	603 678 7662 to	7699	621 916 1978 to	1989	640 289 7700 to	7999
488 226 0200 to	0299	603 678 7902 to	7999	622 989 8032 to	8099	641 170 4420 to	4499
488 709 3906 to	3999	603 678 8418 to	8499	623 076 9300 to	9399	641 318 3133 to	3199
488 855 8359 to	8399	603 678 8700 to	9999	623 819 5006 to	5099	641 378 6500 to	6999
489 181 8963 to	8999	604 086 0880 to	0899	623 895 8200 to	8399	641 383 8739 to	8799
489 223 2000 to	2099	604 349 1414 to	1499	623 917 0000 to	0099	641 877 3187 to	3299
489 311 1930 to	1999	604 503 7776 to	7799	623 917 0200 to	0299	641 877 3310 to	3399
489 318 6200 to	6300	605 520 9037 to	9099	624 468 5288 to	5299	642 355 8094 to	8199
489 384 0027 to	0099	605 685 4010 to	4099	624 665 3162 to	3198	642 355 8308 to	8999
489 427 0658 to	0899	605 988 6467 to	6499	625 088 6735 to	6799	642 900 0018 to	0099
489 997 5252 to	5299	607 689 7951 to	7960	625 916 9500 to	9799	643 030 6254 to	6299
<b>490 669 5850 to</b>	<b>6099</b>	607 728 1276 to	1299	625 968 8956 to	8999	644 066 0882 to	0899
490 717 7080 to	7099	608 727 7100 to	7199	627 005 3938 to	3999	644 069 0600 to	0699
490 721 6000 to	6099	608 727 7273 to	7599	627 384 3907 to	4099	644 077 7506 to	7699
490 793 1500 to	2099	608 813 9950 to	9999	627 496 7549 to	7599	644 085 8157 to	8199
490 886 8171 to	8199	609 067 5325 to	5399	627 708 3605 to	3699	644 112 9839 to	9899
490 977 9221 to	9240	609 067 5488 to	5499	627 776 2500 to	2599	644 373 9083 to	9099
491 258 8100 to	9099	609 067 5600 to	5699	628 226 3100 to	3199	644 380 1460 to	1499

644 733 4715 to	4799	658 877 8000 to	8199	682 956 6700 to	6799	700 666 1323 to	1349
644 900 9712 to	9799	658 880 8000 to	8199	682 965 1178 to	1199	700 786 9106 to	9142
644 901 0109 to	1299	659 398 7300 to	7399	682 965 1201 to	1299	700 859 0744 to	0758
644 901 1325 to	1399	659 706 8113 to	8199	683 118 2389 to	2399	701 028 6780 to	6899
644 923 6800 to	7799	659 846 7837 to	7899	683 378 2000 to	2099	701 213 3900 to	3999
644 932 4655 to	4699	<b>660 510 4100 to</b>	<b>4199</b>	683 378 2117 to	2299	701 267 2000 to	3999
645 318 7240 to	7499	660 673 0400 to	0599	683 415 1200 to	1499	701 335 7312 to	7399
645 333 1766 to	1799	661 488 5000 to	5099	683 444 8159 to	8199	701 369 2005 to	2050
645 790 8632 to	8699	661 609 9100 to	9199	685 154 7780 to	7789	701 503 2247 to	2299
645 821 0657 to	0699	661 716 9420 to	9499	685 297 7645 to	7699	701 541 2271 to	2299
645 930 7948 to	7999	661 906 6522 to	6599	685 623 5264 to	5299	701 553 6557 to	6599
645 975 0737 to	0762	662 021 8332 to	8399	685 650 9487 to	9499	701 601 3457 to	3499
646 242 6200 to	6299	662 068 0700 to	0899	685 669 4200 to	4299	701 605 5913 to	5999
646 270 7639 to	7799	662 553 0774 to	0799	685 757 8452 to	8499	701 695 3982 to	3999
646 798 4000 to	4999	663 078 7034 to	7099	686 071 2694 to	2799	701 695 4148 to	4199
647 048 7035 to	7099	663 763 5300 to	5399	686 176 3333 to	3354	701 695 4227 to	4299
647 049 2900 to	2999	663 883 7039 to	7499	686 372 3200 to	3299	701 708 1741 to	1799
647 398 8300 to	8399	664 253 8000 to	8499	686 644 5879 to	5899	701 736 3966 to	3999
647 398 8481 to	8499	664 656 3055 to	3099	686 899 1371 to	1399	701 838 2800 to	2899
647 437 3000 to	4999	665 174 6400 to	6499	686 931 7636 to	7699	701 941 0600 to	0699
647 811 2188 to	2199	665 274 8208 to	8299	687 601 0973 to	0999	702 171 1603 to	1699
648 009 6057 to	6099	665 669 5400 to	5499	687 614 6774 to	6799	702 195 5109 to	5199
648 163 5300 to	5499	666 132 8226 to	8299	688 120 9000 to	9999	702 254 9300 to	9399
648 722 5283 to	5299	666 696 2209 to	2299	688 314 3107 to	3191	702 264 7569 to	7599
648 892 3164 to	3199	666 696 2309 to	2399	<b>690 291 1361 to</b>	<b>1371</b>	702 713 1800 to	1809
649 100 3989 to	3999	667 032 9300 to	9399	690 788 2877 to	2899	702 821 5730 to	5799
649 647 0370 to	0399	667 729 5529 to	5599	690 893 5344 to	5399	702 821 5805 to	5899
649 647 0522 to	0599	668 383 8400 to	8699	690 893 5512 to	5599	702 878 0114 to	0199
649 647 5237 to	5399	<b>670 368 3400 to</b>	<b>3499</b>	690 904 1300 to	1599	<b>740 002 7710 to</b>	<b>7719</b>
649 647 9100 to	9299	670 369 7336 to	7399	690 941 6000 to	6199	740 241 9049 to	9099
649 666 7800 to	8299	670 750 7169 to	7199	691 313 6383 to	6399	740 255 1718 to	1799
<b>650 114 7707 to</b>	<b>7719</b>	671 046 6200 to	6399	691 313 6600 to	6699	740 523 7432 to	7449
650 130 3400 to	3599	671 251 5448 to	5499	691 582 8003 to	8099	740 705 9790 to	9799
650 213 0406 to	0499	671 926 5600 to	5799	691 664 1800 to	1999	740 726 6400 to	6500
650 555 1749 to	1799	672 444 2000 to	2999	691 664 2400 to	2499	740 765 3306 to	3399
650 564 1900 to	1999	672 828 3410 to	3499	692 727 9362 to	9399	<b>806 087 1100 to</b>	<b>1499</b>
650 627 4212 to	4299	673 167 5776 to	5799	692 798 1800 to	1899	806 268 9275 to	9299
650 736 2043 to	2099	675 464 3700 to	3799	693 249 0779 to	0799	806 534 3400 to	3477
650 739 1540 to	1699	675 464 4000 to	4199	693 249 0877 to	1699	807 342 3283 to	3399
651 741 4415 to	4499	676 365 5958 to	5999	693 445 0566 to	0999	808 086 7100 to	7199
651 882 2800 to	2899	676 669 1024 to	1099	693 448 8500 to	8999	808 090 3440 to	3499
652 754 6317 to	6399	677 126 6734 to	6799	693 645 9583 to	9599	808 325 5161 to	5699
653 131 4945 to	4999	677 333 9979 to	9999	693 965 4200 to	4299	808 784 8000 to	8299
653 426 3300 to	3399	677 466 1088 to	1099	695 741 2906 to	2999	<b>830 125 0672 to</b>	<b>0699</b>
653 455 4874 to	4899	678 071 4500 to	4799	695 947 8518 to	8599	830 602 5800 to	5999
654 238 0000 to	0399	678 096 7531 to	7599	696 662 8247 to	8299	830 610 3700 to	3799
654 404 3065 to	3092	679 909 2578 to	2599	697 447 8285 to	8296	830 983 3500 to	3599
654 962 2900 to	3199	<b>680 112 9565 to</b>	<b>9599</b>	698 042 4816 to	4899	830 983 3635 to	3699
655 103 5081 to	5199	680 244 0903 to	0999	698 131 2138 to	2157	831 354 1387 to	1399
655 523 2600 to	2999	680 412 6046 to	6099	698 227 0000 to	0099	831 815 8240 to	8299
656 305 2448 to	2499	680 761 6800 to	6899	<b>700 065 2570 to</b>	<b>2599</b>	832 525 3810 to	3899
657 347 4438 to	4999	681 677 0540 to	0699	700 065 4800 to	4899	833 159 1884 to	1899
657 710 8100 to	8999	682 070 1029 to	1099	700 190 3350 to	3359	833 456 2567 to	2599
657 780 0985 to	0999	682 956 6280 to	6299	700 228 6048 to	6099	833 566 3015 to	3071
658 586 1400 to	1499	682 956 6490 to	6599	700 650 0452 to	0499	834 316 5444 to	5499



834 354 8747 to	8766	847 237 7690 to	7699	859 855 8873 to	8999	<b>870 054 4814 to</b>	<b>4899</b>
834 354 8824 to	8838	847 284 2481 to	2499	<b>860 240 8520 to</b>	<b>8599</b>	870 491 4812 to	4849
835 269 5700 to	5799	847 374 7055 to	7065	860 275 3900 to	3999	870 536 5820 to	5829
835 496 7303 to	7399	847 374 7055 to	7065	860 518 9629 to	9699	870 541 7167 to	7239
835 539 5200 to	5999	847 636 5304 to	5399	860 600 0021 to	0999	870 575 8155 to	8999
835 813 3015 to	3099	847 700 5447 to	5499	861 158 2350 to	2599	870 589 0485 to	0494
837 672 8967 to	8999	847 723 7500 to	7599	861 637 6010 to	6099	870 691 7060 to	7099
837 784 3282 to	3299	849 485 3427 to	3499	861 979 7292 to	7499	872 100 0445 to	0459
838 176 8377 to	8399	849 608 1357 to	1399	862 216 6100 to	6199	<b>900 556 4178 to</b>	<b>4199</b>
838 518 1257 to	1299	849 792 2600 to	2699	862 263 9213 to	9299	900 845 0044 to	0099
839 718 8257 to	8299	<b>850 546 1862 to</b>	<b>1899</b>	862 271 0800 to	0999	900 936 0217 to	0299
<b>840 323 0600 to</b>	<b>0699</b>	851 143 6826 to	6844	862 271 5000 to	5099	900 936 0435 to	0499
840 875 6235 to	6299	851 209 9880 to	9899	863 871 5138 to	5199	901 058 5255 to	5280
840 910 0900 to	0999	851 928 9221 to	9299	863 949 5300 to	5399	901 273 1082 to	1099
841 349 5000 to	5099	852 589 6560 to	6599	864 088 8200 to	8299	901 287 5143 to	5199
841 805 7747 to	7899	853 049 3646 to	3699	864 426 3972 to	3999	901 291 2789 to	2799
841 805 7944 to	8099	854 304 4089 to	4999	864 520 6117 to	6136	901 525 7122 to	7199
842 226 0685 to	0695	854 529 2200 to	2299	865 151 0526 to	0599	902 198 9769 to	9799
842 685 4600 to	4699	854 532 0000 to	2999	865 500 4034 to	4099	902 948 1269 to	1299
842 685 4742 to	4999	855 001 6204 to	6249	865 883 6082 to	6099	902 985 0833 to	0899
842 860 0300 to	0399	855 319 9364 to	9399	866 004 3000 to	3999	904 600 6523 to	6599
842 898 5582 to	5599	855 361 3390 to	3399	866 442 4100 to	4899	904 892 0378 to	0399
843 062 7100 to	7199	856 226 0490 to	0499	867 366 9108 to	9118	904 892 0648 to	1299
843 077 6288 to	6299	856 656 5800 to	5999	867 633 7403 to	7499	904 895 5414 to	5499
843 077 6378 to	6399	856 752 0200 to	0299	867 737 5623 to	5699	905 056 2216 to	2299
843 758 5769 to	5778	857 279 3450 to	3499	868 169 4529 to	4599	905 794 0288 to	0299
843 786 2554 to	2699	857 843 4000 to	4099	868 173 8400 to	8599	905 873 6900 to	7299
845 656 8165 to	8199	858 124 7644 to	7699	868 514 9000 to	9099	905 880 8900 to	8999
845 727 2100 to	2199	858 756 3111 to	3299	868 566 9200 to	9299	905 885 8411 to	8499
845 746 2618 to	2635	859 063 8200 to	8699	869 387 1150 to	1199	905 885 8411 to	8499
846 390 7531 to	7599	859 190 0600 to	0644	869 505 3500 to	3599	905 889 7100 to	7199
846 918 0572 to	0599	859 811 2888 to	2899	869 800 0000 to	999 9999		

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

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

This listing will be provided to all Postal Service employees responsible for accepting and cashing Postal money orders. Destroy any interim notices when the numbers listed appear in the *Postal Bulletin*. The new money order serial numbers consist of the first 9 digits. The 10th digit is a check digit only.

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

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

725 464 591	to	4 920	732 541 605	to	1 620	740 889 081	to	9 090	752 139 516	to	9 570
725 475 321	to	5 330	732 572 221	to	2 490	741 010 421	to	0 530	752 182 892	to	2 950
725 711 057	to	1 070	732 586 479	to	6 710	741 113 041	to	3 370	752 206 861	to	7 100
725 738 581	to	8 730	732 994 037	to	4 080	741 373 891	to	4 340	752 295 241	to	5 600
725 981 311	to	1 430	733 163 449	to	3 460	741 452 369	to	2 490	752 731 351	to	1 410
725 987 835	to	7 880	733 297 171	to	7 290	741 492 991	to	3 140	752 767 441	to	7 470
726 060 811	to	0 900	733 446 631	to	7 110	741 553 460	to	3 470	753 008 941	to	9 030
726 391 970	to	2 520	733 474 665	to	4 770	741 764 431	to	4 520	753 194 311	to	4 370
726 484 771	to	4 800	733 704 482	to	4 570	742 178 834	to	8 880	753 620 378	to	0 400
726 493 351	to	5 300	733 751 041	to	1 130	742 325 500	to	5 520	754 013 917	to	3 940
726 504 031	to	4 063	734 009 101	to	9 130	742 325 668	to	5 700	754 161 061	to	1 120
726 504 070	to	4 090	734 290 759	to	0 770	742 408 771	to	8 830	754 358 445	to	8 610
726 504 331	to	4 390	734 389 273	to	9 290	742 512 120	to	2 150	754 410 451	to	0 660
726 563 701	to	4 060	734 440 031	to	0 111	742 684 849	to	4 890	754 438 393	to	8 410
726 599 371	to	9 460	734 797 201	to	7 320	742 839 553	to	9 630	754 493 109	to	3 130
726 626 356	to	6 370	734 939 611	to	9 640	742 913 668	to	3 700	754 664 182	to	4 220
727 182 271	to	2 510	734 950 111	to	0 170	742 917 287	to	7 296	754 816 377	to	6 470
727 416 181	to	6 240	735 120 331	to	0 840	742 921 891	to	1 980	755 487 421	to	7 600
727 481 431	to	1 460	735 283 008	to	3 020	742 983 631	to	3 810	755 592 901	to	3 140
727 749 241	to	9 780	735 293 131	to	3 220	743 020 021	to	0 170	755 790 020	to	0 030
728 382 331	to	2 480	735 635 010	to	5 040	743 206 491	to	6 500	755 791 730	to	1 800
728 702 338	to	2 400	735 783 961	to	3 990	743 235 992	to	6 050	755 926 951	to	7 070
728 915 371	to	5 850	735 803 401	to	3 430	743 940 631	to	0 900	755 934 332	to	4 510
728 953 141	to	3 410	736 005 420	to	5 440	743 978 011	to	8 070	755 957 701	to	8 000
728 954 280	to	4 310	736 366 021	to	6 110	744 234 751	to	4 780	755 962 981	to	3 280
729 169 081	to	9 140	736 624 456	to	4 500	744 499 591	to	9 680	756 035 371	to	5 490
729 363 841	to	3 870	736 670 851	to	1 060	744 626 901	to	6 910	756 301 257	to	1 290
729 682 891	to	3 190	736 767 061	to	7 090	745 388 794	to	8 910	756 371 565	to	1 580
729 838 940	to	9 070	736 767 093	to	7 120	746 446 806	to	6 820	756 876 031	to	6 120
729 839 101	to	9 130	736 982 191	to	2 370	746 818 351	to	8 410	756 876 151	to	6 240
<b>730 077 683</b>	<b>to</b>	<b>7 840</b>	736 982 551	to	2 730	747 245 266	to	5 280	756 970 129	to	0 140
730 109 847	to	9 880	737 110 141	to	0 170	747 364 813	to	4 830	757 059 613	to	9 630
730 373 761	to	3 850	737 185 501	to	5 710	747 501 434	to	1 450	757 078 540	to	8 560
730 501 951	to	2 130	737 317 321	to	7 350	747 739 891	to	0 070	757 086 209	to	6 240
730 519 379	to	9 470	737 517 781	to	7 840	748 148 649	to	8 760	757 240 591	to	0 650
730 569 278	to	9 360	737 628 181	to	8 210	748 259 960	to	9 970	757 277 371	to	7 700
730 711 711	to	1 740	737 634 258	to	4 270	748 565 162	to	5 280	757 291 591	to	2 730
730 722 991	to	3 230	738 361 971	to	1 980	748 874 988	to	5 030	757 964 251	to	4 280
730 845 970	to	5 990	738 447 601	to	7 660	749 137 381	to	7 410	758 067 001	to	7 090
730 888 291	to	8 320	738 648 355	to	8 450	749 190 192	to	0 210	758 105 221	to	5 250
730 927 591	to	7 680	738 849 811	to	9 900	749 685 421	to	5 450	758 324 941	to	5 000
731 307 914	to	7 930	738 892 270	to	2 290	749 846 791	to	6 850	758 593 628	to	3 650
731 402 431	to	2 460	738 997 259	to	7 380	749 993 131	to	3 580	758 709 038	to	9 060
731 407 232	to	7 320	739 161 451	to	1 540	<b>750 071 587</b>	<b>to</b>	<b>1 610</b>	758 744 101	to	4 160
731 588 301	to	8 340	739 219 381	to	9 440	750 408 167	to	8 183	758 850 883	to	0 900
731 767 273	to	7 320	739 740 151	to	0 180	750 438 421	to	8 501	758 860 951	to	1 550
731 781 061	to	1 120	739 793 491	to	3 520	750 743 911	to	4 030	759 152 851	to	2 880
731 837 821	to	7 910	739 793 527	to	3 550	750 779 118	to	9 400	759 740 941	to	1 090
731 841 377	to	1 450	739 942 621	to	2 650	750 910 981	to	1 010	<b>760 004 596</b>	<b>to</b>	<b>4 610</b>
732 018 481	to	8 600	739 999 231	to	9 320	750 960 841	to	0 900	760 118 191	to	8 250
732 067 972	to	8 370	<b>740 011 517</b>	<b>to</b>	<b>1 530</b>	751 296 211	to	6 240	760 155 001	to	5 090
732 188 649	to	8 670	740 030 701	to	0 970	751 539 121	to	9 180	760 378 002	to	8 020
732 193 460	to	3 470	740 261 740	to	1 820	751 541 311	to	1 790	760 692 722	to	2 749
732 201 241	to	1 390	740 265 811	to	6 290	751 757 641	to	7 700	761 055 460	to	5 480
732 220 431	to	0 440	740 299 111	to	9 170	751 936 951	to	7 010	761 169 781	to	9 810
732 355 201	to	5 380	740 299 231	to	9 260	751 951 861	to	1 890	761 504 941	to	5 120
732 472 320	to	2 560	740 329 266	to	9 320	751 999 021	to	9 110	761 516 836	to	6 910

761 613 588	to	3 600	765 042 517	to	2 540	769 778 491	to	8 730	774 408 399	to	8 420
761 688 631	to	8 690	765 194 728	to	4 970	769 827 331	to	7 450	774 431 821	to	2 450
761 805 199	to	5 240	765 387 365	to	7 450	<b>770 216 071</b>	<b>to</b>	<b>6 100</b>	774 510 451	to	0 780
761 826 106	to	6 120	765 541 801	to	2 100	770 723 281	to	3 400	774 652 981	to	3 010
761 881 171	to	1 560	765 638 461	to	8 970	770 915 150	to	5 490	774 778 981	to	9 040
762 304 144	to	4 170	765 647 101	to	7 190	771 455 551	to	5 610	774 867 481	to	7 510
762 324 931	to	4 960	765 813 781	to	4 029	771 609 661	to	9 690	774 867 515	to	7 540
762 439 261	to	9 290	765 879 314	to	9 390	772 057 224	to	7 440	774 934 275	to	4 290
762 524 158	to	4 220	765 954 001	to	4 030	772 162 660	to	3 070	774 961 261	to	1 290
762 584 872	to	4 970	766 120 286	to	0 320	772 718 615	to	8 640	775 106 223	to	6 235
762 593 431	to	3 460	766 125 716	to	5 750	772 970 890	to	0 940	775 106 237	to	6 248
763 155 160	to	5 180	766 158 824	to	8 840	773 009 419	to	9 430	775 331 515	to	1 550
763 178 631	to	8 660	766 388 433	to	8 460	773 112 031	to	2 060	775 444 210	to	4 230
763 506 001	to	6 060	766 509 421	to	9 660	773 125 387	to	5 410	775 579 301	to	9 320
763 522 141	to	2 470	766 572 901	to	3 020	773 179 320	to	9 410	775 622 683	to	2 760
763 717 694	to	7 800	766 748 500	to	8 521	773 202 989	to	3 140	776 144 621	to	4 670
763 826 461	to	6 520	767 024 341	to	4 370	773 208 991	to	9 290	776 154 001	to	4 060
763 900 460	to	0 471	767 326 471	to	6 590	773 231 311	to	1 340	776 561 041	to	1 100
763 900 479	to	0 530	767 332 561	to	2 950	773 348 739	to	8 940	777 561 631	to	2 080
763 917 271	to	7 750	768 009 841	to	9 960	773 575 891	to	5 950	776 657 371	to	7 490
764 125 801	to	5 860	768 011 489	to	1 520	773 858 011	to	8 100	777 621 721	to	1 750
764 284 525	to	4 560	768 177 980	to	7 990	773 892 721	to	7 190	777 810 309	to	0 330
764 526 241	to	6 330	768 391 081	to	1 170	773 958 061	to	8 660	778 049 651	to	9 670
764 601 421	to	1 600	768 661 569	to	1 650	774 107 161	to	7 190	778 106 225	to	6 310
764 650 231	to	0 470	769 000 051	to	0 080	774 177 226	to	7 270	778 286 911	to	6 940
764 984 371	to	4 850	769 159 081	to	9 178	774 279 481	to	9 810	780 644 131	to	4 220
765 003 667	to	3 680	769 737 496	to	7 510						

— Postal Inspection Service, 5-2-02

## Counterfeit Canadian Money Order Forms

### Do Not Cash

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

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

— Postal Inspection Service, 5-2-02

## 800 Number Available to Verify Canadian Money Orders

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

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

— Postal Inspection Service, 5-2-02

# Domestic Mail (continued)

PUBLICATION 97 AND PUBLICATION 97-A REVISIONS

## Express Mail Manifesting

Publication 97, *Express Mail Manifesting Technical Guide*, and Publication 97-A, *Express Mail Manifesting Implementation and Administration Guide*, have been revised to reflect current information and procedures for the Express Mail® manifesting (EMM) program.

