507 Mailer Services

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1.0 Treatment of Mail

1.1 Nondelivery of Mail

Mail can be undeliverable for these reasons:

a. No postage.

b. Incomplete, illegible, or incorrect address.

c. Addressee not at address (unknown, moved, or deceased).

d. Mail unclaimed.

e. Mail refused by the addressee at time of delivery.

f. Mail refused by the addressee after delivery when permitted.

g. Minimum criteria for mailability not met.

1.2 USPS Address Adjustments

1.2.1 Types of Adjustments

Mail can be undeliverable because of USPS adjustments such as the following:

a. Renumbering of houses.

b. Renaming of streets.

c. Conversion from rural-style addresses (rural route and box number or highway contract route and box number) to city-style addresses (house number and street name).

d. Realignment of rural or highway contract routes.

e. Conversion from rural or highway contract service to city delivery service.

f. Consolidation of routes.

g. Consolidation of post offices or adjustment of delivery districts.

1.2.2 Charges

For 3 years after the date when the new address information appears in Address Information System (AIS) products, a mailer who regularly sends bulk mailings into an area affected by USPS adjustments is not charged for requested corrections to galley lists when such corrections relate to those adjustments.

1.2.3 Disposal

Mail that is undeliverable because of USPS adjustments is redirected and delivered to the destination without an additional postage charge as follows:

a. For an adjustment under 1.2.1a through 1.2.1c, for 1 year from the date when the new address appears in the AIS bimonthly products released in February, April, June, August, October, and December.

b. For an adjustment under 1.2.1d through 1.2.1g, for 1 year from the end of the month in which the adjustment occurs.

c. For mail bearing the simplified address “Rural Route Box Customer,” “Highway Contract Route Box Customer,” or “Post Office Box Customer,” either for 90 days or until the next June 30, whichever is later.

1.2.4 Records

Records of address changes caused by USPS adjustments are kept by the local post office for 3 years.

1.3 Directory Service

USPS letter carrier offices give directory service to the types of mail listed below that have an insufficient address or cannot be delivered at the address given (the USPS does not compile a directory of any kind):

a. Mail with extra services (certified, COD, registered, special handling).

b. Foreign, except circulars. (Foreign mail received in quantities with letter-class postage but the general characteristics of circular mail is not given directory service.)

c. Mail from overseas Armed Forces.

d. Parcels mailed at any Package Services rate or endorsed by the mailer.

e. Perishable matter.

f. Official USPS mail.

g. Express Mail Next Day Service (Post Office to Addressee only).

1.4 Basic Treatment

1.4.1 General

Mail that is undeliverable as addressed is forwarded, returned to the sender, or treated as dead mail, as authorized for the particular class of mail. Undeliverable-as-addressed mail is endorsed by the USPS with the reason for nondelivery as shown in *Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed*. All nonmailable pieces are returned to the sender.

Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed

ENDORSEMENT	REASON FOR NONDELIVERY
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with 508.1.9.1 through 508.1.9.3.
Illegible*	Address not readable.
In Dispute*	Mail returned to sender by order of chief field counsel (or under 508.1.0 and 508.2.0) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address*	Mail without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
Moved, Left No Address	Addressee moved and filed no change-of-address order.
No Mail Receptacle*	Addressee failed to provide a receptacle for receipt of mail.
No Such Number*	Addressed to nonexistent number and correct number not known.
No Such Office in State*	Addressed to nonexistent post office.
No Such Street*	Addressed to nonexistent street and correct street not known.
Not Deliverable as Addressed—Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.
Outside Delivery Limits*	Addressed to location outside delivery limits of post office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.
Refused*	Addressee refused to accept mail or pay postage charges on it.
Returned for Better Address*	Mail of local origin incompletely addressed for distribution or delivery.
Returned for Postage	Mail without postage or indication that postage fell off.
Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law*	Mail returned to sender under false representation order and lottery order.
Returned to Sender Due to Addressee's Violation of Postal False Representation Law*	Mail returned to sender under false representation order.
Returned to Sender Due to Addressee's Violation of Postal Lottery Law*	Mail returned to sender under lottery order
Temporarily Away*	Addressee temporarily away and period for holding mail expired.
Unclaimed*	Addressee abandoned or failed to call for mail.
Undeliverable as Addressed, Missing PMB or # Sign	Failure to comply with 508.1.9.2e..
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

