



D000 Basic Information

## D030 Recall of Mail

**Summary** D030 describes who may recall mail and how to request withdrawal and disposal of mail with and without a scheduled delivery date.

### 1.0 WHO MAY RECALL MAIL

**Sender**  
1.1 Mail deposited in a collection box or at a post office may be recalled, with proper identification, by the sender or the sender's representative. Form 1509 must be submitted to the postmaster at the office of mailing.

**Federal Agency**  
1.2 A federal agency may recall any mailpiece sent as official mail by submitting to any post office a Mailgram or an Express Mail letter identifying the piece. This provision excepts a federal agency only from the requirement to file recall orders at the office of mailing and does not authorize an agency to recall mail that it did not send.

**Expenses and Postage**  
1.3 The mailer must pay all expenses of recalling mail (including return postage for other than First-Class Mail). If mail recalled before dispatch is again presented for mailing, the original stamps are accepted for postage at face value. This provision does not apply to stamps paying for registry, insurance, or COD fees.

**Registered Mail**  
1.4 For recalled registered mail, the sender must write or stamp "Withdrawn Before Dispatch" on the customer's copy of the registered mail receipt, sign it, and surrender it. The same words must be written or stamped on the face of the article.

### 2.0 MAILER REQUEST FOR WITHDRAWAL AND DISPOSAL OF MAIL

**Mail Without Scheduled Delivery Date**  
2.1 The mailer may request the USPS to withdraw and dispose of mail without a scheduled delivery date before its delivery if:

- a. The mailing contains at least 200 pieces.
- b. The mailer gives the USPS a written and signed request, describing the mail by size, color, weight, identifying markings, number of pieces, class of mail, and type of postage payment. The request must include the authorization to withdraw and dispose of the mail.
- c. The mailer sends the request to the postmaster of the accepting post office (if the mailing has been deposited but not accepted) or to the postmaster of each destination office (if the mailing has been accepted).

**Mail With Scheduled Delivery Date**  
2.2 The mailer may request the USPS to withdraw and dispose of mail with a scheduled delivery date (time-dated) before its delivery if:

- a. The mailing contains at least 200 pieces.
- b. The mailer entered the mailing early enough so that delivery can be expected on or before the scheduled delivery date.

- c. The mailer sends the request to the postmaster of the accepting post office (if the mailing has been deposited but not accepted) or, if the mailing has been accepted, the mailer either:
- (1) Attaches a facing slip to each package of mail showing the company name, person to contact, telephone number (where collect calls are accepted), and the scheduled delivery date after which the mailer does not want the mail delivered. The mailer also authorizes the withdrawal but not the disposal of the mail.
  - (2) Sends a written request to the postmasters of destination post offices before depositing the mail, stating that time-dated mail is to be received at their offices and describing the mail by size, color, weight, identifying markings, number of pieces, class of mail, and type of postage payment. The mailer also authorizes the withdrawal and disposal of time-dated mail if received after the scheduled dates.

**No Guarantee** 2.3 The USPS does not guarantee success in preventing delivery of all pieces in a withdrawn mailing.

**Mail Disposal** 2.4 Disposal of mail at the mailer's request creates no obligation of the USPS to refund postage. The mailer must pay all expenses that the USPS incurred in disposing of the mail.