Highlights of the revisions are as follows:

- References to “Expedited Packages Services, USPS Headquarters” have been changed throughout the publications to “Product Information Requirements, Product Development, USPS Headquarters.”
- References to “Rates and Classification Service Centers” have been changed to “Business Mailer Support (BMS), USPS Headquarters.”
- New sections (3-5.4 in Publication 97, and 3-7 in Publication 97-A) have been added to provide information on the documentation that must accompany indemnity claims for items paid by an EMM.
- An option has been added that allows customers to use the Centralized Account Processing System (CAPS) to fund an Express Mail Corporate Account (EMCA).
- A new requirement has been added that the Postal Service acceptance employee must sign and round-stamp PS Form 3152-E, *Express Mail® Manifesting Certification*.
- PS Form 3152-E has been modified to allow the National Customer Support Center (NCSC) to assign an alpha prefix that an EMM customer must use. All sections referring to PS Form 3152-E have been updated to reflect the change to the form. The current edition of PS Form 3152-E is April 2002.
- References to PS Form 1357, *Request for Computer Access*, have been changed to PS Form 1357-S, *(Customer) Request for Computer Access*, which is the form that customers use to request computer access.
- An option has been added to allow customers to produce EMM labels using the standard shipping label format described in “DMM Revision: New Guidelines for Shipping Labels” in *Postal Bulletin* 22047 (4-5-01).
- The EMM application has been revised and updated.

- Several changes have been made to Appendix A, “EMM Electronic File Layout,” and Appendix B, “Communication Standards.”
- The sample EMM manifest in Appendix K has been updated to include the current Express Mail service rates along with a note that rates are subject to change.
- The NCSC no longer mails test kits but now sends them electronically to customers submitting an application for authorization to present Express Mail service items using an EMM system.

Publication 97 contains information for customers interested in or already participating in the EMM program. Publication 97-A contains information for Postal Service employees who administer the EMM program. Both publications are available only in an electronic format.

We will incorporate these revisions into the online versions that can be accessed on the Postal Service PolicyNet page on the corporate intranet at <http://blue.usps.gov>; click on PUBs. Publication 97 is also available on the Postal Service Web site at <http://www.usps.com>; click on Info, then *Postal Periodicals and Publications*.

## Publication 97, Express Mail Manifesting Technical Guide

	*	*	*	*	*
<b>Contents</b>	*	*	*	*	*
<b>3 Additional Requirements for Presentation and Acceptance of EMM Mailings</b>	*	*	*	*	*
<b>3-5 Mailing Documentation</b>	*	*	*	*	*
[Add new 3-5.4 to Contents to read as follows:]					
3-5.4 Indemnity Claims	*	*	*	*	*
<b>1 Express Mail Manifesting — The Basics</b>	*	*	*	*	*
<b>1-3 What May Be Manifested</b>					

[Revise 1-3 to read as follows:]

EMM may be used to pay postage on domestic Express Mail service items and Global Express Mail service items as well as any applicable special services fees. EMM is for Express Mail service only — postage for other classes of mail cannot be paid through EMM. Custom-designed service and mailings to APO/FPO addresses are currently unavailable.

\* \* \* \* \*

## 2 Understanding Electronic File Requirements

### 2-1 Electronic File

#### 2-1.1 Overview

[Revise 2-1.1 to read entirely as follows:]

EMM involves the transmission to the USPS host computer of an electronic file containing information about each package in your mailing. The EMM file format is the same format that is used for Delivery Confirmation service and Signature Confirmation service electronic files. The layout of the EMM electronic file appears in Appendix A. Information to determine what fields in the electronic file are required for EMM is given at the beginning of Appendix A. Transmission protocols are covered in Appendix B.

Mailers using electronic data interchange (EDI) should refer to Appendix B.

\* \* \* \* \*

#### 2-1.4 Detail Record 1

[Revise 2-1.4 to read as follows:]

Each Detail Record 1 contains information specific to one piece in the mailing. This includes a Package Identification Code (PIC) that must remain unique for a 12-month period. The PIC is represented on each package in the form of a barcode (see 2-4).

The PIC consists of an alpha prefix, a unique label number, a check digit, and the Express Mail Product Code "US." The alpha prefix will be provided on the PS Form 3152-E that is sent from the National Customer Support Center (NCSC). The unique label number is created from the sequential range of numbers furnished on the PS Form 3152-E. You will be furnished a PS Form 3152-E by the NCSC at the time of certification.

\* \* \* \* \*

### 2-4 Barcode Requirements and Label Elements

\* \* \* \* \*

### 2-4.2 Label Elements

[Revise the last sentence of the third paragraph in 2-4.2 to read as follows:]

\*\*\*If you will not use USPS-provided Express Mail service packaging (e.g., identified Express Mail service box, envelope, or stickers), the additional "Express Mail" identification shown in Appendix G (Label Options 1 and 3) or an Express Mail service indicator (Appendix G, Label Option 4) must appear on the label.

\* \* \* \* \*

[Revise the first sentence of the first checkmarked paragraph in 2-4.2 to read as follows:]

To facilitate product recognition and proper handling, it is recommended that Express Mail service packaging be used and the label contain an Express Mail service indicator or the additional "Express Mail" identification shown in Appendix G.\*\*\*

\* \* \* \* \*

## 3 Additional Requirements for Presentation and Acceptance of EMM Mailings

\* \* \* \* \*

### 3-5 Mailing Documentation

#### 3-5.1 Verification Manifest

[Revise the last two sentences of 3-5.1 to read as follows:]

\*\*\*In Publication 401, *Guide to the Manifest Mailing System*, the exhibits contain examples of a combined manifest/PS Form 3877. Publication 401 is available on the corporate internet at <http://blue.usps.gov> and also on the Postal Service Web site at <http://www.usps.com>.

\* \* \* \* \*

[Add new 3-5.4 to read as follows:]

#### 3-5.4 Indemnity Claims

To file an indemnity claim for an item when postage was paid using EMM, you must submit all of the following documentation:

- PS Form 1000, *Domestic Claim or Registered Mail Inquiry*.
- Evidence of value for the item in question (see *Domestic Mail Manual* S010.2.5).
- A copy of the manifest page showing the Package Identification Code (PIC) for the item in question.
- The manifest summary page for the date the piece was mailed.

- e. A copy of the PS Form 3152-E round-stamped on the date of mailing by a Postal Service acceptance employee. **Note:** You may request a copy of PS Form 3152-E from the Postal Service if you did not obtain a copy at the time of mailing.
- f. A copy of your EMCA monthly statement that lists the Express Mail label number and postage for the mail-piece in question.
- g. If you purchased additional insurance or COD service, a signed and round-stamped copy of PS Form 3877, *Firm Mailing Book for Accountable Mail*.

\* \* \* \* \*

**5 Application/Authorization Process**

**5-1 How to Apply**

\* \* \* \* \*

*[Revise 5-1(2) by replacing "PS Form 1357" with "PS Form 1357-S"; no other changes to text.]*

\* \* \* \* \*

*[Add the following text to the end of 5-1(3):]*

\*\*\*An EMCA can be funded by making deposits to the appropriate EMCA Post Office or through a Centralized Account Processing System (CAPS) account. CAPS provides customers the capability to electronically fund multiple permits located in one or more Postal units through one centralized account. General information on CAPS and CAPS application forms are available on the Postal Service web site at <http://caps.usps.gov>.

\* \* \* \* \*

**Appendix A — EMM Electronic File Layout**

\* \* \* \* \*

**Detail Record 1**

\* \* \* \* \*

*[For Record Positions 005–026, revise the information in the "Content Rules and Limitations" column to read as follows:]*

The alpha prefix shown on PS Form 3152-E must be used. The 8-digit sequential number must be from the range of label numbers provided on PS Form 3152-E. The number must remain unique for 12 months.

Refer to Appendix F for barcode specifications.

For Express Mail service, use 13-digit label numbers; left justify with trailing spaces.

\* \* \* \* \*

**Class of Mail Codes Table (Positions 003–004)**

*[Revise the Class of Mail Codes Table to read entirely as follows:]*

Rate Indicator	Description
EX	Express Mail service
IE	Global Express Mail service

**Rate Indicators Table (Positions 057–058 and 170–171)**

*[Revise the Rate Indicators Table to read entirely as follows:]*

Rate Indicator	Description	Possible Classes of Mail
SA	Same Day Airport	EX
CD	Custom Designed	EX
PP	Post Office to Post Office	EX
PA	Post Office to Addressee	EX, IE
E1	Express Mail Flat Rate Same Day Airport	EX
E3	Express Mail Flat Rate Post Office to Post Office	EX
E4	Express Mail Flat Rate Post Office to Addressee	EX

**Special Service Codes Table (Positions 080–081, 087–088, 094–095, 101–102, 108–109, and 115–116)**

*[Revise the Special Service Codes Table to read entirely as follows:]*

Rate Indicator	Description
04	Insured
05	COD (Collect on Delivery)
06	Return Receipt

*[Remove the table entitled "Surcharge Type Codes Table (for future use) (Positions 161–162)."]*

**Appendix B — Communications Standards**

\* \* \* \* \*

**File Transfer Protocol (FTP)**

\* \* \* \* \*

**Dial-Up FTP**

\* \* \* \* \*

**Connecting to USPS Servers**

Do the following to connect to USPS servers:

\* \* \* \* \*

*[Revise j to read as follows:]*

- j. Send a quoted (or site) command that properly formats the file prior to file transfer. The script used for this is: *QUOTE SITE ATTR (TNT352)*. If the quote command is accepted correctly, a response back of "200 OKAY, READY" is provided. If the quote command is not accepted, you may need to use the full

quote command of: QUOTE SITE SPACE(100,10)  
CY RECFM(FB) LRECL(352) BLKSIZE(27808).

\* \* \* \* \*

**Appendix F — Barcode Specifications**

\* \* \* \* \*

**Barcode Elements**

\* \* \* \* \*

[Revise the Barcode Elements chart to read as follows:]

Barcode Data	Overhead
	Start Code
	USS Subset Shift Characters
Service Type Code — 2-digit alpha	
Sequential Package ID — 8 digits*	
Check Digit – MOD 10 (Domestic Mail Only) or MOD 11 (Required for International Mail and may be used for Domestic Mail with USS Code 39)	
Express Mail Product Code — “US”	
	Mod 103 Check Digit (USS Code 128 only)
	Stop Code

\* Use 8-digit sequential Express Mail numbers supplied by the Postal Service on PS Form 3152-E.

**USS Code 128 Barcode Elements**

The following USS Code 128 barcode data elements and barcode structure are recommended:

\* \* \* \* \*

[Revise 3 and 4 to read as follows:]

- Express Mail Service ID: The 2-digit Service Type Codes for Express Mail electronic manifesting. The 2-digit alpha prefix provided by the USPS on PS Form 3152-E must be used.
- Data: Express Mail package sequence identification number. Customers are assigned blocks of 8-digit sequential package identifiers (label numbers) on PS Form 3152-E. The customer must assign individual sequential package ID numbers from this block to each Express Mail service piece. The package IDs must remain unique for at least 12 months.

\* \* \* \* \*

**USS Code 39 Barcode Elements**

The following USS Code 39 barcode data structure pattern is required (wide/narrow bar ratio  $\geq 2.5$ ):

\* \* \* \* \*

[Revise 3 and 4 to read as follows:]

- Express Mail Service ID: The 2-digit Service Type Codes for Express Mail electronic manifesting. The 2-digit alpha prefix provided by the USPS on PS Form 3152-E must be used.
- Data: Express Mail package sequence identification number. Customers are assigned blocks of 8-digit sequential package identifiers (label numbers) on PS Form 3152-E. The customer must assign individual sequential package ID numbers from this block to each Express Mail service piece. The package IDs must remain unique for at least 12 months.

\* \* \* \* \*

**Appendix G — One-Ply Express Mail Labels (Domestic Mail)**

[Revise the text on the first page of Appendix G to read as follows:]

Samples of the four options for One-Ply Express Mail labels appear on the following pages, with explanations of their various components. The four label options are as follows:

- Label Option 1: Standard Domestic One-Ply Label.
- Label Option 2: USPS Preprinted Label 11-SP with Sample Shipping Label (Vertical Orientation).
- Label Option 3: USPS Preprinted Label 11-SP with Sample Shipping Label (Horizontal Orientation).
- Label Option 4: Label With Service Indicator.

**Note:** Label Options 2 and 3 may also be used for International Mail.



[Revise the text and graphic for Label Option 1 to read as follows:]

**Label Option 1 — Standard Domestic One-Ply Label**

Show the following information on the label as noted below:

- Express Mail permit imprint indicating postage payment using Express Mail Corporate Account (EMCA). Show *either* the name of the customer that owns the EMCA *or* the EMCA number. Permit imprint must appear in upper right portion of address area.
- Only when the service is requested, print the optional signature waiver and/or weekend or holiday delivery instructions. Preferred placement is below the return address on shipping label.
- Domestic: If identified EM service packaging (EM box, sticker) is not used, the “Express Mail” identification is required.
- Ship date.
- “USPS Express Mail” text, barcode, human-readable barcode information (blocks of Express Mail numbers will be assigned by USPS), and bold horizontal lines.
- Remainder of label is for customer use and may include other internal package IDs, barcodes, customer information, contact telephone numbers, etc.



**Notes:**

1. For return receipt service, attach PS Form 3811 to mailpiece and show endorsement “Return Receipt Requested” above the delivery address and to the right of the return address.
2. For COD, attach PS Form 3816 or 3816-AS to mailpiece.
3. To facilitate product recognition and proper handling, it is recommended that Express Mail service packaging be used and the label contain the additional “Express Mail” identification shown above.

\* \* \* \* \*

[After Label Option 3, add new text and graphic for Label Option 4 to read as follows:]

**Label Option 1 — Standard Domestic One-Ply Label**

- **Service Icon.** The service icon appears in a 1-inch square in the upper left corner of the shipping label. The letter “E” must be printed inside the 1-inch square and must be no smaller than 0.75 inch (3/4 inch). A minimum 3/4-point line must border the 1-inch square.
- **Service Banner.** The service banner appears directly below the postage payment area and the service icon, and extends across the shipping label. The text “USPS EXPRESS MAIL®” must be printed in minimum 20-point bold sans serif typeface, uppercase letters, centered within the banner, and bordered above and below by minimum 1-point separator lines. There must be a 1/16-inch clearance above and below the text.
- Only when the service is requested, print the optional signature waiver and/or weekend or holiday delivery instructions. Preferred placement is below the return address on shipping label.
- If the registered trademark symbol cannot be inserted after the Express Mail text, the following statement must be added to the bottom of the label in at least Helvetica 6-point type: “Express Mail is a registered trademark of the U.S. Postal Service.”

<b>E</b>	EXPRESS MAIL U.S. POSTAGE PAID EXPRESS MAIL CORP ACCT [CUSTOMER NAME or CORPORATE ACCT #]
<b>USPS EXPRESS MAIL®</b>	
ANY COMPANY 555 ANY STREET ANY CITY, CA 95603-0955  WAIVER OF SIGNATURE REQUESTED NO DELIVERY WEEKEND or HOLIDAY	<b>SHIP DATE: 05/01/2002</b>
<b>JOE ADDRESSEE</b> <b>123 MAIN AVE</b> <b>HOUSTON TX 77058-2377</b>	
<b>USPS EXPRESS MAIL</b>  EA 1234 5678 4 US	

**Note:**

Service indicator format is recommended for all ordinary domestic Express Mail.

\* \* \* \* \*

**Appendix I: Sample Customer Notification Letter**

\* \* \* \* \*

[Revise the NCSC manager’s name in the signature block on the sample letter from “Michael L. Murphy” to “Janice E. Caldwell.”]

\* \* \* \* \*

**Appendix J: PS Form 3152-E**

\* \* \* \* \*

[Revise the text by replacing the May 2000 edition of PS Form 3152-E with the April 2002 edition, as shown on page 83.]

\* \* \* \* \*

United States Postal Service

**Express Mail®  
Manifesting Certification**

**Company Information**

Company Name	Address (No., street, ste. no., city, state, ZIP + 4)
DUNS® Number	

**Electronic File**

The electronic file submitted by the company shown above has been certified by the National Customer Support Center (NCSC) to be complete and accurate in both content and transmission and to meet the requirements as defined in Publication 97, *Express Mail Manifesting Technical Guide*.

Authorized NCSC Signature	Date Signed
---------------------------	-------------

**Barcoded Labels**

The barcoded labels printed and submitted by the company shown above have been certified by the National Customer Support Center (NCSC) to meet the standards and specifications as prescribed in the *Express Mail Manifesting Technical Guide*, and the appropriate ANSI or AIM published standards.

Authorized NCSC Signature	Date Signed
---------------------------	-------------

**Instructions for Completing and Submission With Mailing**

Keep the original of this form in a safe place. Make a photocopy for each mailing and place a label printed with a barcode representing the Express Mail Manifesting Electronic File Number from the electronic file for this specific mailing in the space indicated below. If you cannot print a barcoded label, fill in the sequence number and check digit (the last nine characters) of your Express Mail Manifesting Electronic File Number (positions 17-25 in the Header Record) for this specific mailing in the space indicated.

**Required Mailing Information**

Number of Express Mail Pieces in This Mailing	Total Postage for This Mailing
Total Weight of Pieces in This Mailing	Express Mail Corporate Account Number

**Express Mail Manifesting Electronic File Number**

5 0

Prefix	DUNS® Number	Sequence Number
--------	--------------	-----------------

You have been certified for:

**Express Mail**

Your company has been assigned the following prefix and range of Express Mail barcode/label numbers:

Prefix	through	Range of Label Numbers
--------	---------	------------------------

**Endorsements**

Signature of Mailer	Date of Mailing	Round Stamp
Acceptance Employee Signature		

**Appendix K: Express Mail Verification Manifest (Sample)**

*[Revise the rates and services on the sample verification manifest to read as follows, including the introductory Note.]*

**Note:** The rates used in this sample Express Mail verification manifest are current as of the publication date for this document. However, rates are subject to change. If necessary, contact the Postal Service for current rates.

Domestic and International Mail (With Cumulative Postage Column)

Mailer's Name and Address	Post Office of Mailing	Date of Manifest
	Manifest Sequence Number	Express Mail Corporate Account No.