* Alternative addressing formats may not be used on the following: Express Mail pieces; mail with any special service; mail sent with any ancillary service endorsement; mail sent to any overseas military post office. When an alternative addressing format is used on Periodicals pieces, the publisher is notified of nondelivery only for those reasons marked with an asterisk (*).

1.4.2 Official Mail

Official mail is treated the same as mail for the general public. All fees and services must be paid or collected on delivery of mail or address correction notices.

1.4.3 Mailer Endorsement

A mailer endorsement is used to request forwarding, return, or address correction service. This endorsement (and other marking) must be prepared under 102, 202, 302, or 402. The endorsements authorized for each class of mail and the required wording are listed in the charts according to class of mail.

1.4.4 Order

The information in the charts in this unit is associated with a customer's change-of-address order. Information on temporary changes of address is not provided.

1.4.5 Extra Services

Mail with extra services is treated according to the charts for each class of mail in 1.5, except that:

a. Undeliverable-as-addressed Certified Mail is treated as First-Class Mail.

b. All insured First-Class Mail is forwarded and returned at no additional cost. All insured Standard Mail and Package Services is forwarded or returned.

c. Parcels with special handling that are undeliverable as originally addressed and forwarded to the addressee continue to receive special handling service without an additional special handling fee.

d. Undeliverable-as-addressed return receipt for merchandise mail receives the treatment appropriate for the class of mail of the host piece.

e. All Registered Mail items are treated as registered while they are being forwarded or returned.

1.4.6 Metered Pieces

Mail paid by postage meter that does not have a delivery address and a return address is returned to the post office of mailing. The reason for nondelivery is attached but the address correction fee is not charged. The piece is returned to the meter licensee upon payment of the applicable return postage.

1.4.7 Mailgrams

Undeliverable-as-addressed Mailgrams are treated as First-Class Mail.

1.5 Treatment for Ancillary Services by Class of Mail

1.5.1 First-Class Mail and Priority Mail

Undeliverable-as-addressed (UAA) First-Class Mail (including stamped cards and postcards) and Priority Mail are treated as described in Exhibit 1.5.1, with these additional conditions:

a. First-Class Mail and Priority Mail cards and unregistered letters that do not appear to contain merchandise and do not bear "Return Service Requested" or "Change Service Requested" (Option 1 only) may be forwarded to international addresses.

b. Alternative addressing formats under 602.3.0 may not be used on mail with any ancillary service endorsement or mail with any extra service. Forwarding service is not provided for such mail. Undeliverable First-Class Mail with any alternative addressing format is returned with the reason for nondelivery attached only if the address is incorrect or incomplete or the mail is undeliverable for another reason as shown in *Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed*.

c. The Priority Mail portion of a Priority Mail drop shipment receives the forwarding, return, and address correction services described in Exhibit 1.5.1. The mail enclosed within the drop shipment receives the services appropriate for its class.

d. First-Class Mail or Priority Mail bearing Standard Mail markings and endorsements permitted by 202 for letters, 302 for flats, and 402 for parcels and 244.5.1 for letters, 344.5.1 for flats, and 444.4.1 for parcels receives forwarding, return, and address correction services for Standard Mail under 1.5.3.

e. “Change Service Requested” is not permitted for the following:

   1. Priority Mail, other than Priority Mail containing perishable matter under 601.9.0 (except for live animals).

   2. First-Class Mail or Priority Mail containing hazardous materials under 601.10.0.

   3. First-Class Mail or Priority Mail with an extra service other than Delivery Confirmation or Signature Confirmation.

f. Address Change Service (ACS) as described in 3.0 is available for First-Class Mail and Priority Mail displaying the appropriate ACS participant code for an authorized ACS participant in conjunction with a permitted ancillary service endorsement. The only endorsements permitted for use on valid First-Class Mail and Priority Mail ACS pieces are “Address Service Requested” and “Change Service Requested” subject to the following:

   1. “Address Service Requested” (Option 1) is valid for use on all mailpieces, including ACS participating pieces. “Address Service Requested” (Option 2) is valid for use only on ACS participating pieces.