Package ID Code	Weight (lbs.)	Rate Indicator	ZIP Code or Country Code	Postage	Cumulative Postage
EA600013571US	22.0	PA	60697	51.30	51.30
EA600013582US	5.0	PA	60194	24.85	76.15
EA600013603US	8.0	PA	70788	31.65	107.80
EA600034563US	2.0	E4	55401	16.25	124.05
EA600034574US	2.0	E4	33386	16.25	140.30
EA600034585US	21.0	PA	41268	50.00	190.30
EA600035796US	7.0	PA	20260	30.45	220.75
EA600045677US	1.0	PA	76543	16.25	237.00
EA600045698US	4.0	IE	FI	35.00	272.00
EA600053593US	.5	IE	AR	22.25	294.25
<b>Page Totals: 10 Pieces</b>	<b>72.50</b>			<b>\$294.25</b>	
<b>Cumulative Page Totals: 10 Pieces</b>	<b>72.50</b>				<b>\$294.25</b>

**Mailer's Name and Address**

Itemized Manifest Summary

**Express Mail**

Service	Number of Pieces	Weight (lbs.)	Postage
PA	6	64.0	204.50
IE	2	4.5	57.25
E4	2	4.0	32.50
<b>Totals:</b>	<b>10</b>	<b>72.50</b>	<b>\$294.25</b>

PA = Post Office to Addressee (Domestic)

E4 = Express Mail Flat Rate Post Office to Addressee (Domestic)

IE = Global Express Mail

**Note:** Other Express Mail options are currently not available for EMM.

\* \* \* \* \*

**Appendix L: Express Mail Manifest System Application**

*[Replace the existing application with PS Form 5550, as shown on pages 85–87.]*

\* \* \* \* \*



## Express Mail® Service Manifest System Application

1. Express Mail Service Corporate Account No.

### Customer Information

2. Company Name		3. Dun & Bradstreet No. (DUNS®)	4. Post Office Where Express Mail Service Corporate Account is Held (City, State, ZIP + 4)
5. Address (No., street, ste. no., city, state, ZIP + 4)			6. Estimated Start Date
7. Name of Company Representative Responsible for Manifest System			
8a. Company Representative Phone Number (Include area code)	8b. Company Representative Email Address		8c. Company Representative Fax No.
9. Applicant's Signature	10. Date Signed	11. Are you currently certified or pending certification for Confirmation Service™? <input type="checkbox"/> Yes <input type="checkbox"/> No	

### Technical Information

12. How will you send your electronic files to the USPS host computer? Choosing the option that best suits your situation will shorten the process by two weeks.

a.  Internet FTP      b.  Dial-up (modem) Zipped      c.  Dial-up (modem) UnZipped      d.  Electronic Data Interchange (If checked go to item 15)

13a. IT Manager's Name	13b. Phone Number/Extension/Fax No.	13c. Email Address
14a. Shipping Manager's Name	14b. Phone Number/Extension/Fax No.	14c. Email Address

15a. Will commercial vendor software be used to produce the electronic file and/or labels?  
 Yes. Please furnish the following vendor information:       No. We will develop our own system. (Skip to question 16 below.)

15b. Software Company Name	15c. Product Name and Version Number
15d. Contact Name and Title	15e. Phone Number and Extension

16. Packaging a. <input type="checkbox"/> Customer Provided b. <input type="checkbox"/> USPS Provided c. <input type="checkbox"/> None	17. Reserved	18. Type of Payment a. <input type="checkbox"/> Stamps      d. <input type="checkbox"/> Other b. <input type="checkbox"/> Meter c. <input type="checkbox"/> Manifest	19. Estimated Mail Quantity per Week
---	--------------	---	--------------------------------------

20a. What kind of barcode labels will customer use? i. <input type="checkbox"/> Express Mail Manifesting - USPS Preprinted ii. <input type="checkbox"/> Express Mail Manifesting - Customer Preprinted	20b. Send preprinted labels to: (No., street, ste. no., city, state, ZIP + 4)	21. Are you a consolidator? <input type="checkbox"/> Yes <input type="checkbox"/> No 22a. If "YES", are you using vendor software? <input type="checkbox"/> Yes <input type="checkbox"/> No b. Product Name & Version: _____
	20c. Telephone Number (Include area code)	23. Are you a vendor? <input type="checkbox"/> Yes <input type="checkbox"/> No

### General Information

24a. Post Office Where Express Mail Service Manifest Mailings Will Be Presented (City, state, ZIP + 4)

24b. What Express Mail service options will you use? Check all that apply.  
 Post Office to Addressee       Global Express Mail       COD       Insured       Return Receipt

25a. Have arrangements been made for the verification and acceptance of your Express Mail service packages?  
 Yes       No (Please contact your postmaster)

**General Information (Cont.)**

26. What is the projected daily volume and total daily postage?

\_\_\_\_\_ Volume

\_\_\_\_\_ Postage

27. Is your software Manifest Analysis and Certification (MAC) Program or MAC-Gold certified?

Yes

No. Explain how your manifest system ensures against duplicate mailpiece identification numbers within a mailing (identification numbers must be right-justified in alphanumeric sequence before your application can be approved):

28. How are piece weights determined?

By weighing after the mailpiece is produced.

Using predetermined weight(s), explain how predetermined weights are calculated and how often they are updated in your system:

29. How often are the scales calibrated and certified?

Yearly

Other (Describe):

30. How are the rate matrices updated in your system?

Vendor Updates

Other (Describe):

31. Can you print rate matrices from your system?

Yes. Include copies with this application.

No. Explain how rate tables are obtained:

32. Which data elements require manual input to generate your manifest?

Package ID Number

Weight     Address

Other (Specify):

33. Do you agree to allow reasonable access to mail preparation areas for USPS employees to observe mail preparation and verify mailing records?

- Yes
- No. Refer to *Express Mail Manifest Agreement*, Article 8.

34. Instead of providing a hard copy verification manifest at the time of mailing, will you furnish the manifest electronically and provide access to a terminal in your facility to view the manifest for verification against actual postage?

- Yes
- No, we will present only a hard copy manifest

35. Do you agree to perform the quality assurance procedures described in Chapter 4 of Publication 97, *Express Mail Manifesting Technical Guide*?

- Yes
- No (*Explain*):

Applicant

Please submit the following documentation with this application. These samples must be produced from the actual software and hardware that will be used:

Sample of verification manifest. (*Only if you will also be furnishing terminal access to your system, include print screens with this application.*)

Sample Express Mail Service one-ply label

Rate matrix (*if applicable*)

Form 1357-S, *Customer Request for Computer Access*. This form is not required if you are currently participating in a Confirmation Services program and have already obtained a logon and password.

USPS Representative

Please fax this application, Form 1357-S (if required), and the attachment on the next page to Product Information Requirement, Product Development, USPS Headquarters at 202-268-7596, and to the USPS National Customer Support Center at 901-681-4440. Send the original Form 1357-S to:

PRODUCT INFORMATION REQUIREMENTS PRODUCT DEVELOPMENT  
 UNITED STATES POSTAL SERVICE  
 475 L'ENFANT PLZ SW RM 4200 NB  
 WASHINGTON DC 20260-4299

A logon ID and password cannot be issued until the original Form 1357-S is received. Submit this form to the Manager, Business Mail Entry, with the documentation listed in the *Applicant* section above.

**Publication 97-A, Express Mail Manifesting Implementation and Administration Guide**

\* \* \* \* \*

**Contents**

\* \* \* \* \*

[Revise the text of the Contents by changing the title of Chapter 4 to "PS Form 1357" and the heading for 4-2 to "Completing PS Form 1357-S."]

**1 Introduction**

**1-2 Candidates for EMM**

[Revise the text in the first paragraph by changing "Expedited/Package Services" to "Product Information Requirements, Product Development, USPS Headquarters." No other changes to text.]

**1-3 Understanding the Technical, Operational, and Mailing Requirements for EMM Mailings**

\* \* \* \* \*

[In the "Resource Name" column of the chart, change "Expedited/Package Services" to "Product Information Requirements, Product Development." No other changes to text.]

\* \* \* \* \*

**2 General Responsibilities**

\* \* \* \* \*

**2-2 Sales Representative**

Sales representatives have the following responsibilities:

\* \* \* \* \*

[Revise c, d, and f by replacing "PS Form 1357" with "PS Form 1357-S"; in c, revise the name of the form to "(Customer) Request for Computer Access"; and revise the text of d and f to read as follows:]

- d. Fax a customer's completed EMM application and PS Form 1357-S to Product Information Requirements, Product Development office at USPS Headquarters and to the NCSC. Fax page 1 of the EMM application to the Expedited Services Specialist.

\* \* \* \* \*

- f. Forward the original PS Form 1357-S to the Product Information Requirements, Product Development, USPS Headquarters. A logon ID and password cannot be issued without an original PS Form 1357-S.

\* \* \* \* \*

**2-4 Business Mail Entry (District)**

Business Mail Entry (district) has the following responsibilities:

\* \* \* \* \*

[Revise i to read as follows:]

- i. After the temporary EMM service agreement has been issued, forward a copy of the file to the office of Business Mailer Support (BMS), USPS Headquarters for final approval.

**2-5 NCSC Barcode Confirmation Office**

The NCSC Delivery Confirmation office has the following responsibilities:

\* \* \* \* \*

[Revise c to read as follows:]

- c. Furnish customers with their 2-digit alpha prefix and the range of label numbers to be used for EMM mailings.

\* \* \* \* \*

**2.6 Expedited Service Specialist (ESS)**

The Expedited Service Specialist (ESS) has the following responsibilities:

\* \* \* \* \*

[Revise d to read as follows:]

- d. Review the customer's Manifest Data Edit Error/Warning Listing (the title of this listing may be changed to the Confirmation/Error/Warning Report) for the first 10 EMM mailings and refer file errors/warnings to the Product Information Requirements, Product Development, USPS Headquarters for resolution.

\* \* \* \* \*

[In 2-8, revise the title by changing "Expedited/Package Services" to "Product Information Requirements, Product Development, USPS Headquarters" to read as follows:]

**2-8 Product Information Requirements, Product Development, USPS Headquarters**

[In 2-8, revise the text by changing "Expedited/Package Services" to "Product Information Requirements, Product Development, USPS Headquarters." No other changes to text.]

\* \* \* \* \*



[In 2-10, revise the title and first sentence to read as follows:]

**2-10 Business Mailer Support, USPS Headquarters**

The office of Business Mailer Support (BMS), USPS Headquarters has the following responsibilities:

\* \* \* \* \*

**3 Specific Responsibilities**

\* \* \* \* \*

**3-2 Application Procedures**

[Revise 2 and 6 by replacing “PS Form 1357” with “PS Form 1357-S”; revise 6 and 8 by changing references to the Expedited/Package Services office at USPS Headquarters to “Product Information Requirements, Product Development, USPS Headquarters.” No other changes to text.]

\* \* \* \* \*

**3-3 Establishing Security/Telecommunications Access and Entering Financial Information**

[Revise 1 by replacing “PS Form 1357” with “PS Form 1357-S”; revise 1 and 2 by changing “Expedited/Package Services, USPS Headquarters” to “Product Information Requirements, Product Development, USPS Headquarters.” No other changes to text.]

\* \* \* \* \*

**3-4 Certification Process for Technical Requirements**

\* \* \* \* \*

[Revise 4 to read as follows:]

- 4. Notify the ESS to enter finance information into PTS D003 screen. [NCSC and Product Information Requirements, Product Development, USPS Headquarters.]

[Revise the second sentence of 5 to read as follows:]

- 5. \*\*\* Send a copy of the notification letter to the Post Office of mailing, the Business Mail Entry manager, the district manager of Marketing, and the Business Mailer Support manager to advise them of the certification. [NCSC]

\* \* \* \* \*

**3-5 Approval Process to Ensure Operational and Mailing Requirements are Met**

**Note:** Business Mail Entry is responsible for all these activities:

\* \* \* \* \*

[Revise 3 by changing “the district’s RCSC” to “the office of Business Mailer Support, USPS Headquarters.” No other changes to text.]

\* \* \* \* \*

**3-6 Verification and Acceptance of EMM Mailings**

**Note:** Business Mail Entry or another postal EMM acceptance site is responsible for all these activities.

\* \* \* \* \*

[Revise 2 by adding a final sentence to read as follows:]

- 2. \*\*\* Once the mailing is accepted, sign and round-date the PS Form 3152-E in the space provided. When requested, furnish the mailer with a copy of PS Form 3152-E in accordance with local policy.

\* \* \* \* \*

**3-7 Daily Administration of the Express Mail Corporate Account**

\* \* \* \* \*

[Revise 3-7 by adding 6 to read as follows:]

- 6. Ensure that the mailer provides all of the required documentation when filing an indemnity claim for an item when postage was paid by EMM. Since EMM mailings utilize a one-ply label, mailers do not have a mailing receipt as evidence of insurance, so to file an indemnity claim, a mailer must submit all of the following documentation:
  - a. PS Form 1000, *Domestic Claim or Registered Mail Inquiry*.
  - b. Evidence of value for the item in question (see *Domestic Mail Manual* S010.2.5).
  - c. A copy of the manifest page showing the Package Identification Code (PIC) for the item in question.
  - d. The manifest summary page for the date the piece was mailed.
  - e. PS Form 3152-E round-stamped on the date of mailing by a Postal Service acceptance employee.
  - f. A copy of the mailer’s EMCA monthly statement that lists the Express Mail label number and postage for the mailpiece in question.
  - g. If the mailer purchased additional insurance or COD service, a signed and round-stamped copy of PS Form 3877, *Firm Mailing Book for Accountable Mail*.

\* \* \* \* \*

**3-8 Initial Monitoring Period**

\* \* \* \* \*

[Revise 3 and 4 by changing references to Expedited/Package Services to "Product Information Requirements, Product Development, USPS Headquarters." No other changes to text.]

\* \* \* \* \*

**3-9 Final Approval**

[Revise the first sentence to read as follows:]

**Note:** The office of Business Mailer Support (BMS), USPS Headquarters is responsible for all of the following activities.

\* \* \* \* \*

[Revise the text of 2 by changing "RCSC" to "BMS" in all three instances.]

\* \* \* \* \*

[Revise the title of chapter 4 by changing "PS Form 1357" to "PS Form 1357-S," to read as follow:]

**4 PS Form 1357-S**

**4-1 Overview**

[Revise 4-1 by changing all references of "PS Form 1357" to "PS Form 1357-S." Revise the last sentence to read as follows:]

\*\*\* PS Form 1357-S is available on the Postal Service Internet Web site at <http://www.usps.com> (click on "Forms").

[Revise the heading of 4-2 by changing "PS Form 1357" to "PS Form 1357-S," to read as follow:]

**4-2 Completing PS Form 1357-S**

[Revise the text of 4-2 by changing all references of "PS Form 1357" to "PS Form 1357-S." In the "Note," also revise the text and mailing address by replacing "Expedited/Package Services" with "Product Information Requirements, Product Development."]

\* \* \* \* \*

**Appendix A — Resource Information**

[In the "Resource Name" column of the chart, change "Expedited/Package Services" to "Product Information Requirements, Product Development." No other changes to text.]

\* \* \* \* \*

**Appendix C — Express Mail Manifest System Agreement**

\* \* \* \* \*

[Revise 16 by changing "RCSC manager" to "Business Mailer Support (BMS) manager"; revise 17 by changing "RCSC manager" to "BMS manager"; revise 17(e) by changing "the RCSC" to "Business Mailer Support"; and renumber 17(g) as 18 to read as follows:]

18. This agreement gives temporary authorization to mail using an Express Mail Manifest System. When final approval is given by the manager, Business Mailer Support, USPS Headquarters, it will remain in effect until \_\_\_\_\_ (Month/Year)

[Revise the note after new 18 to read as follows:]

This Express Mail Manifest System Agreement consists of 18 articles and cannot be amended or changed without the approval of the manager, Business Mailer Support, USPS Headquarters.

\* \* \* \* \*

[Revise the final paragraph of the "Express Mail Manifest Mailing System Service Agreement Temporary Authorization" to read as follows:]

Signature by the above parties constitutes authorization for the mailer to enter mailings under the EMMS on a temporary basis pending final approval of the manager, Business Mail Support, USPS Headquarters.

[Revise the "Express Mail Manifest Mailing System Service Agreement Temporary Authorization" by adding new text to read as follows:]

Final Approval Authorization

Manager, Business Mailer Support, USPS Headquarters

Effective Date \_\_\_\_\_

Name \_\_\_\_\_

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

Phone \_\_\_\_\_

Signature and Date: \_\_\_\_\_

Signature by the Manager, Business Mailer Support, USPS Headquarters constitutes authorization for the mailer to enter mailings under the above service agreement.

— Business Mail Acceptance, Marketing Technology and Channel Management, 5-2-02

## RETAIL AND ACCEPTANCE EMPLOYEES

## Accepting Articles With Certificates of Mailing

A certificate of mailing provides evidence that a mailer presented a specific mailpiece or group of mailpieces to the Postal Service for mailing. In the event that a mailer and a recipient have a dispute regarding whether or not an article was mailed, the certificate of mailing will serve as evidence for the mailing. That is why retail and acceptance employees must understand the importance of following the established acceptance processes. Retail and acceptance employees must properly complete the applicable certificate of mailing form by signing and date stamping it before giving it back to the mailer to retain.

The Postal Service offers three types of certificate of mailing options, each requiring its own Postal Service form, its own acceptance process, and its own fees. One option provides evidence of the total quantity of pieces in an identical weight mailing with postage affixed, and two options provide evidence of individual pieces mailed.

The first option is a bulk certificate of mailing, which is used for bulk quantities of identical weight First-Class Mail®, Standard Mail, and Package Services pieces with postage affixed. This option requires the mailer to use PS Form 3606, *Certificate of Bulk Mailing*, showing the total number of pieces mailed. The Postal Service employee who accepts the mail must verify the weight of the mailing, calculate the total quantity, and validate the number of pieces claimed. A bulk certificate of mailing currently costs \$3.50 for the first 1,000 pieces in the mailing, plus \$0.40 for each additional 1,000 pieces.

The second option is an individual certificate of mailing used for single First-Class Mail pieces. This option requires the mailer to use PS Form 3817, *Certificate of Mailing*. The Postal Service employee who accepts the mail is required to match all information on PS Form 3817 to the individual mailpiece. An individual certificate of mailing currently costs \$0.75 per item.

The third option is a certificate of mailing for three or more pieces of mail presented at the same time. This option requires the mailer to list the individual pieces on PS Form 3877, *Firm Mailing Book for Accountable Mail*. A customer who lists the pieces on PS Form 3877 must either (a) present the pieces in the same order as shown on the list or (b) consecutively number each entry and lightly number each piece to show the corresponding sheet and line number. The Postal Service employee who accepts the mail must conduct a sampling to verify the listing's accuracy. Both the mailer and the accepting employee must initial any alterations made to the firm mailing book. The fee for this type of certificate of mailing is currently \$0.25 for each piece listed on PS Form 3877.

For all three types of certificate of mailing, the customer may choose to submit an approved facsimile of the Postal Service form. The facsimile must include all elements of the Postal Service form that pertain to the customer's mail. Either the local postmaster or the manager of business mail entry may approve the facsimile. At a minimum, the facsimile of PS Form 3877 must include:

- Sequence number.
- Name and address of addressee.
- Certificate of mailing fee.
- Date of mailing.
- Place of mailing.
- Summary page showing cumulative totals.

For all three types of certificate of mailing, the Postal Service employee who accepts the mail must sign and date stamp the form presented with the mailing after following the established procedures to verify the accuracy of the information on the accompanying form. When a customer submits an approved PS Form 3877 facsimile with multiple pages, the Postal Service employee who accepts the mail must sign and date stamp the summary page.

— *Business Mail Acceptance,  
Marketing Technology and Channel Management, 5-2-02*

## APO/FPO Changes

The following change appears in the APO/FPO table that is also published in its entirety in this *Postal Bulletin* (22075). **Acceptance clerks may contact the Military Postal Service Agency with any questions regarding APO/FPO ZIP Codes, toll free, at 800-810-6098, Monday–Friday, 0730–1630.**

APO/FPO	Action	Effective Date	See Restrictions
APO AE 09364	Activate	Immediately	A-B1-F-N-R1-Z1

— *International Network Operations, Network Operations Management, 5-2-02*

## Overseas Military Mail

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

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

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

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

Changes from previous listing are in bold type.

## Conditions Applied to Mail Addressed to Military Post Offices Overseas

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

<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>
09091	Not Active	09149	Not Active	09207	Not Active
09092	Not Active	09150	Not Active	09208	Not Active
09093	Not Active	09151	Not Active	09209	Not Active
09094	B-B1-C-D	09152	Not Active	09210	Not Active
09095	B-B1-C-D-U	09153	Not Active	09211	B-B1-C-D-U
09096	B-B1-C-D-U	09154	B-B1-C-D-U	09212	B-B1-C-D-U-V
09097	Not Active	09155	Not Active	09213	B-B1-C-D-U
09098	B-B1-C-D-U	09156	Not Active	09214	B-B1-C-D-U
09099	B-B1-C-D-U	09157	Not Active	09215	Not Active
09100	B-B1-C-D-U	09158	Not Active	09216	Not Active
09101	Not Active	09159	Not Active	09217	Not Active
09102	B-B1-C-D-U	09160	Not Active	09218	Not Active
09103	B-B1-D-U	09161	Not Active	09219	Not Active
09104	B-B1-C-D-U	09162	Not Active	09220	Not Active
09105	Not Active	09163	Not Active	09221	Not Active
09106	Not Active	09164	Not Active	09222	Not Active
09107	B-B1-C-D-U	09165	B-B1-C-D-U	09223	Not Active
09108	Not Active	09166	B-B1-C-D-U	09224	Not Active
09109	Not Active	09167	Not Active	09225	B-B1-C-D-U
09110	B-B1-C-D-U	09168	Not Active	09226	B-B1-C-D-U
09111	B-B1-C-D-U	09169	B-B1-C-D-U	09227	B-B1-C-D-U
09112	B-B1-C-D-U	09170	Not Active	09228	Not Active
09113	Not Active	09171	Not Active	09229	B-B1-C-D-U
09114	B-B1-C-D-U	09172	B-B1-C-D-U	09230	Not Active
09115	Not Active	09173	B-B1-C-D-U	09231	Not Active
09116	Not Active	09174	Not Active	09232	Not Active
09117	Not Active	09175	B-B1-C-D-U	09233	Not Active
09118	Not Active	09176	Not Active	09234	Not Active
09119	Not Active	09177	B-B1-C-D-U	09235	Not Active
09120	Not Active	09178	Not Active	09236	Not Active
09121	Not Active	09179	Not Active	09237	B-B1-C-D-U-V
09122	Not Active	09180	B-B1-C-D-U	09238	Not Active
09123	B-B1-C-D-U	09181	Not Active	09239	Not Active
09124	Not Active	09182	B-B1-C-D-U	09240	Not Active
09125	Not Active	09183	B-B1-C-D-U	09241	Not Active
09126	B-B1-C-D	09184	Not Active	09242	Not Active
09127	Not Active	09185	B-B1-C-D-U	09243	Not Active
09128	B-B1-C-D-U	09186	B-B1-C-D-U	09244	B-B1-C-D-U
09129	Not Active	09187	Not Active	09245	B-B1-C-D-U
09130	Not Active	09188	Not Active	09246	Not Active
09131	B-B1-C-D-U	09189	Not Active	09247	Not Active
09132	Not Active	09190	Not Active	09248	Not Active
09133	Not Active	09191	Not Active	09249	Not Active
09134	Not Active	09192	Not Active	09250	B-B1-C-D-U
09135	Not Active	09193	Not Active	09251	Not Active
09136	B-B1-C-D	09194	Not Active	09252	B-B1-C-D-U
09137	B-B1-C-D-U	09195	Not Active	09253	Not Active
09138	B-B1-C-D-U	09196	Not Active	09254	Not Active
09139	B-B1-C-D	09197	Not Active	09255	Not Active
09140	B-B1-C-D-U	09198	Not Active	09256	Not Active
09141	Not Active	09199	Not Active	09257	Not Active
09142	B-B1-C-D-U	09200	Not Active	09258	Not Active
09143	B-B1-C-D-U	09201	Not Active	09259	Not Active
09144	Not Active	09202	Not Active	09260	Not Active
09145	Not Active	09203	Not Active	09261	Not Active
09146	Not Active	09204	Not Active	09262	B-B1-C-D-U
09147	Not Active	09205	Not Active	09263	B-B1-C-D-U
09148	Not Active	09206	Not Active	09264	B-B1-C-D-U

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09265	B-B1-C-D-N-U	09316	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09362	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1
09266	B-B1-C-D-U				
09267	B-B1-C-D-U	09317	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09363	Not Active
09268	Not Active			<b>09364</b>	<b>A-B1-F-N-R1-Z1</b>
09269	Not Active	09318	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09365	Not Active
09270	Not Active			09366	Not Active
09271	Not Active	09319	Not Active	09367	Not Active
09272	Not Active	09320	Not Active	09368	Not Active
09273	Not Active	09321	Not Active	09369	Not Active
09274	Not Active	09322	Not Active	09370	Not Active
09275	Not Active	09323	Not Active	09371	Not Active
09276	Not Active	09324	Not Active	09372	Not Active
09277	Not Active	09325	Not Active	09373	Not Active
09278	Not Active	09326	Not Active	09374	Not Active
09279	Not Active	09327	Not Active	09375	Not Active
09280	Not Active	09328	Not Active	09376	Not Active
09281	Not Active	09329	Not Active	09377	Not Active
09282	Not Active	09330	Not Active	09378	Not Active
09283	Not Active	09331	Not Active	09379	Not Active
09284	Not Active	09332	Not Active	09380	Not Active
09285	Not Active	09333	Not Active	09381	Not Active
09286	Not Active	09334	Not Active	09382	Not Active
09287	Not Active	09335	Not Active	09383	Not Active
09288	Not Active	09336	Not Active	09384	Not Active
09289	Not Active	09337	Not Active	09385	Not Active
09290	Not Active	09338	Not Active	09386	Not Active
09291	Not Active	09339	Not Active	09387	Not Active
09292	Not Active	09340	A-B-B1-C1-F-R-V	09388	Not Active
09293	Not Active	09341	Not Active	09389	Not Active
09294	Not Active	09342	Not Active	09390	Not Active
09295	Not Active	09343	Not Active	09391	Not Active
09296	Not Active	09344	Not Active	09392	Not Active
09297	Not Active	09345	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09393	Not Active
09298	Not Active			09394	Not Active
09299	Not Active	09346	Not Active	09395	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1
09300	Not Active	09347	Not Active		
09301	Not Active	09348	Not Active	09396	A-B-B1-F-V
09302	B-B1-E2-F-H1-R-R1-U2-V- Z1	09349	Not Active	09397	Not Active
09303	B-B1-E2-F-H1-R-R1-U2-V- Z1	09350	A-B-B1-C1-E2-F-H1-M-R- R1-V-Z1	09398	Not Active
09304	B-B1-E2-F-H1-R-R1-U2-V- Z1	09351	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09399	Not Active
09305	B-B1-E2-F-H1-R-R1-U2-V- Z1	09352	A-B-B1-C1-E2-F-H1-M-R- R1-V-Z1	09400	Not Active
09306	Not Active			09401	Not Active
09307	Not Active	09353	A-B-B1-C1-E2-F-H1-M-R- R1-V-Z1	09402	Not Active
09308	Not Active			09403	Not Active
09309	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09354	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09404	Not Active
09310	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09355	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09405	Not Active
09311	A-B-B1-C1-E2-F-H1-M-R- R1-V-Z1	09356	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09406	Not Active
09312	Not Active	09357	Not Active	09407	Not Active
09313	Not Active	09358	Not Active	09408	Not Active
09314	B-B1-C-F-V	09359	Not Active	09409	B-B1-C-C1-U-V
09315	Not Active	09360	B-B1-V	09410	Not Active
		09361	A-B-B1-C1-E2-F-H1-M-N-R- R1-V-Z1	09411	Not Active
				09412	Not Active
				09413	Not Active
				09414	Not Active
				09415	Not Active
				09416	Not Active

<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>
09417	Not Active	09475	Not Active	09533	Not Active
09418	Not Active	09476	Not Active	09534	B-V
09419	Not Active	09477	Not Active	09535	Not Active
09420	Not Active	09478	Not Active	09536	Not Active
09421	B-B1-C-C1-U	09479	Not Active	09537	Not Active
09422	Not Active	09480	Not Active	09538	Not Active
09423	Not Active	09481	Not Active	09539	Not Active
09424	Not Active	09482	Not Active	09540	Not Active
09425	Not Active	09483	Not Active	09541	Not Active
09426	Not Active	09484	Not Active	09542	Not Active
09427	Not Active	09485	Not Active	09543	B-V
09428	Not Active	09486	Not Active	09544	Not Active
09429	Not Active	09487	Not Active	09545	B-V
09430	Not Active	09488	Not Active	09546	Not Active
09431	Not Active	09489	Not Active	09547	Not Active
09432	Not Active	09490	Not Active	09548	Not Active
09433	Not Active	09491	Not Active	09549	B-V
09434	Not Active	09492	Not Active	09550	B-V
09435	Not Active	09493	Not Active	09551	Not Active
09436	Not Active	09494	B-B1-C-C1-U	09552	Not Active
09437	Not Active	09495	Not Active	09553	Not Active
09438	Not Active	09496	B-B1-C-C1-U-V	09554	B-B1-V
09439	Not Active	09497	Not Active	09555	Not Active
09440	Not Active	09498	B-B1-C-C1-U	09556	B-V
09441	Not Active	09499	B-B1-C-C1-U	09557	B-V
09442	Not Active	09500	Not Active	09558	Not Active
09443	Not Active	09501	B-V	09559	Not Active
09444	Not Active	09502	B-V	09560	Not Active
09445	Not Active	09503	B-V	09561	Not Active
09446	Not Active	09504	B-V	09562	Not Active
09447	B-B1-C-C1-U-V	09505	B-V	09563	Not Active
09448	Not Active	09506	B-V	09564	B-V
09449	Not Active	09507	B-V	09565	B-V
09450	Not Active	09508	B-V	09566	B-V
09451	Not Active	09509	B-V	09567	B-V
09452	Not Active	09510	B-V	09568	B-V
09453	Not Active	09511	B-N-V-Z	09569	B-V
09454	B-B1-C-C1-U	09512	Not Active	09570	B-V
09455	Not Active	09513	Not Active	09571	Not Active
09456	B-B1-C-C1-U	09514	Not Active	09572	Not Active
09457	Not Active	09515	Not Active	09573	B-V
09458	Not Active	09516	Not Active	09574	B-V
09459	B-B1-C-C1-U	09517	B-V	09575	B-V
09460	Not Active	09518	Not Active	09576	B-V
09461	B-B1-C-C1-U	09519	Not Active	09577	B-V
09462	Not Active	09520	Not Active	09578	B-V
09463	B-B1-C-C1-U	09521	B-V	09579	B-V
09464	B-B1-C-C1-U	09522	Not Active	09580	Not Active
09465	Not Active	09523	Not Active	09581	B-V
09466	Not Active	09524	B-V	09582	B-V
09467	Not Active	09525	Not Active	09583	Not Active
09468	B-B1-C-C1-U	09526	Not Active	09584	Not Active
09469	B-B1-C-C1-U	09527	Not Active	09585	Not Active
09470	B-B1-C-C1-U	09528	Not Active	09586	B-V
09471	Not Active	09529	Not Active	09587	B-V
09472	Not Active	09530	Not Active	09588	B-V
09473	Not Active	09531	Not Active	09589	B-B1-V
09474	Not Active	09532	B-V	09590	B-V

<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>
09591	B-V	09649	B-B1-U	09707	B-B1-C-N-U-V
09592	Not Active	09650	Not Active	09708	B-B1
09593	B-V	09651	Not Active	09709	B-B1-F1
09594	B-V	09652	Not Active	09710	B-B1-C-C1-F1-M-R-R1-U
09595	B-V	09653	Not Active	09711	B-B1-F1-Z1
09596	B-V	09654	Not Active	09712	Not Active
09597	Not Active	09655	Not Active	09713	B-B1-C-F1
09598	Not Active	09656	Not Active	09714	B-B1-C-C1-F1-M-R-R1-U
09599	B-V	09657	Not Active	09715	B-B1-F1
09600	Not Active	09658	Not Active	09716	B-B1-C-D-N-U-V
09601	B-B1-C-F-F1-U	09659	Not Active	09717	B-B1-M-W
09602	Not Active	09660	Not Active	09718	B-B1-F-I-N-U-V
09603	B-B1-C-F-F1-U	09661	Not Active	09719	Not Active
09604	B-B1-C-F-F1-U	09662	Not Active	09720	B-B1-U-V
09605	Not Active	09663	Not Active	09721	B-B1-N-U-Z1
09606	Not Active	09664	Not Active	09722	B-B1-C-D-N-U-V
09607	Not Active	09665	Not Active	09723	B-B1-N-U-V-Z1
09608	Not Active	09666	Not Active	09724	B-B1-C-C1-F1-M-R-R1-U
09609	B-B1-C-F-U	09667	Not Active	09725	B-C
09610	B-B1-C-F-U	09668	Not Active	09726	B-B1-N-U
09611	Not Active	09669	Not Active	09727	Not Active
09612	B-B1-C-F-U	09670	Not Active	09728	B-C
09613	B-B1-C-F-U-V	09671	Not Active	09729	Not Active
09614	Not Active	09672	Not Active	09730	Not Active
09615	Not Active	09673	Not Active	09731	Not Active
09616	Not Active	09674	Not Active	09732	B-B1-N-V-Z1
09617	B-B1-C-F-U	09675	Not Active	09733	B-B1-I-V
09618	B-B1-C-F-U	09676	Not Active	09734	Not Active
09619	B-B1-C-F-U	09677	Not Active	09735	B-B1-N-V-Z1
09620	B-B1-C-F-U	09678	Not Active	09736	Not Active
09621	B-B1-C-F-U	09679	Not Active	09737	Not Active
09622	B-B1-C-F-U	09680	Not Active	09738	Not Active
09623	B-B1-C-F-U	09681	Not Active	09739	Not Active
09624	B-B1-C-F-U	09682	Not Active	09740	Not Active
09625	B-B1-C-F-U	09683	Not Active	09741	Not Active
09626	B-B1-C-F-U	09684	Not Active	09742	Not Active
09627	B-B1-C-F-U	09685	Not Active	09743	Not Active
09628	B-B1-C-F-F1-U-V	09686	Not Active	09744	Not Active
09629	Not Active	09687	Not Active	09745	Not Active
09630	B-B1-C-F-U-V	09688	Not Active	09746	Not Active
09631	B-B1-C-F-U	09689	Not Active	09747	Not Active
09632	Not Active	09690	Not Active	09748	Not Active
09633	Not Active	09691	Not Active	09749	Not Active
09634	Not Active	09692	Not Active	09750	Not Active
09635	Not Active	09693	Not Active	09751	Not Active
09636	B-B1-C-F-U	09694	Not Active	09752	Not Active
09637	Not Active	09695	Not Active	09753	Not Active
09638	B-B1-C-E2-F-U-V	09696	Not Active	09754	Not Active
09639	Not Active	09697	Not Active	09755	Not Active
09640	Not Active	09698	Not Active	09756	Not Active
09641	Not Active	09699	Not Active	09757	Not Active
09642	B-B1-N-U	09700	Not Active	09758	Not Active
09643	B-B1-U	09701	Not Active	09759	Not Active
09644	B-B1-U	09702	Not Active	09760	Not Active
09645	B,U	09703	B-B1-C-F1	09761	Not Active
09646	Not Active	09704	B-B1-C-D-V	09762	Not Active
09647	B-B1-N-U	09705	B-B1-U	09763	Not Active
09648	Not Active	09706	B-B1-C-U-V	09764	Not Active



APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09765	Not Active	09819	A-B-F-P-V-Z1	09871	B-B1-E2-E3-F-H1-R-R1-U1-V-Z1
09766	Not Active	09820	Not Active	09872	Not Active
09767	Not Active	09821	A-B-F-V-Z1	09873	Not Active
09768	Not Active	09822	A-B-F-V-Z1	09874	Not Active
09769	Not Active	09823	A-B-F-V-Z1	09875	Not Active
09770	Not Active	09824	A-B-F-V-Z1	09876	Not Active
09771	Not Active	09825	Not Active	09877	Not Active
09772	Not Active	09826	B-B1-E2-E3-F-H1-R-R1-U1-V-Z1	09878	Not Active
09773	Not Active			09879	Not Active
09774	Not Active	09827	A-B-F-Z1	09880	B-B1-E2-F-H1-R-R1-U2-V-Z1
09775	Not Active	09828	B-N-V-Z1	09881	Not Active
09776	Not Active	09829	Not Active	09882	B-B1-E2-E3-F-H1-R-R1-U1-V-Z1
09777	A-B-B1-C-E1-N	09830	B-B1-C-Z1	09883	Not Active
09778	Not Active	09831	B-B1-F-N-U-V-Z1	09884	Not Active
09779	A-B-B1-F-R-V	09832	B-B1-U1-V-Z1	09885	Not Active
09780	A-B-B1-F-R-V	09833	B-B1-U1-V-Z1	09886	Not Active
09781	Not Active	09834	B-B1-V-Z1	09887	Not Active
09782	Not Active	09835	A-B-B1-V-Z1	09888	B-B1-E2-F-H1-R-R1-U2-V-Z1
09783	Not Active	09836	A-B-B1-C-F-M-V-Z1	09889	B-B1-E2-F-H1-R-R1-U2-V-Z1
09784	Not Active	09837	B-B1-V-Z1	09890	B-B1-E2-F-H1-R-R1-U2-V-Z1
09785	Not Active	09838	B-B1-V-Z1	09891	Not Active
09786	Not Active	09839	A-B-B1-U-V-Z1	09892	A-B-B1-F-N-R-R1-V-Z1
09787	Not Active	09840	Not Active	09893	Not Active
09788	A-B-B1-F-R-V	09841	A-B-B1-U-Z1	09894	Not Active
09789	A-B-B1-F-R-V	09842	A-B-B1-Z1	09895	Not Active
09790	A-B-B1-C1-F-R-V	09843	Not Active	09896	Not Active
09791	A-B-B1-C1-E1-F-M-R-V	09844	A-B-B1-U-V-Z1	09897	Not Active
09792	Not Active	09845	Not Active	09898	B-B1-E2-F-H1-I-R-R1-U2-V-Z1
09793	A-B-B1-F-R-V	09846	Not Active	09899	Not Active
09794	Not Active	09847	Not Active	09900	Not Active
09795	Not Active	09848	Not Active	09901	Not Active
09796	Not Active	09849	Not Active	09902	Not Active
09797	B-B1-C-D-P-V	09850	Not Active	09903	Not Active
09798	Not Active	09851	Not Active	09904	Not Active
09799	Not Active	09852	B-B1-E2-E3-F-H1-R-R1-U1-V-Z1	09905	Not Active
09800	Not Active			09906	Not Active
09801	Not Active	09853	B-B1-E2-F-H1-R-R1-U2-V-Z1	09907	Not Active
09802	Not Active			09908	Not Active
09803	B-B1-E2-E3-F-H1-R-R1-U1-V-Z1	09854	Not Active	09909	Not Active
09804	Not Active	09855	B-B1-E2-F-H1-R-R1-U2-V-Z1	09910	Not Active
09805	Not Active			09911	Not Active
09806	Not Active	09856	Not Active	09912	Not Active
09807	Not Active	09857	Not Active	09913	Not Active
09808	Not Active	09858	B-B1-E2-E3-F-H1-R-R1-U1-V-Z1	09914	Not Active
09809	Not Active			09915	Not Active
09810	Not Active	09859	Not Active	09916	Not Active
09811	B-B1-E2-E3-F-H1-R-R1-U1-V-Z1	09860	Not Active	09917	Not Active
09812	B-B1-E2-E3-F-F1-I-N-R-U-V-Z1	09861	Not Active	09918	Not Active
09813	Not Active	09862	Not Active	09919	Not Active
09814	B-B1-E2-E3-F-F1-I-N-R-U-V-Z1	09863	Not Active	09920	Not Active
09815	Not Active	09864	Not Active		
09816	Not Active	09865	A-B-B1-V-Z1		
09817	Not Active	09866	Not Active		
09818	Not Active	09867	Not Active		
		09868	A-B-B1-U-V-Z1		
		09869	Not Active		
		09870	Not Active		

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

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
34095	B-V	96253	Not Active	96311	B-B1-M-V-W
34096	Not Active	96254	Not Active	96312	Not Active
34097	Not Active	96255	Not Active	96313	B-B1-F-F1-F2-M-W
34098	B-V	96256	Not Active	96314	Not Active
34099	B-V	96257	A-B-B1-U	96315	Not Active
96200	Not Active	96258	A-B-B1-U	96316	Not Active
96201	A-B	96259	A-B-B1-U	96317	Not Active
96202	A-B1-U-V	96260	A-B-B1-U	96318	Not Active
96203	A-B	96261	Not Active	96319	B-B1-M-W
96204	A-B-B1	96262	A-B-B1-U-V	96320	Not Active
96205	A-B-B1-U	96263	Not Active	96321	B-B1-F-F1-F2-M-W
96206	A-B-B1-U	96264	A-B-B1-U	96322	B-B1-F-F1-F2-M-W
96207	A-B-B1-V	96265	Not Active	96323	B-B1-M-V-W
96208	A-B-B1-U	96266	A-B-B1-U	96324	Not Active
96209	Not Active	96267	A-B-B1-U-V	96325	Not Active
96210	Not Active	96268	Not Active	96326	B-B1-M-W
96211	Not Active	96269	A-B-B1-U	96327	Not Active
96212	A-B-B1-U	96270	Not Active	96328	B-B1-M-W
96213	A-B-B1-U-V	96271	A-B-B1-U	96329	Not Active
96214	A-B-B1-U	96272	Not Active	96330	B-B1-M-W
96215	A-B-B1-U-V	96273	Not Active	96331	Not Active
96216	Not Active	96274	Not Active	96332	Not Active
96217	A-B-B1-U-V	96275	A-B-B1-V	96333	Not Active
96218	A-B-B1-U	96276	A-B-B1	96334	Not Active
96219	A-B-B1-U-V	96277	Not Active	96335	Not Active
96220	A-B-B1-U-V	96278	A-B-B1-U	96336	B-B1-M-V-W
96221	A-B-B1-U-V	96279	Not Active	96337	B-B1-M-W
96222	Not Active	96280	Not Active	96338	B-B1-M-W
96223	Not Active	96281	Not Active	96339	B-B1-M-V-W
96224	A-B-B1-U	96282	Not Active	96340	Not Active
96225	Not Active	96283	A-B-B1-U	96341	Not Active
96226	Not Active	96284	A-B-B1-U-V	96342	Not Active
96227	Not Active	96285	Not Active	96343	B-B1-M-W
96228	Not Active	96286	Not Active	96344	Not Active
96229	Not Active	96287	Not Active	96345	Not Active
96230	Not Active	96288	Not Active	96346	Not Active
96231	Not Active	96289	Not Active	96347	B-B1-F-F1-F2-M-W
96232	Not Active	96290	Not Active	96348	B-B1-F-F1-F2-M-W
96233	Not Active	96291	Not Active	96349	B-B1-F-F1-F2-M-W
96234	Not Active	96292	Not Active	96350	B-B1-F-F1-F2-M-W
96235	Not Active	96293	Not Active	96351	B-B1-F-F1-F2-M-W
96236	Not Active	96294	Not Active	96352	Not Active
96237	Not Active	96295	Not Active	96353	Not Active
96238	Not Active	96296	Not Active	96354	Not Active
96239	Not Active	96297	A-B-B1-U	96355	Not Active
96240	Not Active	96298	Not Active	96356	Not Active
96241	Not Active	96299	Not Active	96357	Not Active
96242	Not Active	96300	Not Active	96358	Not Active
96243	Not Active	96301	Not Active	96359	Not Active
96244	Not Active	96302	Not Active	96360	Not Active
96245	Not Active	96303	Not Active	96361	Not Active
96246	Not Active	96304	Not Active	96362	B-B1-F-F1-F2-M-W
96247	Not Active	96305	Not Active	96363	Not Active
96248	Not Active	96306	B-B1-F-F1-F2-M-W	96364	Not Active
96249	Not Active	96307	Not Active	96365	B-B1-M-V-W
96250	Not Active	96308	Not Active	96366	Not Active
96251	A-B-B1-U	96309	B-B1-M-V-W	96367	B-B1-L-M-W
96252	Not Active	96310	B-B1-M-W	96368	B-B1-M-W