   2. “Change Service Requested” (Options 1 and 2) are valid for use only on ACS participating pieces.

   3. The words “Option 1" or “Option 2" must not be part of the “Address Service Requested” or “Change Service Requested” endorsement on mailpieces.

   4. Participating ACS mailers are limited to selecting only one of the two options available for “Address Service Requested” and one of the two options available for “Change Service Requested.” The option(s) selected along with the mailer's ACS participant code will be programmed at the CFS unit to facilitate processing of valid ACS pieces within the conditions that apply to ACS.

Exhibit 1.5.1 Treatment of Undeliverable First-Class Mail and Priority Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
No endorsement	**In all cases:** Same treatment as "Forwarding Service Requested."	
"Address Service Requested"	*OPTION 1* [1]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (no charge). **If change-of-address order on file:** • *Months 1 through 12*: Piece forwarded (no charge); separate notice of new address provided (address correction fee charged). • *Months 13 through 18*: Piece returned with new address attached (no charge). • *After month 18*: Piece returned with reason for nondelivery attached (no charge).
	OPTION 2 [2]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded (no charge); separate notice of new address provided (address correction fee charged). • *Months 13 through 18:* Piece returned with new address attached (no charge); separate notice of new address provided (address correction fee charged). • *After month 18:* Piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged).
"Forwarding Service Requested"	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (no charge). **If change-of-address order on file:** • *Months 1 through 12*: Piece forwarded (no charge). • *Months 13 through 18*: Piece returned with new address attached (no charge). • *After month 18*: Piece returned with reason for nondelivery attached (no charge).	
"Return Service Requested"	**In all cases:** Piece returned with new address or reason for nondelivery attached (in either case, no charge).	
"Change Service Requested"	*OPTION 1* [2]	**In all cases (regardless of whether a change-of-address order is on file):** Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS.
	OPTION 2 [2]	**If no change-of-address order on file:** Piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged). **If change-of-address order on file:** • *Months 1 through 12*: Piece forwarded (no charge); separate notice of new address provided (address correction fee charged). • *Months 13 through 18*: Piece disposed of by USPS; separate notice of new address provided (address correction fee charged). • *After month 18*: Piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged).
	RESTRICTIONS (FOR OPTIONS 1 AND 2)	The following restrictions apply: (1) This endorsement is limited to use on valid mailpieces bearing a proper ACS participant code and only for: (a) Priority Mail containing perishable matter (other than live animals) and the marking "Perishable" and; (b) First-Class Mail (excluding hazardous materials). (2) Delivery Confirmation and Signature Confirmation are the only extra services permitted with this endorsement.
"Temp—Return Service Requested"	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (no charge). **If permanent change-of-address order on file:** Piece returned with new address or reason for nondelivery attached (in either case, no charge). **If temporary change-of-address order on file:** Piece forwarded to temporary address (no charge); no separate notice of temporary address provided.	

1. Valid for all pieces, including Address Change Service (ACS) participating pieces subject to 507.3.0.
2. Valid only for ACS participating pieces subject to 507.3.0 other than pieces containing hazardous materials.