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
96369	Not Active	96427	Not Active	96485	Not Active
96370	B-B1-F-F1-F2-M-W	96428	Not Active	96486	Not Active
96371	Not Active	96429	Not Active	96487	Not Active
96372	B-B1-M-W	96430	Not Active	96488	Not Active
96373	B-B1-M-W	96431	Not Active	96489	Not Active
96374	B-B1-M-W	96432	Not Active	96490	B-B1-V
96375	B-B1-M-W	96433	Not Active	96491	Not Active
96376	B-B1-M-W	96434	Not Active	96492	Not Active
96377	B-B1-M-W	96435	Not Active	96493	Not Active
96378	B-B1-M-W	96436	Not Active	96494	Not Active
96379	B-B1-M-W	96437	Not Active	96495	Not Active
96380	Not Active	96438	Not Active	96496	Not Active
96381	Not Active	96439	Not Active	96497	Not Active
96382	Not Active	96440	Not Active	96498	Not Active
96383	Not Active	96441	Not Active	96499	Not Active
96384	B-B1-M-W	96442	Not Active	96500	Not Active
96385	Not Active	96443	Not Active	96501	Not Active
96386	B-B1-M-W	96444	Not Active	96502	Not Active
96387	B-B1-M-W	96445	Not Active	96503	Not Active
96388	B-B1-M-W	96446	Not Active	96504	Not Active
96389	Not Active	96447	Not Active	96505	Not Active
96390	Not Active	96448	Not Active	96506	Not Active
96391	Not Active	96449	Not Active	96507	A-B-F-V
96392	Not Active	96450	Not Active	96508	Not Active
96393	Not Active	96451	Not Active	96509	Not Active
96394	Not Active	96452	Not Active	96510	Not Active
96395	Not Active	96453	Not Active	96511	B-B1-I-N-V
96396	Not Active	96454	Not Active	96512	Not Active
96397	Not Active	96455	Not Active	96513	Not Active
96398	Not Active	96456	Not Active	96514	Not Active
96399	Not Active	96457	Not Active	96515	B-B1-F
96400	Not Active	96458	Not Active	96516	Not Active
96401	B-B1-F-V	96459	Not Active	96517	B-B1-F-U3-V
96402	B-B1-F-V	96460	Not Active	96518	B-B1-V
96403	A-B-B1-M-N-U-V	96461	Not Active	96519	Not Active
96404	Not Active	96462	Not Active	96520	B-F-U3-V
96405	Not Active	96463	Not Active	96521	B-F-N
96406	Not Active	96464	Not Active	96522	B-F-N-U
96407	Not Active	96465	Not Active	96523	Not Active
96408	Not Active	96466	Not Active	96524	Not Active
96409	Not Active	96467	Not Active	96525	Not Active
96410	Not Active	96468	Not Active	96526	Not Active
96411	Not Active	96469	Not Active	96527	Not Active
96412	Not Active	96470	Not Active	96528	Not Active
96413	Not Active	96471	Not Active	96529	Not Active
96414	Not Active	96472	Not Active	96530	A-B-B1-H-M-N-U-V
96415	Not Active	96473	Not Active	96531	B-B1-H-M-U-V
96416	Not Active	96474	Not Active	96532	Not Active
96417	Not Active	96475	Not Active	96533	Not Active
96418	Not Active	96476	Not Active	96534	A-B-F
96419	Not Active	96477	Not Active	96535	A-B-B1-F-V
96420	Not Active	96478	Not Active	96536	B-B1-V
96421	Not Active	96479	Not Active	96537	B-B1-V
96422	Not Active	96480	Not Active	96538	B-B1-V
96423	Not Active	96481	Not Active	96539	Not Active
96424	Not Active	96482	Not Active	96540	B-B1-V
96425	Not Active	96483	Not Active	96541	B-B1-V
96426	Not Active	96484	Not Active	96542	B-B1-V

<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>	<b>APO/ FPO</b>	<b>See Restrictions</b>
96543	B-B1-P-V	96596	Not Active	96647	Not Active
96544	Not Active	96597	Not Active	96648	Not Active
96545	Not Active	96598	B-B1-V	96649	Not Active
96546	B-F-U3	96599	B-B1-V	96650	Not Active
96547	B-F-U3-V	96600	Not Active	96651	Not Active
96548	A-B-B1-H-M-U	96601	B-V	96652	Not Active
96549	A-B-B1-H-M-U	96602	B-V	96653	Not Active
96550	Not Active	96603	B-V	96654	Not Active
96551	A-B-B1-H-M-U	96604	B-V	96655	Not Active
96552	Not Active	96605	B-O-V	96656	Not Active
96553	A-B-B1-H-M-N-U-V	96606	B-V	96657	B-V
96554	A-B-B1-H-M-U	96607	B-V	96658	Not Active
96555	B-B1-F-M-V	96608	B-V	96659	Not Active
96556	Not Active	96609	B-V	96660	B-V
96557	B-B1-F-M-V	96610	B-V	96661	B-V
96558	B-V	96611	B-V	96662	B-V
96559	Not Active	96612	B-V	96663	B-V
96560	Not Active	96613	B-B1-C1-E2-F-H1-I-R1-U2-V-Z1	96664	B-V
96561	Not Active			96665	B-V
96562	Not Active	96614	B-B1-C1-E2-F-H1-I-R1-U2-V-Z1	96666	B-V
96563	Not Active			96667	B-V
96564	Not Active	96615	B-V	96668	B-V
96565	Not Active	96616	Not Active	96669	B-V
96566	Not Active	96617	B-V	96670	B-V
96567	Not Active	96618	Not Active	96671	B-V
96568	Not Active	96619	B-V	96672	B-V
96569	Not Active	96620	B-V	96673	B-V
96570	Not Active	96621	B-V	96674	B-V
96571	Not Active	96622	B-V	96675	B-V
96572	Not Active	96623	B-V	96676	B-V
96573	Not Active	96624	B-V	96677	B-V
96574	Not Active	96625	Not Active	96678	B-V
96575	Not Active	96626	Not Active	96679	B-V
96576	Not Active	96627	Not Active	96680	Not Active
96577	Not Active	96628	B-V	96681	B-V
96578	Not Active	96629	B-V	96682	B-V
96579	Not Active	96630	Not Active	96683	B-V
96580	Not Active	96631	Not Active	96684	B-V
96581	Not Active	96632	Not Active	96685	Not Active
96582	Not Active	96633	Not Active	96686	B-V
96583	Not Active	96634	B-V	96687	B-V
96584	Not Active	96635	B-V	96688	Not Active
96585	Not Active	96636	Not Active	96689	Not Active
96586	Not Active	96637	Not Active	96690	Not Active
96587	Not Active	96638	Not Active	96691	Not Active
96588	Not Active	96639	Not Active	96692	Not Active
96589	Not Active	96640	Not Active	96693	Not Active
96590	Not Active	96641	Not Active	96694	Not Active
96591	Not Active	96642	Not Active	96695	Not Active
96592	Not Active	96643	B-V	96696	Not Active
96593	Not Active	96644	Not Active	96697	Not Active
96594	Not Active	96645	Not Active	96698	B-V
96595	B-B1-V	96646	Not Active	96699	Not Active

## RESTRICTIONS

### LEGEND

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

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

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

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

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

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

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

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

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

**C.** Cigarettes and other tobacco products are prohibited.

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

**D.** Coffee is prohibited.

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

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

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

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

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

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

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

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

**H1.** Pork or pork by-products are prohibited.

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

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

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

**I1.** This restriction does not apply to registered mail.

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

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

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

**L.** All official mail is prohibited.

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

**N.** Registered mail is prohibited.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Z.** No outside pieces (OSPs).

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

### Postal Bulletin Distribution

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

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

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

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

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

Either way you send it, please include the "PO0" subscription number from your address label.

#### Postal Service Orders for Postal Bulletin

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

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

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

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

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

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

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

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

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

**Address and Quantity Changes and Subscription Problems:** Postal facilities may send address and quantity changes and subscription queries via cc:Mail to POSTAL BULLETIN or via the Internet to [pbulleti@email.usps.gov](mailto:pbulleti@email.usps.gov). Please include old and new address and quantities, and the "PO0" subscription number from your address label. Postal facilities may also complete this form and mail it to:

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

All other facilities should contact their administrative post office.

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

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

#### Public Orders for Postal Bulletin

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

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

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

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

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

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

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

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

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

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

Enter \_\_\_\_\_ Annual Subscription(s).  
 Total Amount \$ \_\_\_\_\_

Send \_\_\_\_\_ additional copies of Bulletin # \_\_\_\_\_  
 Total Amount \$ \_\_\_\_\_

GPO deposit account [ ] [ ] [ ] [ ] [ ] [ ] [ ] - [ ]

Check/money order payable to: Superintendent of Documents

VISA        MasterCard 

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

**Mail Completed Form and Payment To:**  
 SUPERINTENDENT OF DOCUMENTS  
 US GOVERNMENT PRINTING OFFICE  
 PO BOX 371954  
 PITTSBURGH PA 15250-7954

## Finance

### MANAGEMENT INSTRUCTION

#### Government-Issued, Individually Billed Travel Charge Cards

Management Instruction (MI) FM-640-2002-1, *Government-Issued, Individually Billed Travel Charge Cards*, has been published online. You can locate the online copy of the MI on the Postal Service Intranet at <http://blue.usps.gov/cpim>; click on *MI*s. This MI will not be available in printed copies.

— Corporate Accounting, Finance, 5-2-02

## Philately

### STAMP ANNOUNCEMENT 02-09

#### American Toleware Definitive Stamp



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The Postal Service will issue a 5-cent *American Toleware* (Item 778100) definitive stamp in a gummed coil of 10,000 on May 31, 2002, in McLean, Virginia. The stamp, designed by Derry Noyes, Washington, DC, and illustrated

by Lou Nolan, McLean, Virginia, will go on sale nationwide on June 1, 2002. The coil of 10,000 may not be split and the stamps may not be sold individually.

The *American Toleware* definitive stamp features a painted detail of a black toleware coffeepot. Toleware is japanned (varnished) or painted tinware fashioned into a variety of objects, including teapots, coffeepots, cups, and candlesticks, and often decorated with designs such as fruits, flowers, and leaves. Typically, these designs in colors such as deep red, green, and pumpkin yellow are either hand painted or stenciled into a black background of asphaltum mixed with varnish, giving the items a velvety finish. The coffeepot featured on the stamp is now in the collection of the Winterthur Museum in Delaware. It is believed that this piece was manufactured in Philadelphia, Pennsylvania, between 1850 and 1875. The *American Toleware* stamp is the first stamp in the new *American Design* series. The stamps in this series will vary in denomination from 1 through 10 cents.

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

Customers have 30 days to obtain the first day of issue postmark by mail. They may purchase new stamps at their local Post Office, by telephone at 1 800 STAMP-24, and at the Postal Store Web site at [www.usps.com](http://www.usps.com). 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

AMERICAN TOLEWARE DEFINITIVE STAMP  
 POSTMASTER  
 6841 ELM ST  
 MCLEAN VA 22101-9991

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 July 1, 2002.

Stamp Fulfillment Services (SFS) 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 telephoning 1 800 STAMP-24 or writing to:

INFORMATION FULFILLMENT  
 DEPT 6270  
 US POSTAL SERVICE  
 PO BOX 219014  
 KANSAS CITY MO 64121-9014

First day covers remain on sale for at least 1 year after the stamp's issuance.

**Philatelic Products**

There are no philatelic products for this stamp issue.

**Distribution: Item 778100, American Toleware, Coil of 10,000 (WAG)**

Stamp distribution offices (SDOs) *will not* receive an automatic distribution of Item 778100, 5-cent *American Toleware*, water activated gum (WAG) coil of 10,000. Automatic distributions will be provided to accountable paper depositories (APDs) and Stamp Service Centers (SSCs).

SDOs requiring quantities of Item 778100 must order them from the appropriate APD using a separate PS Form 17, *Stamp Requisition*.

**Initial Supply to Post Offices**

Post Offices requiring quantities of Item 778100 must order them from their designated SDO using a separate PS Form 17. SDOs must not distribute these coils to Post Offices before May 24, 2002.

**Additional Supply**

Post Offices requiring additional coils must requisition them from their designated SDO using a 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 APD will receive 440 coils; the Chicago APD will receive 1,440

coils; the Denver APD will receive 400 coils; and the Memphis and New York APDs will receive 720 coils. For fulfilling supplemental orders from APDs, the Kansas City SSC will receive 8,640 coils.

**Philatelic Requirement**

Authorized philatelic centers requiring the *American Toleware* coil of 10,000, must order Item 778100 from their designated SDO using PS Form 17.

Issue:	<i>American Toleware</i>
Item Number:	778100
Denomination & Type of Issue:	5-cent Definitive Special
Format:	Coil of 10,000 (1 design)
Series:	<i>American Design</i>
Issue Date & City:	May 31, 2002, McLean, VA 22101
Illustrator:	Lou Nolan, McLean, VA
Designer:	Derry Noyes, Washington, DC
Art Director:	Derry Noyes, Washington, DC
Typographer:	Derry Noyes, Washington, DC
Modeler:	Donald H. Woo
Manufacturing Process:	Gravure
Engraver:	Arnotek Industries
Printer:	Sennett Security Products (SSP)
Printed at:	American Packaging Corporation, Columbus, WI
Press Type:	Rotomec, 3000
Stamps per coil:	10,000
Print Quantity:	300 million stamps
Paper Type:	Nonphosphored Type III
Gum Type:	Water activated
Processed at:	Unique Binders, Fredericksburg, VA
Colors:	Magenta, Yellow, Cyan, Black, PMS 7536 (Dark gray), PMS 454 (Light gray), PMS 7504 (Light brown)
Stamp Orientation:	Vertical
Image Area (w x h):	0.72 x 0.810 in./18.28 x 20.57 mm
Overall Size (w x h):	0.87 x 0.960 in./22.09 x 24.38 mm
Full Pane Size (w x h):	N/A
Plate Size:	616 stamps per revolution
Plate Numbers:	"S" followed by seven (7) single digits (every 14 stamps)
Marginal Markings:	N/A
Catalog Item Number(s):	778120 Strip of 5 — \$0.25 778130 Strip of 25 w/plate no. — \$1.25 778140 Full Coil of 10,000 — \$500.00 778162 First Day Cancellation — \$0.56

— Stamp Services,  
 Government Relations and Public Policy, 5-2-02

UPDATED ANNOUNCEMENT 02-C

## 2002 Stamps and Postal Stationery

"2002 Stamps and Postal Stationery" (Announcement 02-C, May 2002), which appears on page 107, is intended to replace the quarterly announcement of the same name, previously printed and sent to customers on request through Stamp Fulfillment Services in Kansas City. The announcement is a listing of stamps and postal stationery items scheduled for issuance during calendar year 2002. Post Offices may wish to post this schedule on their bulletin boards.

Customers may also be directed to access the *Postal Bulletin* through the Postal Service Web site at [www.usps.com](http://www.usps.com), then by clicking on *Info*, and then *Postal Periodicals and Publications*.

This announcement will be updated every 2 to 3 months, as changes warrant.

### How to Order First Day of Issue Cancellations and Covers

Customers may purchase new stamps or postal stationery items at their Post Office, from the *USA Philatelic* catalog, by calling 1 800 STAMP-24, or online at [www.usps.com](http://www.usps.com) by clicking on *Buy Stamps & More*. Then they should prepare their own covers by affixing new stamps to the upper right corner of envelopes or postcards of their choice, and address those envelopes, postcards, or postal stationery

items to themselves or others. (Postage must equal the current First-Class Mail rate.) For sturdiness, include a card of postcard thickness in each cover (envelopes only) submitted, and tuck in the flap. Place the cover in a larger envelope addressed to: NAME OF ISSUE, POSTMASTER, CITY, STATE, and ZIP CODE (followed by -9991). Covers submitted for first day of issue cancellations may include additional uncanceled stamps only if the uncanceled stamps were issued before the first day of issue of the new stamps or postal stationery items. All orders must be postmarked on or before the deadline indicated in the "2002 Stamps and Postal Stationery" announcement that follows.

The U.S. Postal Service offers uncanceled first day covers for new stamp issues and postal stationery items postmarked with the official first day of issue cancellation. Each item has its own catalog number in *USA Philatelic*, issued quarterly. Customers may request a free catalog by phoning 1 800 STAMP-24, by sending an email to [sfs@email.usps.gov](mailto:sfs@email.usps.gov), or by writing to: INFORMATION FULFILLMENT, DEPT 6270, US POSTAL SERVICE, PO BOX 219014, KANSAS CITY MO 64121-9014.

— Stamp Services,  
Government Relations and Public Policy, 5-2-02



## 2002 STAMPS AND POSTAL STATIONERY

This schedule is subject to change.

Announcement 02-C (May 2002)

This is a periodic announcement of new stamps and postal stationery items being issued during the calendar year. For additional information on stamps and stamp products visit our Postal Store Web site at [www.usps.com](http://www.usps.com).

NOTE	ISSUE	FIRST DAY OF ISSUE	FIRST DAY CITY/STATE	FORMAT	DEADLINE
P	34¢ Winter Sports	Jan 8	Park City, UT 84060	PSA pane of 20 with header, 4 designs	Feb 7
	34¢ Mentoring a Child	Jan 10	Annapolis, MD 21401	PSA pane of 20 with selvage	Feb 9
	34¢ Langston Hughes (Black Heritage)	Feb 1	New York, NY 10199	PSA pane of 20	Mar 4
	34¢ Happy Birthday	Feb 8	Riverside, CA 92507	PSA pane of 20	Mar 11
	34¢ Year of the Horse (Lunar New Year)	Feb 11	New York, NY 10199	PSA pane of 20	Mar 13
	34¢ U.S. Military Academy (Bicentennial)	Mar 16	West Point, NY 10996	PSA pane of 20	Apr 15
P	34¢ Greetings from America	Apr 4 (nationwide)	New York, NY 10199 (simultaneously issued in all 50 state capitals and New York City)	PSA pane of 50, special issue, 50 designs	Jun 3
	34¢ Longleaf Pine Forest (Nature of America)	Apr 26	Tallahassee, FL 32301	PSA souvenir sheet of 10, 10 designs	May 28
+	5¢ American Toileware (American Design)	May 31	McLean, VA 22101 (NAPEX Show)	Gummed coil of 10,000	Jul 1
N	U.S. Flag (non-denominated, 37¢ First-Class, 1 oz.)	Jun 7 (nationwide)	Washington, DC 20066 (no ceremony)	PSA pane of 20; PSA convertible booklet of 20; PSA doublesided book of 20; PSA vending book of 20; PSA ATM sheetlet of 18; gummed pane of 100; PSA coil of 100	Jul 8
N	37¢ U.S. Flag	Jun 7 (nationwide)	Washington, DC 20066 (no ceremony)	Gummed coils of 3,000 and 10,000; PSA coil of 10,000	Jul 8
N	Antique Toys (non-denominated, 37¢ First-Class, 1 oz.)	Jun 7 (nationwide)	Washington, DC 20066 (no ceremony)	PSA convertible booklet of 20; PSA vending book of 20, 4 designs	Jul 8
N	37¢ Ribbon Star Stamped Envelope	Jun 7 (nationwide)	Washington, DC 20066 (no ceremony)	Stamped envelopes — #6 3/4, #9, and #10	Jul 8
N	3¢ Star (make-up rate)	Jun 7 (nationwide)	Washington, DC 20066 (no ceremony)	PSA pane of 50; gummed coil of 10,000 (available early July '02)	Jul 8
N	23¢ Carlsbad Caverns Stamped Card	Jun 7	Carlsbad, NM 88220	Stamped card	Jul 8
C	37¢ Masters of American Photography (Classic Collection)	Jun 13	San Diego, CA 92199	PSA pane of 20 with selvage, 20 designs	Jul 13
	37¢ John James Audubon (American Treasures)	Jun 27	Santa Clara, CA 95050	PSA pane of 20 with header	Jul 27
	37¢ Harry Houdini	Jul 3	New York, NY 10199	PSA pane of 20	Aug 2
N	60¢ Coverlet Eagle (2 oz.)	Jul 12	Oak Brook, IL 60523 (Americover Show)	PSA pane of 20	Aug 12

CUT ALONG DOTTED LINE



NOTE	ISSUE	FIRST DAY OF ISSUE	FIRST DAY CITY/STATE	FORMAT	DEADLINE
N	37¢ U.S. Flag	Jul 22	Washington, DC 20066 (no ceremony)	PSA pane of 20; PSA convertible booklet of 20; PSA convertible booklet of 10 (available later than July); PSA doublesided book of 20; PSA vending book of 20; gummed coil of 100; PSA coils of 100 and 3,000; PSA ATM convertible booklet of 18	Aug 21
N	37¢ Antique Toys	Jul 22	Rochester, NY 14692	PSA convertible booklet of 20; PSA vending book of 20; PSA coil of 100, 4 designs	Aug 21
	37¢ Irving Berlin	Jul	TBD	PSA pane of 20	TBD
N	3.85 Jefferson Memorial (Priority Mail)	Jul (late)	Washington, DC 20066	PSA pane of 20	TBD
N	\$13.65 U.S. Capitol at Dusk (Express Mail)	Jul (late)	Washington, DC 20066	PSA pane of 20	TBD
N	83¢ Edna Ferber (3 oz.)	Jul (late)	Appleton, WI 54911	PSA pane of 20	TBD
	37¢ Andy Warhol	Aug 9	Pittsburgh, PA 15290	PSA pane of 20 with selvage	Sep 9
	37¢ Teddy Bears	Aug 15	Atlantic City, NJ 08401 (American Philatelic Society Stamp Show)	PSA pane of 20 with header, 4 designs	Sep 14
N	37¢ Love (1 oz.)	Aug 16	Atlantic City, NJ 08401 (American Philatelic Society Stamp Show)	PSA convertible booklet of 20	Sep 16
N	60¢ Love (2 oz.)	Aug 16	Atlantic City, NJ 08401 (American Philatelic Society Stamp Show)	PSA pane of 20	Sep 16
	37¢ Ogden Nash	Aug 19	Baltimore, MD 21229	PSA pane of 20	Sep 18
	37¢ Duke Kahanamoku	Aug 24	Honolulu, HI 96820	PSA pane of 20	Sep 23
C	37¢ Women in Journalism	TBD	TBD	PSA pane of 20 with header, 4 designs	TBD
	37¢ American Bats	Sep 13	Austin, TX 78710	PSA pane of 20 with header, 4 designs	Oct 14
C	37¢ Neuter or Spay	Sep 20	Denver, CO 80202	PSA pane of 20 with header, 2 designs	Oct 21
C	37¢ Cary Grant (Legends of Hollywood)	Sep/Oct	TBD	PSA pane of 20 with selvage	TBD
	37¢ Hawaiian Missionaries	Oct 24	New York, NY 10199 (American Stamp Dealers Association Stamp Show)	Gummed souvenir sheet of 4, 4 designs	Nov 23
	37¢ Holiday: Snowmen	Oct (mid)	TBD	PSA pane of 20; PSA vending booklet of 20; PSA doublesided book of 20; PSA linerless coil of 100, 4 designs	TBD
	37¢ Christmas: Gossaert	Oct (mid)	Chicago, IL 60607	PSA convertible booklet of 20	TBD
N	37¢ Kwanzaa (re-issue, new rate)	TBD	Washington, DC 20066 (no ceremony)	PSA pane of 20	TBD
N	37¢ Hanukkah (re-issue, new rate)	TBD	Washington, DC 20066 (no ceremony)	PSA pane of 20	TBD
N	37¢ Eid (re-issue, new rate)	TBD	Washington, DC 20066 (no ceremony)	PSA pane of 20	TBD
N	37¢ Official Mail	TBD	Washington, DC 20066 (no ceremony)	Gummed coil of 100; #10 stamped envelope	TBD
	45¢ Heroes of 2001 (Semipostal)	TBD	TBD	PSA pane of 20 with selvage	TBD

**Note Descriptions**

C: Change in previously announced date, site, and/or rate

N: New issue

P: Pictorial first day postmark

+ Customers must affix additional postage to bring total postage to at least the minimum First-Class Mail rate for an envelope or stamped card, depending on which is used. Also, the cost for a stamped envelope is the value of the postage plus 8 cents, and the cost for a stamped card is the value of the postage plus 2 cents.



### Pictorial Cancellations Announcement

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

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

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

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

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

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

The following cancellation has been extended for 60 days.

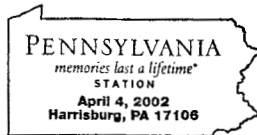


JUNIOR DUCK  
STAMP STATION  
BLOOMINGTON MN 55425  
APRIL 20 2002

April 20, 2002

*National Duck Stamp Collectors Society*  
JUNIOR DUCK STAMP STATION  
ATTN MARK STRONG/STAMP SHOPPE  
100 SOUTH 1ST ST  
MINNEAPOLIS MN 55401-9998

April 4, 2002



USPS  
PENNSYLVANIA MEMORIES  
LAST A LIFETIME STATION  
PHILATELIC CLERK  
1425 CROOKED HILL RD  
HARRISBURG PA 17106-9714

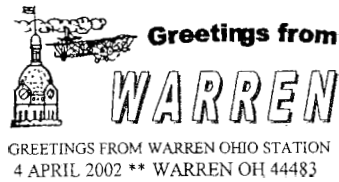
PENNSYLVANIA MEMORIES  
LAST A LIFETIME STATION  
PHILATELIC CLERK  
17 SOUTH COMMERCE WAY  
LEHIGH VALLEY PA 18002-9610



May 16-19, 2002

*National Road Festival*  
NATIONAL ROAD FESTIVAL STATION  
POSTMASTER  
PO BOX 9998  
ADDISON PA 15411-9998

*Hopwood Village Project Committee*  
NATIONAL ROAD FESTIVAL STATION  
POSTMASTER  
PO BOX 9998  
HOPWOOD PA 15445-9998



April 4, 2002  
 Warren Stamp Club  
 GREETINGS FROM WARREN  
 OHIO STATION  
 POSTMASTER  
 PO BOX 9998  
 WARREN OH 44481-9998



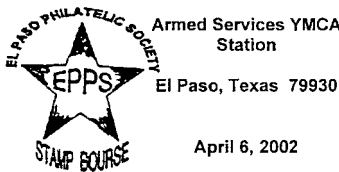
April 13, 2002  
 Elizabethtown Borough  
 EAST 175 YEARS STATION  
 POSTMASTER  
 PO BOX 9998  
 ELIZABETHTOWN PA  
 17022-9989



April 6, 2002  
 Chamber of Commerce  
 TULIPS A BLOOM STATION  
 POSTMASTER  
 203 WEST BLACKWELL AVE  
 BLACKWELL OK 74631-9998



April 13, 2002  
 STRAWBERRY FESTIVAL  
 STATION  
 POSTMASTER  
 275 NORTH 5TH ST  
 PONCHATOUA LA 70471-9998



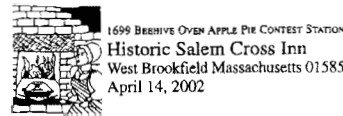
April 6-7, 2002  
 El Paso Philatelic Society  
 ARMED SERVICES YMCA  
 STATION  
 ATTN: CUSTOMER RELATIONS  
 COORDINATOR  
 8401 BOEING DRIVE  
 EL PASO TX 79910-9995



April 13, 2002  
 FLOWER SHOW STATION  
 POSTMASTER  
 520 AVENIDA PICO  
 SAN CLEMENTE CA  
 92674-9998



April 9, 2002  
 Advertising & Promotion  
 Commission  
 OZARK BATHHOUSE STATION  
 POSTMASTER  
 PO BOX 9998  
 HOT SPRINGS AR 71913-9998



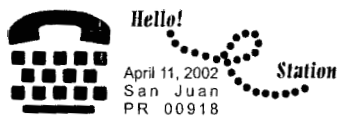
April 14, 2002  
 Salem Cross Inn  
 1699 BEEHIVE OVEN APPLE  
 PIE CONTEST STATION  
 POSTMASTER  
 PO BOX 9998  
 WEST BROOKFIELD MA  
 01585-9998



April 10, 2002  
 Bismarck Elementary School –  
 Mrs Gamers 3rd Grade Class  
 GREETINGS FROM AMERICA  
 STATION  
 POSTMASTER  
 PO BOX 9998  
 BISMARCK AR 71929-9998



April 14, 2002  
 Virgin Island Carnival Committee  
 50TH CARNIVAL ANNIVERSARY  
 STATION  
 POSTMASTER  
 585 ROOSEVELT AVE  
 SAN JUAN PR 00936-9998



April 11, 2002  
 Sprint Puerto Rico Relay  
 HELLO STATION  
 POSTMASTER  
 585 ROOSEVELT AVE  
 SAN JUAN PR 00936-9998



April 16, 2002  
 SESQUICENTENNIAL STATION  
 POSTMASTER  
 PO BOX 9998  
 GOODYEARS BAR CA  
 95944-9998

Quail Dobbs - April 11, 2002  
 Coahoma tx 79811



April 11, 2002  
 Coahoma Post Office  
 COAHOMA KINDERGARTEN  
 RODEO STATION  
 POSTMASTER  
 102 SOUTH FIRST ST  
 COAHOMA TX 79511-9998



April 17, 2002  
 USPS  
 ROCK HILL  
 SESQUICENTENNIAL STATION  
 POSTMASTER  
 206 SOUTH WILSON ST  
 ROCK HILL SC 29730-9998



April 20, 2002  
Yucca Valley Chamber of  
Commerce with the Morongo  
Basin Horsemen Association

PONY EXPRESS  
PIONEERTOWN STATION  
POSTMASTER  
53441 MANE ST  
PIONEERTOWN CA 92268-9998



April 28, 2002  
Great Platte River Road Archway  
Monument  
GREETINGS FROM AMERICA  
STATION  
POSTMASTER  
2401 EAST AVE  
KEARNY NE 68847-9998

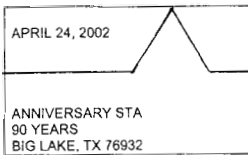


April 21-22, 2002  
The Transcendental Arts Council  
EARTH DAY STATION  
POSTMASTER  
220 NORTH HATCHER AVE  
PURCELLVILLE VA 20132-9998

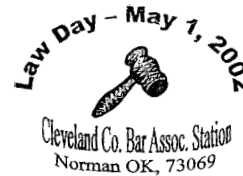


VFW POST 9969  
VETERANS OF FOREIGN WARS  
OF THE UNITED STATES  
AND ITS LADIES AUXILIARY  
LOYALTY DAY STATION  
DEL CITY, OKLAHOMA 73115  
MAY 1, 2002

May 1, 2002  
Veterans of Foreign Wars  
LOYALTY DAY STATION  
POSTMASTER  
320 SOUTHWEST 5TH ST  
OKLAHOMA CITY OK  
73125-9998



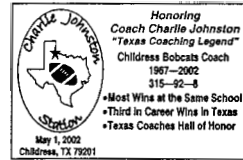
April 24, 2002  
Hickman Museum  
ANNIVERSARY STATION  
POSTMASTER  
210 EAST 2ND  
BIG LAKE TX 76932-9998



May 1, 2002  
Cleveland County District Attys  
Office  
CLEVELAND CO BAR ASSOC  
STATION  
POSTMASTER  
129 WEST GRAY ST  
NORMAN OK 73069-9998



April 25-28/May 2-5, 2002  
New Orleans Jazz & Heritage  
Foundation  
ELLIS MARSALIS JR STATION  
POSTMASTER  
PO BOX 58980  
NEW ORLEANS LA 70158-8980



May 1, 2002  
Childress High School  
CHARLIE JOHNSTON STATION  
POSTMASTER  
2507 AVE F NW  
CHILDRESS TX 79201-9998



April 26-28, 2002  
Diversity Committee  
GREETINGS FROM AMERICA  
STATION  
POSTMASTER  
1100 KINGS RD  
JACKSONVILLE FL 32203-9998



May 1, 2002  
City of Nazareth  
BASKETBALL STATION  
POSTMASTER  
502 ST JOSEPH ST  
NAZARETH TX 79063-9998



April 26-28, 2002  
Florida Veterans  
WICKHAM PARK STATION  
POSTMASTER  
PO BOX 141  
MELBOURNE FL 32902-0141



May 2-3, 2002  
Mullens Area Chamber of  
Commerce  
DOGWOOD FESTIVAL THANK  
YOU STATION  
POSTMASTER  
101 4TH ST  
MULLENS WV 25882-9998



April 27, 2002  
DST Output Technology  
WESTSIDE BUSINESS PARK  
GRAND OPENING STATION  
PHILATELIC UNIT  
315 WEST PERSHING RD 1ST  
FLOOR  
KANSAS CITY MO 64108-9998



May 3, 2002  
Amarillo Post Office  
CINCO DE MAYO STATION  
POSTMASTER  
2301 ROSS  
AMARILLO TX 79120-9998

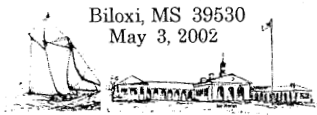


May 3, 2002  
 SPACE DAY STATION  
 MANAGER LOCH RAVEN POST  
 OFFICE  
 ATTN: SPACE DAY STATION  
 808 GLENEAGLES COURT  
 BALTIMORE MD 21286-9998



May 3-5, 2002  
 Northeastern Federation of Stamp  
 Clubs  
 PHILATELIC SHOW STATION  
 POSTMASTER  
 7 POST OFFICE SQUARE  
 ACTON MA 01720-9998

Maritime & Seafood Industry Museum Station

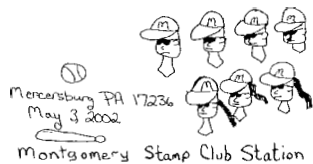


May 3, 2002  
 MARITIME & SEAFOOD  
 INDUSTRY MUSEUM STATION  
 POSTMASTER  
 135 MAIN ST  
 BILOXI MS 39530-9998



Scout-O-Rama Station  
 May 4, 2002  
 Kaysville, Utah 84037

May 4, 2002  
 USPS Kaysville  
 SCOUT-O-RAMA STATION  
 POSTMASTER  
 285 NORTH MAIN  
 KAYSVILLE UT 84037-9998

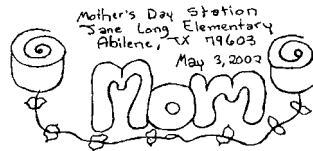


May 3, 2002  
 Montgomery Elementary School  
 Stamp Club  
 MONTGOMERY STAMP CLUB  
 STATION  
 POSTMASTER  
 PO BOX 9998  
 MERCERSBURG PA  
 17236-9998

AREA 15  
 SPECIAL OLYMPICS  
 STATION  
 MONTOUR FALLS, NY 14865  
 MAY 4, 2002



May 4, 2002  
 Area 15 Special Olympics  
 SPECIAL OLYMPICS STATION  
 POSTMASTER  
 309 WEST MAIN ST  
 MONTOUR FALLS NY  
 14865-9998

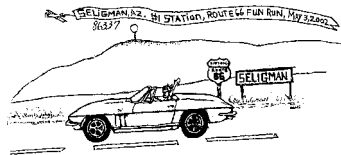


May 3, 2002  
 Jane Long Elementary School  
 MOTHERS DAY STATION  
 POSTMASTER  
 341 PINE ST  
 ABILENE TX 79604-9998



MAY 4, 2002  
 CAMP MUNROE STA.  
 TROOP 154  
 FIRST CAMPOUT  
 MUNROE FALLS, OH  
 44262

May 4, 2002  
 Boy Scout Troop 154  
 CAMP MUNROE STATION  
 POSTMASTER  
 PO BOX 9998  
 MUNROE FALLS OH  
 44262-9998



May 3, 2002  
 USPS  
 #1 STATION  
 POSTMASTER  
 PO BOX 9998  
 SELIGMAN AZ 86337-9998



May 4, 2002  
 Prague Kolache Festival  
 Association  
 KOLACHE FESTIVAL STATION  
 POSTMASTER  
 901 KLABZUBA ST  
 PRAGUE OK 74864-9998



PIONEER DAY STATION  
 MAY 3, 2002  
 GUYMON, OK 73942

May 3, 2002  
 Guymon Chamber of Commerce  
 PIONEER DAY STATION  
 POSTMASTER  
 302 NORTH QUINN  
 GUYMON OK 73942-9998

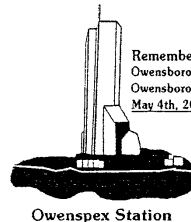
AREA 15  
 SPECIAL OLYMPICS  
 STATION  
 ODESSA, NY 14869  
 MAY 4, 2002



May 4, 2002  
 Area 15 Special Olympics  
 SPECIAL OLYMPICS STATION  
 POSTMASTER  
 109 MAIN ST  
 ODESSA NY 14869-9998



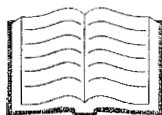
May 3-5, 2002  
 WORLD WIDE CASE EXPO  
 STATION  
 POSTMASTER  
 658 ILLINOIS AVE  
 PAWNEE OK 74055-9998



Remembering Our Heroes!  
 Owensboro Area Stamp Club  
 Owensboro, KY 42301  
 May 4th, 2002

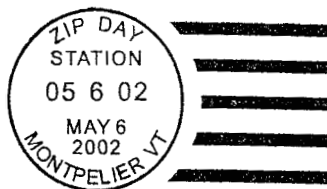
May 4-5, 2002  
 Owensboro Area Stamp Club  
 OWENSPLEX STATION  
 POSTMASTER  
 PO BOX 9998  
 OWENSBORO KY 42301-9998





May 4, 2002  
Lowell MA 01852  
*Samuel S. Pollard  
Memorial Library Station*

May 4, 2002  
*Samuel S Pollard Memorial  
Library*  
SAMUEL S POLLARD  
MEMORIAL LIBRARY STATION  
POSTMASTER  
155 FATHER MORRISSETLE  
BLVD  
LOWELL MA 01853-9998



May 6, 2002  
*USPS*  
ZIP DAY STATION  
POSTMASTER  
87 STATE ST  
MONTPELIER VT 05602-9998



May 4, 2002  
*Elk Station Laramie Lodge No 582*  
ELK STATION  
POSTMASTER  
152 NORTH 5TH ST  
LARAMIE WY 82072-9998

LUEDERS ANNUAL FISH DAY STATION



May 7, 2002  
*Lueders Community Fish Day  
Committee*  
LUEDERS ANNUAL FISH DAY  
STATION  
POSTMASTER  
125 EAST MAIN ST  
LUEDERS TX 79533-9998



NARROWSBURG VOLUNTEER FIRE  
DEPARTMENT CENTENNIAL STATION  
  
MAY 4, 2002  
NARROWSBURG, NEW YORK 12764

May 4, 2002  
NARROWSBURG VOLUNTEER  
FIRE DEPARTMENT  
CENTENNIAL STATION  
POSTMASTER  
PO BOX 9998  
NARROWSBURG NY  
12764-9998



US Advisory Campaign ends an  
estimated 20,000 US  
Servicemen qualify to receive  
the Armed Forces  
Expeditionary medal between  
July 2, 1950 and June 3, 1965  
May 7, 1965  
Vietnam Station  
Pawtucket, RI 02960  
May 7, 2002

May 7, 2002  
*Slater Stamp Club*  
VIETNAM STATION  
POSTMASTER  
40 MONTGOMERY ST  
PAWTUCKET RI 02860-9998

**S O S**

MAY-DAY PHILATELIC STATION  
CLIFTON, NJ 07012-9998  
MAY 5, 2002

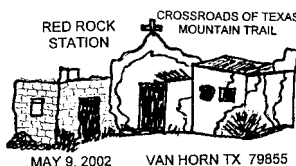
May 4-5, 2002  
*Clifton Stamp Society Inc*  
MAY-DAY PHILATELIC STATION  
POSTMASTER  
811 PAULISON AVE  
CLIFTON NJ 07011-9998



May 8, 2002  
*USPS*  
GREETINGS FROM AMERICA  
STATION  
POSTMASTER  
PO BOX 9998  
HARVEY ND 58341-9998



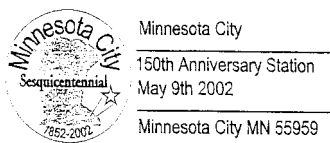
May 4, 2002  
TOWSONTOWN SPRING  
FESTIVAL STATION  
SUPERVISOR TOWSONTOWN  
FINANCE BRANCH  
10 WEST CHESAPEAKE AVE  
BALTIMORE MD 21204-9998



May 9, 2002  
*Red Rock Ranch*  
RED ROCK STATION  
POSTMASTER  
PO BOX 9998  
VAN HORN TX 79855-9998



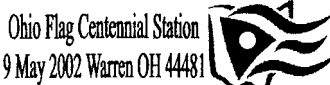
May 4-10, 2002  
*Gunnison Post Office*  
GREETINGS FROM AMERICA  
POSTMASTER  
200 NORTH WISCONSIN ST  
GUNNISON CO 81230-9998



Minnesota City  
150th Anniversary Station  
May 9th 2002  
Minnesota City MN 55959  
  
*Minnesota City Sesquicentennial  
Station*  
150TH ANNIVERSARY STATION  
POSTMASTER  
PO BOX 9998  
MINNESOTA CITY MN  
55959-9998



May 5, 2002  
*Friends of West Hill School*  
WEST HILL SCHOOL STATION  
POSTMASTER  
50 WEST MAIN ST  
CANAJOHARIE NY 13317-9998



May 9, 2002  
*Warren Stamp Club*  
OHIO FLAG CENTENNIAL  
STATION  
POSTMASTER  
PO BOX 9998  
WARREN OH 44481-9998

**Annual Stampede  
PRCA Station**



May 10, 2002  
USPS  
ANNUAL STAMPEDE PRCA  
STATION  
POSTMASTER  
409 E TYLER ST  
ATHENS TX 75751-9998

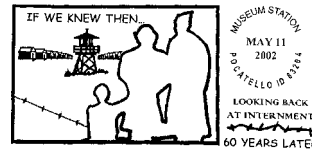
May 11, 2002  
Sequim WA 98382



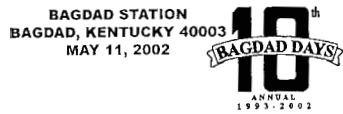
May 11, 2002  
*Sequim Irrigation Festival*  
IRRIGATION FESTIVAL STATION  
POSTMASTER  
240 SOUTH SUNNYSIDE AVE  
SEQUIM WA 98382-9998



May 10, 2002  
*Fort Worden State Park  
Conference Center*  
*The Friends of Fort Worden*  
FORT WORDEN CENTENNIAL  
STATION  
POSTMASTER  
1322 WASHINGTON ST  
PORT TOWNSEND WA  
98368-9998



May 11, 2002  
*Bannock County Historical Society  
& Museum & Japanese American  
Citizens League*  
MUSEUM STATION  
POSTMASTER  
730 EAST CLARK ST  
POCATELLO ID 83201-9998



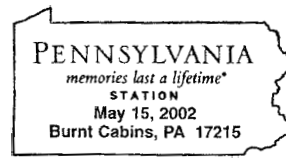
May 10-11, 2002  
*Bagdad Days 2002*  
BAGDAD STATION  
POSTMASTER  
PO BOX 9998  
BAGDAD KY 40003-9998



May 12, 2002  
*National Historic Preservation  
Committee*  
NATIONAL HISTORIC  
PRESERVATION WEEK  
STATION  
POSTMASTER  
130 SOUTH CENTER ST  
COLLINSVILLE IL 62234-9998



May 11, 2002  
*Chili Mills Conservation*  
STUART ROAD BRIDGE  
STATION  
POSTMASTER  
3235 UNION ST  
NORTH CHILI NY 14514-9998



May 15, 2002  
USPS  
PENNSYLVANIA MEMORIES  
LAST A LIFETIME STATION  
POSTMASTER  
PO BOX 9998  
BURNT CABINS PA 17215-9998



May 11, 2002  
SECOND HARVEST FOOD  
STATION  
POSTMASTER  
1505 RAIBLE AVE  
ANDERSON IN 46011-9998



May 15-19, 2002  
*Burlington Post Office*  
CHOCOLATEFEST 02 GALA  
STATION  
POSTMASTER  
PO BOX 9998  
BURLINGTON WI 53105-9998



May 11, 2002  
*Susan G Komen Foundation  
Maryland Chapters*  
BREAST CANCER SYMPOSIUM  
STATION  
MANAGER MAIN OFFICE  
WINDOW  
900 EAST FAYETTE ST  
BALTIMORE MD 21233-9715

— Stamp Services,  
Government Relations and Public Policy, 5-2-02

## Special Cancellation Die Hubs

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

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

<b>Cancellation</b>	<b>Period of Use</b>
National Carih Asthma Week	April 1–May 6
Only You Can Prevent Forest Fires	April 1–Oct. 31
National Salvation Army Week, 4 <sup>th</sup> Week in May	May 1–May 31
Support Research for “NF,” Neurofibromatosis	May 1–May 31
Support Your Mental Health Association	May 1–May 31
National Flag Day, June 14, Pause for the Pledge	May 1–June 14
Goodwill Industries — Our Business Works So People Can	May 1–June 30
Support National Historic Preservation Week	May 9–May 15
National Transportation Week	May 14–May 20
Fight Disease, Support City of Hope Pilot Medical Center	May 15–June 15
Defeat Muscular Dystrophy, Support MDA	May 15–June 17
Conquer Multiple Sclerosis	May 17–June 17
Conquer Cystic Fibrosis	Sept. 1–Sept. 30
Peace Corps Anniversary, Making a Difference	Sept. 1–Oct. 31
Employ People With Disabilities	Sept. 1–Nov. 30
Give to the United Way	Sept. 15–Nov. 15
Learn About Lupus, October Is Lupus Awareness Month	Oct. 1–Oct. 31
Radon Action Week, Protect Your Family, Test Your Home	Oct. 1–Oct. 31
Support Infection Control Week	Oct. 1–Nov. 30
Help Retarded Children	Nov. 1–Nov. 30
Military Families Recognition Day	Nov. 1–Nov. 30
National Adoption Month	Nov. 1–Nov. 30
National Philanthropy Day, Love of Humankind	Nov. 1–Nov. 30
Use Christmas Seals, Support Your Lung Association	Nov. 8–Dec. 31
Support American Education Week	Nov. 10–Nov. 30
Autistic Children, Hope Through Research and Education	Dec. 1–Dec. 31

— *Mail Preparation and Standards,  
Pricing and Classification, 5-2-02*

## Post Offices

### Post Office Changes

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	10-5000	20336	DC	Washington	District of Columbia	Bolling Air Force Base	Place Name	04/13/2002	Realign ZIP Code boundaries. Use Washington DC 20032 as last line of address for 5 deliveries previously in ZIP Code 20336.
New	10-5000	20032	DC	Washington	District of Columbia	Congress Heights	Classified Station	04/13/2002	
Old	11-7410	32573	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32573. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32574	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32574. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32575	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32575. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32576	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32576. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32581	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32581. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	11-7410	32582	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32582. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32589	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32589. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32590	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32590. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32592	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32592. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32593	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32593. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32594	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32594. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32595	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32595. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	11-7410	32596	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32596. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32597	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32597. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-7410	32598	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	Post Office Box ZIP Code discontinued. Use Pensacola FL 32591 as last line of address for all deliveries previously in ZIP Code 32598. This amends <i>Postal Bulletin</i> 22074.
New	11-7410	32591	FL	Pensacola	Escambia	Downtown Station	Classified Station	07/01/2002	
Old	11-6780	33865	FL	Ona	Hardee	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Myakka City FL 34251 as last line of address for 33 deliveries previously in ZIP Code 33865.
New	11-6255	34251	FL	Myakka City	Manatee	Main Office	Post Office	06/01/2002	
Old	11-0930	33834	FL	Bowling Green	Hardee	Main Office	Post Office	02/09/2002	Realign ZIP Code boundaries. Use Lithia FL 33547 as last line of address for 28 deliveries previously in ZIP Code 33834.
New	11-5250	33547	FL	Lithia	Hillsborough	Main Office	Post Office	02/09/2002	
Old	11-7215	34221	FL	Palmetto	Manatee	Main Office	Post Office	02/09/2002	Realign ZIP Code boundaries. Use Ruskin FL 33570 as last line of address for 11 deliveries previously in ZIP Code 34221.
New	11-8085	33570	FL	Ruskin	Hillsborough	Sun City Center	Classified Branch	02/09/2002	
Old	11-4920	33803	FL	Lakeland	Polk	Downtown	Classified Station	07/01/2002	Realign ZIP Code boundaries. Use Lakeland FL 33801 as last line of address for 145 deliveries previously in ZIP Code 33803.
New	11-4920	33801	FL	Lakeland	Polk	Downtown	Classified Station	07/01/2002	
Old	11-4920	33813	FL	Lakeland	Polk	Southside	Classified Branch	07/01/2002	Realign ZIP Code boundaries. Use Lakeland FL 33803 as last line of address for 43 deliveries previously in ZIP Code 33813.
New	11-4920	33803	FL	Lakeland	Polk	Downtown	Classified Station	07/01/2002	
Old	11-9600	33547	FL	Lithia	Hillsborough	Main Office	Post Office	08/10/2002	Realign ZIP Code boundaries. Use Wimauma FL 33598 as last line of address for 287 deliveries previously in ZIP Code 33547.
New	11-9600	33598	FL	Wimauma	Hillsborough	Main Office	Post Office	08/10/2002	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	11-9660	33881	FL	Winter Haven	Polk	Florence Villa	Classified Station	04/20/2002	Realign ZIP Code boundaries. Use Auburndale FL 33823 as last line of address for 8 deliveries previously in ZIP Code 33881.
New	11-0390	33823	FL	Auburndale	Polk	Main Office	Post Office	04/20/2002	
Old	11-9660	33880	FL	Winter Haven	Polk	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Eagle Lake FL 33839 as last line of address for 24 deliveries previously in ZIP Code 33880.
New	11-2415	33839	FL	Eagle Lake	Polk	Main Office	Post Office	06/01/2002	
Old	11-9660	33880	FL	Winter Haven	Polk	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Bartow FL 33830 as last line of address for 20 deliveries previously in ZIP Code 33880.
New	11-0555	33830	FL	Bartow	Polk	Main Office	Post Office	06/01/2002	
Old	11-0555	33830	FL	Bartow	Polk	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Fort Meade FL 33841 as last line of address for 73 deliveries previously in ZIP Code 33830.
New	11-3060	33841	FL	Fort Meade	Polk	Main Office	Post Office	06/01/2002	
Old	11-9825	33890	FL	Zolfo Springs	Hardee	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Arcadia FL 34266 as last line of address for 10 deliveries previously in ZIP Code 33890.
New	11-0240	34266	FL	Arcadia	DeSoto	Main Office	Post Office	06/01/2002	
Old	11-0420	33825	FL	Avon Park	Highlands	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Fort Meade FL 33841 as last line of address for 18 deliveries previously in ZIP Code 33825.
New	11-3060	33841	FL	Fort Meade	Polk	Main Office	Post Office	06/01/2002	
Old	11-0420	33825	FL	Avon Park	Highlands	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Zolfo Springs FL 33890 as last line of address for 32 deliveries previously in ZIP Code 33825.
New	11-9825	33890	FL	Zolfo Springs	Hardee	Main Office	Post Office	06/01/2002	
Old	11-9315	33873	FL	Wauchala	Hardee	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Zolfo Springs FL 33890 as last line of address for 62 deliveries previously in ZIP Code 33873.
New	11-9825	33890	FL	Zolfo Springs	Hardee	Main Office	Post Office	06/01/2002	
Old	11-9825	33890	FL	Zolfo Springs	Hardee	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Wauchala FL 33873 as last line of address for 132 deliveries previously in ZIP Code 33890.
New	11-9315	33873	FL	Wauchala	Hardee	Main Office	Post Office	06/01/2002	

Old/ New	Finance No.	ZIP Code	State	P.O. Name	County/ Parish	Station/Branch/ Unit	Unit Type	Effective Date	Comments
Old	11-9315	33873	FL	Wauchula	Hardee	Main Office	Post Office	06/01/2002	Realign ZIP Code boundaries. Use Ona FL 33865 as last line of address for 36 deliveries previously in ZIP Code 33873.
New	11-6780	33865	FL	Ona	Hardee	Main Office	Post Office	06/01/2002	
Old	36-3512	28739	NC	Hendersonville	Henderson	Hendersonville Annex	Carrier Annex	04/06/2002	Use Hendersonville NC 28791 as last line of address for 122 deliveries previously in Hendersonville ZIP Code 28739. This amends Postal Bulletin 22074.
New	36-3512	28791	NC	Hendersonville	Henderson	Hendersonville Annex	Carrier Annex	04/06/2002	
Old	45-0520	29902	SC	Beaufort	Beaufort	Main Office	Post Office	07/01/2002	Establish a new ZIP Code for a delivery area. Use Ladys Island SC 29907 as last line of address for 3,898 deliveries previously in ZIP Code 29902.
New	45-0520	29907	SC	Beaufort	Beaufort	Ladys Island	Community Post Office	07/01/2002	
Old	56-4980	53705	WI	Madison	Dane	Main Office	Post Office	06/01/2002	This announcement expands the use of ZIP Code 53726 to include 2,242 deliveries.
New	56-4980	53726	WI	Madison	Dane	Main Office	Post Office	06/01/2002	

— Office of Address Management, Chief Technology Officer, 5-2-02

#### ORDERING INSTRUCTIONS

### Miscellaneous Cardboard Boxes

If your local supply of Mail Transport Equipment (MTE) rolling stock is insufficient, you may consult with your Area Mail Transport Equipment specialist (AMTES) to order miscellaneous cardboard boxes as a substitute for the rolling stock.

If the AMTES can validate that your local supply of MTE rolling stock is insufficient, he or she will check on the local availability of reusable miscellaneous cardboard boxes.

Finally, if the AMTES finds that no MTE rolling stock and no reusable miscellaneous cardboard are available, your AMTES may place an order for miscellaneous cardboard boxes through one of the two (2) national contracts. Those contracts are the mandated sources.

— Mail Transport Equipment,  
Network Operations, Management, 5-2-02



## Preparation of Sacks, Mail Trays, and Lids for Reuse

Employees assigned to Postal facility opening units are reminded to look for and remove all ACT (Air Contract Transportation) tags and D&R (Destination/Routing) tags. Despite the fact that ACT tags are obsolete and should no longer be used, they still continue to turn up and must be removed. D&R tags are used on sleeves, lids, and sacks in all networks. Difficulties can result with the scanning system if more than one D&R tag is present to be scanned on a piece of mail or equipment.

Additionally, remove all tray labels from incoming sacks, mail trays, sleeves, and lids. Remove tags and labels immediately after emptying sack or tray contents into opening unit sorting and distribution equipment. Failure to remove used tags and/or tray labels can cause mail to be misrouted when mail transport equipment is reused.

Opening unit supervisors should ensure that adequate trash and/or recycling receptacles are available within the opening unit work area to dispose of removed tags and tray labels.

— *Mail Transport Equipment,  
Network Operations Management, 5-2-02*

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## Unauthorized Modifications to Plastic Hampers

The Mail Transport Equipment Service Center (MTE SC) network is finding a number of unauthorized modifications to Mail Transport Equipment (MTE) EIRS 61P (orange plastic 1046P hampers). One of the most common modifications is a slit that is cut across the top, which is used for the placement of a placard.

When an MTE SC receives a 61P hamper in that condition, the hamper meets the criteria for condemnation. Headquarters is working with the MTE SCs to ensure that those units are not condemned. However, in order to protect the integrity of the MTE, facilities performing those unauthorized modifications may be subject to chargeback for the destruction of MTE.

All facilities must immediately stop this type of unauthorized modification to all types of MTE or face the consequential chargebacks.

— *Mail Transport Equipment,  
Network Operations Management, 5-2-02*



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



***He's right.***

**SAFETY  
DEPENDS  
ON ME!**



# Postal Employees

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## CORRECTION

### Safety and Health Inspections — Level 20–26 Offices

In Postal Bulletin 22074 (4-18-02, page 84), the article “Level 20-26 Offices: Safety and Health Inspections” contained incorrect navigating instructions for reaching the Safety Checklists page on the Intranet. The correct navigating instructions are included here (corrections are shown in **bold**).

The *Employee Labor Relations Manual* (ELM) 824.32, PC Installations With One Hundred Workyears or More, requires a semiannual safety and health inspection of all postal installations with 100 or more workyears of employment in the regular workforce.

In offices with more than 100 employees in the main facility, the servicing safety office should conduct the inspection. In subordinate stations and branches with fewer than 100 employees, the installation head (IH) must ensure that these offices conduct their own inspections.

You can find the inspection checklists and inspection instructions on the Postal Service Intranet. Go to <http://blue.usps.gov> and click on:

1. *Headquarters,*
2. *Human Resources,*
3. *Safety & Health,*

4. *Safety Performance Management,*
5. *Safety Toolkit Resources Page,*
6. **Program Management, and then**
7. **Safety Checklists.**

Add the *Safety Checklists* page under your favorites for quick access. *Note:* Because the inspection checklists and instructions are available online, Headquarters does not provide these documents by mail.

The postmasters/IHs, or their designees, must:

1. Complete a safety and health inspection using the checklist within 30 days of the date of this *Postal Bulletin*.
2. Post the inspection.
3. Ensure abatement of all deficiencies in accordance with the instructions.
4. Certify completion of the inspection to the servicing safety office.

— *Safety Performance Management,*  
*Employee Resource Management, 5-2-02*

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### Long-Term Care — Eligibility Information

On September 19, 2000, the U.S. president signed Public Law 106-265, the Long-Term Care Security Act. The act amended federal civil service provisions to direct the Office of Personnel Management (OPM) to establish and administer a program through which federal employees and annuitants, current and retired members of the uniformed services, and their qualified relatives may obtain long-term care insurance through a qualified carrier.

On December 18, 2001, OPM awarded contracts to the Metropolitan Life Insurance Company and to the John Hancock Life Insurance Company. The two companies are working in partnership to provide long-term care. They are referred to as Long Term Care (LTC) Partners, LLC.

General information regarding this new program follows.

### Eligibility

The following persons are eligible to apply for coverage: all current federal career employees, including U.S. Postal Service and Tennessee Valley Authority employees; noncareer employees who are eligible for federal health benefits; parents, parents-in-law, and stepparents of current employees; spouses and adult children of current employees and annuitants; federal annuitants; survivor annuitants; members of the uniformed services, including military retirees and reservists; uniformed services retirees and reservists (when eligible for an annuity); and Office of Workers Compensation Program (OWCP) recipients who were employed in a position covered under eligibility requirements.

## Enrollment

Individuals interested in purchasing an LTC policy must request an application from LTC Partners, complete the application, and submit it directly to LTC Partners. Local personnel offices must not accept applications.

Not all employees who apply for an LTC policy will be eligible for the standard insurance. LTC Partners will ask applicants to complete an underwriting form. The length of the form and the type of questions asked will vary depending on whether the applicant is an active employee, spouse, retiree, and so forth. Nonemployees must complete a more extensive form (full underwriting). LTC Partners reviews the forms, may follow up with further questions or ask for medical documentation, and ultimately determines if applicants qualify for a policy.

## Early Enrollment

An early enrollment opportunity is currently underway (March 25 – May 15, 2002). This early enrollment opportunity is strictly for individuals who have already fully researched LTC coverage options and are certain they would like to purchase a policy immediately. This is not an opportunity for individuals who still have many questions or are unsure whether they want to enroll. LTC Partners' current rates and options are now posted on the LTC Partners Web site (the address is shown below).

The effective date of the early enrollment will vary depending on the date the applicant is approved by LTC Partners.

## LTC Open Season Enrollment

There will be an official LTC open season July 1 – December 31, 2002, when all potentially eligible individuals may apply for enrollment. LTC Partners has begun distributing educational and informational materials to agency personnel offices via mail, e-mail, posters, brochures, and broadcasts. Current information can also be found on the LTC Partners Web site.

The earliest effective date for individuals who apply during open season is October 1, 2002. Applications received after that date will be effective the first day of the month after the application is approved. The premium will be calculated based on the applicant's age on July 1, 2002.

## Premium Payments

Enrollees may choose payroll deduction, direct debit from their bank account, or direct billing from LTC Partners (payroll deduction is **not** an option for the early enrollment period). The premiums will **not** be deducted on a pre-tax basis; they will be deducted on an after-tax basis. Enrollees must pay the full premium. There is no agency contribution. Employees may request payroll deduction to pay for the premiums of qualified family members who enroll.

## Coverage

All applications are for **self only** policies. When a policy is purchased, the benefits apply **only** to the policyholder. The policyholder is the person who files an application, completes the underwriting, and is approved for a policy to receive LTC benefits. The benefits cannot be used for services rendered for other family members. The services must be for the policyholder **only**.

## Rates and Benefits

Information on the plan rates and benefits is now available on the LTC Partners Web site.

## Personnel Office Responsibility

Personnel offices are **not** responsible for the administration of this new program. Personnel's sole responsibility is to display communications information in accordance with local policy. LTC Partners will mail brochures and posters to the same Human Resources address distribution list as is used for Flexible Spending Account (FSA), Thrift Savings Plan (TSP), and Federal Employee Health Benefit (FEHB) program materials. Personnel offices should direct employee inquiries or concerns to the program information sources shown below.

## LTC Program Information Sources

For additional information about the new LTC program, contact the following resources:

LTC Partners LLC: 800-582-3337 (800-LTC-FEDS)

LTC Partners LLC Web site: [www.ltcfeds.com](http://www.ltcfeds.com)

OPM Web site: [www.opm.gov/insure/ltc](http://www.opm.gov/insure/ltc)

— Compensation,  
Employee Resource Management, 5-2-02

## Thrift Savings Plan Open Season and *PostalEASE*

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

### ***PostalEASE* Used for Enrollment**

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

### **Contacting TSP to Make a Fund Investment Election**

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

### **USPS PIN versus TSP PIN**

Employees must use two PINs to make TSP elections.

The USPS PIN is maintained by the Postal Service and must be used to make either a contribution percentage election or dollar amount election or to cancel TSP participation via *PostalEASE*. An employee who does not know his or her USPS PIN must call *PostalEASE*. When prompted, the caller must press 1 for *PostalEASE*. When prompted, the caller must enter the Social Security number. When prompted to enter the PIN, the caller must pause, then press 2. The USPS PIN will be mailed to the employee's address of record, normally the next business day.

When an employee requests the USPS PIN, it does not change (unlike the TSP PIN), and the old USPS PIN remains valid. (The USPS PIN is the same PIN employees use for phone bidding and computerized bidding.)

The TSP PIN is maintained by TSP and must be used to make fund investment choices via the TSP Web site and the TSP ThriftLine. An employee who is a TSP participant and who does not know his or her TSP PIN may choose one of three methods to have a new TSP PIN mailed to his or her address of record. Available methods are: (1) Go to the TSP Web site at [www.tsp.gov](http://www.tsp.gov) and select *Account Access*. (2) Call the TSP ThriftLine at 504-255-8777, choose 2, enter the Social Security number, then listen to the instructions. (3) Call the TSP Service Office at 504-255-6000. Once TSP has received a TSP PIN request, the old TSP PIN is no longer valid.

### **Direct Mailings to Employees**

Direct mailings to employees include the following:

- Career employees receive from the national level a direct mailing of leaflet TSP0502, *TSP Open Season* (PSN is 7530-05-000-4884; unit of issue is EA; bulk pack quantity is 4,800), and *PostalEASE* instructions at their mailing addresses of record during May.
- In addition to the leaflet noted above, newly eligible career employees receive from the national level a direct mailing of TSPBK08, *Summary of the Thrift Savings Plan for Federal Employees* (PSN is 7530-03-000-9364; unit of issue is EA; bulk pack quantity is 150; edition date is May 2001), as well as a cover letter and *PostalEASE* instructions at their mailing addresses of record soon after their accession PS Form 50, *Notification of Personnel Action*, is processed.

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

### **Eligibility**

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

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

### Effective Dates

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

If employee enters TSP open season election via <i>PostalEASE</i> from...	Then effective date will be...
05-15-2002 00:01 A.M. through 07-23-2002 12:00 noon Central Time (CT)	7-13-2002 (pay period [PP] 16-2002)
07-23-2002 12:01 P.M. through 07-31-2002 5:00 P.M. CT	7-27-2002 (PP 17-2002)

Because *PostalEASE* provides employees the ability to complete a TSP open season election without contacting the local personnel office and automates the processing of such elections, it should minimize use of PS Form 6886, *Thrift Savings Plan — Request for Retroactive Contributions*, which is completed in cases of administrative error for TSP open season elections. Personnel offices have the authority to determine whether an administrative error has occurred. If an error has delayed a TSP open season election past the appropriate effective date, personnel and the employee must complete PS Form 6886 and submit it to the Eagan Accounting Service Center (ASC). The effective dates for elections delayed due to administrative error must be made retroactive to July 13 or July 27, 2002, depending on the date the employee would have otherwise entered his or her open season election via *PostalEASE*. (PS Form 6886, which was published in *Postal Bulletin* 21665, 3-31-88, must be reproduced locally as needed.) Personnel offices also have the authority to determine whether a belated open season election opportunity exists. If so, personnel must submit the employee's election to the Eagan ASC for processing, in accordance with administrative instructions provided to personnel offices regarding *PostalEASE*. Belated open season elections are not retroactive in most circumstances.

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

### Open Season Materials

In addition to the direct mailing of TSP information to employees, the MDC will automatically distribute residual supplies of the open season leaflet TSP0502, *TSP Open Season*, to Human Resources at district offices, area offices, processing and distribution centers/facilities (PDC/Fs), bulk mail centers (BMCs), airport mail centers/facilities

(AMC/Fs), remote encoding centers, the Office of Inspector General, Postal Inspection Service divisions, Headquarters, and selected Headquarters field units.

### Non-Open Season Materials

Because of TSP policy changes, these two items have been created or revised: TSP-16, *Exception to Spousal Requirements* (edition date is January 2002), and TSP-65, *Request to Combine Uniformed Services and Civilian TSP Accounts* (edition date is January 2002). All prior editions of these items are obsolete and must be discarded or recycled where appropriate.

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

### Ordering TSP Items

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

### Participant Statements

Employees with a TSP account will receive a participant statement from the TSP Service Office in May 2002.

### Publicity

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

To assist in publicizing the TSP open season, all offices must post (1) the open season notice on page 127 of this *Postal Bulletin* through July 31, 2002, and (2) the current TSP fact sheet on bulletin boards.

— Compensation,  
Employee Resource Management, 5-2-02

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

**TSP Contribution Elections and Cancellations**

**(USPS PIN)**

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

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

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

Don't know your USPS PIN? Call *PostalEASE*; press 1; enter SSN; when prompted to enter PIN, pause, then press 2. Your USPS PIN will be mailed to your address of record, usually by the next business day.

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

**TSP Fund Investment Elections**

**(TSP PIN)**

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

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

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

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

**When and Who**

May 15, 2002, through July 31, 2002 — all career employees

***PostalEASE* and TSP Information Mailed to Career Employees**

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

**Closing Date and Time**

*PostalEASE* closes 5:00 P.M. Central Time on July 31, 2002, for TSP open season elections.

**Please post on all bulletin boards through July 31, 2002.**

CUT ALONG DOTTED LINE





# Duty. Honor. Country.

*The U.S.  
Military  
Academy at  
West Point.*

*Celebrating  
200 years of  
leadership to  
keep our  
nation safe.*

**FOR 200 YEARS, THE UNITED STATES MILITARY ACADEMY AT WEST POINT** has created leaders of this nation. Its mission — to prepare young men and women for careers as officers in the United States Army and to inspire each of them to a lifetime of selfless service to the nation.

**THE UNITED STATES POSTAL SERVICE** is proud to pay tribute to West Point with a commemorative stamp. We join in the celebration of its bicentennial by making available this special framed commemorative stamp art.

**BEAUTIFULLY ASSEMBLED**, this 13 $\frac{1}{4}$ " x 16" piece contains a high-resolution digital reproduction of the stamp, an engraved brass plaque stating the day of issue and one of the actual stamps. Patriotic blue and red mats border these images, which are glazed with Plexiglas and framed by mahogany burl veneer molding with gold beading.

**CUSTOM ORDERS ARE BEING TAKEN NOW.** Delivery will be made in 4-6 weeks. To order, visit the Postal Store at <http://shop.usps.com>.



# Purchasing and Materials

PUBLICATION 247 REVISION

## Ordering Procedures for Postmarking Ring Dies and Die Hubs

Effective immediately, Publication 247, *Supply and Equipment Catalog*, is revised to reflect changes pertaining to ordering ring dies and die hubs.

Special cancellation die hubs are non-Postal cancellations. Post Offices may not order a special die hub on behalf of a sponsor before contacting and receiving authorization from Headquarters Business Mail Acceptance (BMA). After authorization has been granted, BMA supplies PS Form 3617, *Order for Special Canceling Machine Die Hubs*. Additional setup fees are incurred for these dies.

Special cancellation die hubs may be ordered only if the request meets the description outlined in *Domestic Mail Manual* G900.2.1 (philatelic services, special cancellations).

We will incorporate these revisions into the next printed version of Publication 247 and into the online version, available on the Postal Service PolicyNet page on the corporate intranet at <http://blue.usps.gov/cpim>; click on *Publications*.

### Publication 247, *Supply and Equipment Catalog*

	*	*	*	*	*
<b>1</b>	<b>Introduction</b>				
	*	*	*	*	*
<b>12</b>	<b>Requisitioning Instructions</b>				
	*	*	*	*	*
<b>123</b>	<b>Requisitioning Special Orders</b>				
	*	*	*	*	*
<b>123.3</b>	<b>Pre-Inked and Self-Inking Stamps and Postmarking Equipment</b>				
	*	*	*	*	*
<b>123.32</b>	<b>Ordering Instructions</b>				
	*	*	*	*	*

### 123.323 Postmarking Ring Dies and Die Hubs

#### 123.3231 Essential Information

[Revise 123.3231 to read as follows:]

#### Supplier:

HANLEY POSTAL SUPPLY INC  
 ATTN DIANE WILER  
 PO BOX 10006  
 ERIE PA 16514-0006  
 TELEPHONE 814-898-2720  
 FAX 814-898-2825

Part #	Price
O7413	\$98.00
O7413 artwork	\$450.00
256478-1	\$31.50
256478-2	\$31.50

**Additional engraving:** Postal facilities may order up to 4 characters, letters, or numbers, per die, of additional engraving detail that may be used to identify specific machines or locations on either the lead or trail ring dies (or both). The cost of a lead or a trail with the additional engraving is \$35.25 (\$31.50 for the die and \$3.75 for the additional engraving). A lead and trail set with additional engraving on both dies is \$70.50.

#### Supplier:

PITNEY BOWES INC  
 ATTN TRINH WONG  
 WALTER WHEELER JR DR  
 LOCATION 12-29  
 STAMFORD CT 06926-0700  
 TELEPHONE 203-356-5283  
 FAX 203-356-6067

Part #	Price
O7410	\$27.50
(aka PB5393012)	

#### Supplier:

INTERNATIONAL PTT COMPANY  
 ATTN JIM JIRANEK  
 1400 ALPINE RD  
 WELLSVILLE PA 17365-9779  
 TELEPHONE 717-248-9665  
 FAX 717-248-4241

Part #	Price
O76	\$72.05
O77D	\$339.10
O225	\$297.06
O225A	\$261.95
133G	\$71.69
1207G	\$128.29
1535G	\$256.30
1536G	\$269.22
681AG	\$19.09
HD100	\$71.45
HD102	\$230.00
HD101X	\$177.12
HD105	\$28.11
8013133	\$73.42
8013220	\$267.75
8012978	\$329.60
O76F	\$75.83

Part #	Price
O76S	\$102.11
O77	\$152.53
O77A	\$160.31
O217	\$208.33
O217G	\$103.16
O218	\$119.53
O218A	\$179.40
O218E	\$218.99
O218H	\$111.81

**Note:** Prices shown are valid for orders placed on or before 2/28/2003. For orders placed after 2/28/2003, consult the *Postal Bulletin* or call the supplier for current pricing.

\* \* \* \* \*

— Materials,  
Purchasing and Materials, 5-2-02

#### NOTICE

### Heroes of 2001 Pins for Sale

Use of the *Heroes of 2001* stamp image remains highly restricted. The Postal Service has now been granted the right to use the image on pins for Postal premiums.

**The pins are not for resale.**

You can order the pins using authorized Postal Service purchase methods from the following list of official licensees.

Company	Contact	Address	City, State, ZIP Code	Telephone	Fax
Financial Innovations*	Mark Weiner	1 Weingeroff Boulevard	Cranston, RI 02910	401-467-3178	401-467-3570
Ipromoteu.com	Ross Silverstein	8 Strathmore Road	Natick, MA 01760	707-284-2770	707-284-2774
Jonathan Grey and Assoc.	Mario Rodriguez, Michelle Hagerty	920 Calle Negocio, Suite B	San Clemente, CA 92673	949-498-2515	949-298-2830
March Co.	Doug March	3815 Academy Parkway, N/NE	Albuquerque, NM 87109-4408	505-345-2521	505-345-0407
Sonoma Pins	Bernard Friedman	677 First Street W	Sonoma, CA 95467-7003	707-996-9956	707-996-9957
Winco	Andy Boston, Bryan Fougner	9019 Oso Avenue, Suite F	Chatsworth, CA 01311-4117	818-718-1191	818-700-9778
US Allegiance	Steve Crawford, Jennifer Houston	63007 Layton Avenue	Bend, OR 97701-3735	541-330-6282	541-330-6268

\* Agreement not yet fully executed.

If you have any questions concerning these pins, please call Tiffani St. Cloud at Postal Service Headquarters at 202-268-8116 or send an email to [licensing@usps.com](mailto:licensing@usps.com).

— Licensing, Public Affairs and Communications, 5-2-02

## NOTICE AND ORDERING INSTRUCTIONS

**Postal Service/Energys, Inc., Partnership for Industrial and Automotive Batteries**

On March 26, 2002, the Postal Service formed a strategic partnership with Energys, Inc., to meet our nationwide industrial and automotive battery requirements. Under this agreement the industrial batteries will be Energys brands (General and Exide) and the automotive batteries will be Interstate. This partnership is part of Purchasing and Materials' commitment to effective supply chain management. It will provide cost savings through leveraged national buying, transaction cost savings, and streamlined procedures.

This 5-year contract with a 5-year renewal option will meet the Postal Service's present and future requirements for industrial and automotive batteries. It will also maximize service response and increase standardization opportunities with every new purchase. The contract is expected to save the Postal Service 10.4% over the average of previously paid pricing. Under this partnership agreement, the Postal Service must purchase all industrial and automotive batteries from Energys. Energys will also supply other types of specialty and general-purpose batteries.

**Ordering Instructions**

For product prices and general information, contact Energys, Inc., at 800-844-8999, or visit the Greensboro Purchasing and Material Service Center online at <http://blue.usps.gov/purchase/material/pmsc/greensboro>. *Material Logistics Bulletin* MLB-CO-02-004 contains complete ordering instructions. All pricing for equipment under this contract is FOB destination.

When contacting Energys, you must provide the following information:

- Basic requirements (an Energys industry specialist can help you develop these requirements).
- Delivery location and point of contact.
- Application (light-duty, heavy-duty).

*Industrial Batteries*

Industrial batteries will be available through eBuy soon. In the interim, use the expense IMPAC credit card for purchases under \$10,000.

*Automotive Batteries*

eBuy is also being adapted to process automotive battery requests. The system will contain some different functionality to accommodate Vehicle Maintenance Facility (VMF) consignment requirements. The Postal Service and Energys are working together to develop a solution. Until that time, VMFs must use the repair parts IMPAC credit card for purchases under \$10,000. Note that only VMFs are authorized to purchase vehicle batteries.

*Battery Purchases Over \$10,000*

For industrial and automotive battery purchases over \$10,000, complete and forward a properly approved and funded PS Form 7381, *Requisition for Supplies, Services, or Equipment*, to the Greensboro Purchasing and Materials Service Center (PMSC); e-mail this form to [ebeck001@email.usps.gov](mailto:ebeck001@email.usps.gov), fax it to 336-665-2866, or mail it to the following:

ATTN ERIC J BECK  
GREENSBORO PURCHASING AND MATERIALS SERVICE  
CENTER  
PO BOX 27496  
GREENSBORO NC 27498-0001

The Greensboro PMSC will process all delivery orders for batteries not available on eBuy. If you have questions regarding this contract, contact Eric J. Beck, commodity manager, Greensboro PMSC, at 336-665-2871 or 800-627-7211.

— *Materials,  
Purchasing and Materials, 5-2-02*

## Retail

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### REMINDER

#### Setting Electronic Manually Reset Meters

Retail unit employees who reset meters may have already begun to see customers presenting meter resetting authorization letters. Retail unit employees are instructed not to reset any meter unless the customer presents an original, valid authorization letter.

In *Postal Bulletin* 22072 (3-21-02, page 108), the article "Announcement: Setting Electronic Manually Reset Meters After April 30, 2002" contained the information you need. The article describes how to recognize that the licensee is presenting an original authorization letter. Those authorization letters were printed on special security paper.

If customers have not received the authorization letter or if they have questions or other issues, tell them to contact their meter manufacturer immediately. Any communication with the Postal Service on this subject **must** be initiated through the manufacturer.

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

Francotyp-Postalia, Inc.  
Telephone: 630-827-5761  
E-mail: [tsokley@fp-usa.com](mailto:tsokley@fp-usa.com)

Hasler, Inc. (formerly, Ascom Hasler)  
Telephone: 800-237-9157  
E-mail: [mc@ahmail.com](mailto:mc@ahmail.com)

Neopost, Inc.  
Telephone: 800-NEOPOST, ext. 3717 or selection 3  
E-mail: [meterinventory@neopostinc.com](mailto:meterinventory@neopostinc.com)  
Fax: 510-489-7205

Pitney Bowes, Inc.  
Telephone: 800-MRBOWES  
E-mail: [mrbowes@pb.com](mailto:mrbowes@pb.com)  
Fax: 800-688-2728

**DON'T FORGET:  
NO METER WILL BE RESET  
WITHOUT A VALID AUTHORIZATION LETTER**

— *Postage Technology Management,  
Product Development, 5-2-02*

### FIELD NOTIFICATION

#### Requests for Information on Meter Licensees

In the past, customers have contacted local Post Offices to request information regarding the holder of a meter license. Those requests are subject to applicable Postal Service policies, including privacy, Freedom of Information Act (FOIA), and the Code of Federal Regulations (CFR) concerning what and how information should be disclosed.

In order to ensure compliance with these policies and to guard against disclosure of information that the Postal Service is required to protect, we are changing the procedures for providing this information. Effective immediately, customers must not make requests for such information at the local Post Office. Instead, customers must make those requests in writing and must send them to:

METER LICENSEE INFORMATION REQUEST  
POSTAGE TECHNOLOGY MANAGEMENT  
1735 NORTH LYNN STREET ROOM 5011  
ARLINGTON VA 22209-6370

The requesting customer must include the original envelope or mailing wrapper showing the indicia for which the information is requested, as well as the mailing address and return address. A photocopy may be acceptable only if all information is clearly legible. This will allow us to verify to whom the meter was licensed at the time of the mailing and will ensure the accuracy of our response.

We will decline a request if we determine that the information is being requested for an individual rather than a business or firm. In order to support the reason for the request, requesting customers should include copies of the contents contained in the envelope or a description of the contents of a package. To facilitate a timely response, the requesting customer should include an e-mail address or telephone number in addition to a mailing address.

— *Postage Technology Management,  
Product Development, 5-2-02*

## What's in Store

# THE EMPLOYEE MAILBOX

**SPRING DRIVE PERIOD** 03/23/02 – 06/15/02

## Featured Services for Spring

Each drive period, we focus on certain Postal Service products or services that will benefit our customers and our bottom line. **The idea is to suggest these services when they best meet our customers' needs.**

### Priority Mail® With Insurance

If 1 out of every 10 Priority Mail transactions included insurance, \$220 million of revenue could be generated in 1 year.

*Key service info:*

- Delivers to every address in the U.S.
- Cost-effective 2–3 day service.
- Peace of mind for important mailings.

### FIRSTCLASS PHONECARD®

The FIRSTCLASS PHONECARD has generated over \$90 million in revenue for the Postal Service. Forty percent (40%) of the people who purchased a FIRSTCLASS PHONECARD bought nothing else, indicating that they went to the Post Office in order to get this specific product.

*Key product info:*

- Easy to use.
- Flat per-minute rates.
- No hidden charges.
- \$5 off the 120-minute card through June 14, 2002, or while supplies last.

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

# What's in Store

## THE EMPLOYEE MAILBOX

# May



### BOOST WEEK

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

		WED		THU		FRI		SAT		
		1		2		3		4		
SUN	MON	TUE								
5	6	7	8	9	10	11				
		<b>BOOST: FIRSTCLASS PHONECARD®</b> Inform customers going on vacation, this phone card can be used anywhere in the U.S.— and in most countries!				 payday				
12	13	14	15	16	17	18				
<b>Mother's Day</b>	<b>BOOST: Priority Mail® With Insurance</b> Suggest this option to customers when they're sending wedding gifts.		Make sure Holiday Closing door sign is displayed				<b>Armed Forces Day</b>  Fly your POW/MIA flag AP 10 begins			
19	20	21	22	23	24	25				
		<b>BOOST: FIRSTCLASS PHONECARD</b> Customers sending packages to family far from home? Help them keep in touch by mentioning a pre-paid FIRSTCLASS PHONECARD.				 payday		Fly your POW/MIA flag		
26	27	28	29	30	31					
<b>Offices Closed Memorial Day</b>		<b>BOOST: Priority Mail With Insurance</b> Graduation is coming! Inform customers about this mailing option when sending gifts.				 American Teleware Stamp		 Heroes of 2001 Stamp Exact date TBD		

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

# What's in Store

# THE EMPLOYEE MAILBOX

## June



### BOOST WEEK

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

<b>U.S. Flag Stamp</b> Available April 7th	<b>Antique Toys</b> Available April 7th	<b>Star (3c stamp)</b> Available April 7th	<b>Garlsbad Covers</b> Available April 7th	<b>Ribbon Star Envelope</b> Available April 7th
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SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
	<p><b>BOOST: FIRSTCLASS PHONECARD®</b> The \$5 off a 300-minute phone card promotion ends June 15th.</p>				<p>payday</p>	
9	10	11	12	13	14	15
	<p><b>BOOST: Priority Mail® With Insurance</b> Remind customers that insurance provides peace of mind.</p>		<p>Last day for Priority Mail service to arrive before Father's Day</p>	<p>Master of American Photography Stamp</p>	<p>Flag Day</p> <p>Fly your POW/MIA flag</p>	<p>Summer Drive Period begins</p> <p>Remove Spring POP and display Summer POP</p> <p>AP 11 begins</p>
16	17	18	19	20	21	22
<p>Father's Day</p>	<p><b>BOOST: Express Mail®</b> Let customers know that this is our fastest service, perfect for urgent shipments.</p>				<p>payday</p>	<p>Fly your POW/MIA flag</p>
23	24	25	26	27	28	29
	<p><b>BOOST: Signature Confirmation™ with Priority Mail</b> Tell customers that this service provides date, time, and signature proof of delivery.</p>		<p>James Audubon Stamp</p>		<p>Make sure Holiday Closing door sign is displayed</p>	
30						

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



475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-5540

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

Bang for your bulk

brought to you by UNITED STATES POSTAL SERVICE

**Parcel Select** - If you send packages in high volume, it's the smart alternative for your ground shipping, with savings of up to 25% or more vs. the competition. Call 1-800-THE-USPS, ext. EP1249

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