1.5.2 Periodicals

Undeliverable-as-addressed (UAA) Periodicals publications (including publications pending Periodicals authorization) are treated as described in Exhibit 1.5.2, with these additional conditions:

a. Periodicals matter is forwarded only to domestic addresses.

b. Publications with an alternative addressing format under 602.3.0 are delivered to the address when possible. Forwarding service is not provided for such mail. Periodicals publishers are notified only when mailpieces with the occupant or exceptional address formats are undeliverable for solely address-related reasons.

c. When a change of address is filed, copies of Periodicals publications bearing the old address are forwarded to the new address even if the copies show the sender's request for return.

d. Address correction service is mandatory for all Periodicals publications, and the address correction service fee must be paid for each notice issued.

e. Address correction service (including Address Change Service (ACS)) is provided for the first issue after 60 days for all publications, unless copies are to be returned at the publisher's request. ACS participants may receive the change notice before day 60, if so requested. Copies received after the address correction notice is mailed are disposed of by the USPS. When copies of the publication cannot be forwarded, the address correction notice is prepared for the first undeliverable issue of the publication received. Forms 3579 are mailed to publishers at least once a week.

f. The publisher may request the return of copies of undelivered Periodicals by printing the endorsement "Address Service Requested" on the envelopes or wrappers, or on one of the outside covers of unwrapped copies, immediately preceded by the sender's name, address, and ZIP+4 or 5-digit ZIP Code. This endorsement obligates the publisher to pay return postage. Each returned piece is charged the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies (see 201, 301, or 401). When the address correction is provided incidental to the return of the piece, there is no charge for the correction.

g. A publisher of Periodicals publications may request a refund of the fees paid for duplicate address correction notices on Forms 3579 provided by the USPS if the customer submitted a change-of-address order and the first and duplicate notices are provided on magnetic tape by ACS or on printed copy by a Computerized Forwarding System (CFS) unit. The refund request must be supported by documentation showing the number of duplicate notices received. The USPS does not process refunds for duplicate notices if:

   1. The customer did not submit a change-of-address order.

   2. The original and duplicate notices are not provided both by ACS or both by CFS.

   3. The publisher does not submit documentation to support the refund amount.

Exhibit 1.5.2 Treatment of Undeliverable Periodicals

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No endorsement [1]	**If no change-of-address order on file:** Separate notice of reason for nondelivery provided (address correction fee charged); piece disposed of by USPS. **If change-of-address order on file:** • *First 60 days*: Piece forwarded (no charge). • *After 60-day period*: Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS.
"Address Service Requested" [1]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece). **If change-of-address order on file:** • *First 60 days*: Piece forwarded (no charge). • *After 60-day period*: Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece).
"Forwarding Service Requested"	Not available for Periodicals.
"Return Service Requested"	Not available for Periodicals.
"Change Service Requested"	Not available for Periodicals.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

1.5.3 Standard Mail

Undeliverable-as-addressed (UAA) Standard Mail is treated as described in Exhibit 1.5.3a and Exhibit 1.5.3k, with these additional conditions:

a. Standard Mail is forwarded only to domestic addresses.

Exhibit 1.5.3a Treatment of Undeliverable Standard Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No endorsement [1]	**In all cases:** Piece disposed of by USPS. *RESTRICTIONS:* Standard Mail containing hazardous materials must bear a permissible endorsement (see 507.1.5.3e.).
"Address Service Requested" [2]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (only weighted fee charged). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded (no charge); separate notice of new address provided (address correction fee charged). • *Months 13 through 18:* Piece returned with new address attached (only weighted fee charged). • *After month 18:* Piece returned with reason for nondelivery attached (only weighted fee charged).
"Forwarding Service Requested"	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (only weighted fee charged). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded (no charge). • *Months 13 through 18:* Piece returned with new address attached (only weighted fee charged). • *After month 18:* Piece returned with reason for nondelivery attached (only weighted fee charged).
"Return Service Requested"	**In all cases:** Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece).
"Change Service Requested" [1, 3]	**In all cases:** Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS. *RESTRICTIONS:* The following restrictions apply: (1) Delivery Confirmation is the only extra service permitted with this endorsement. (2) This endorsement is not permitted for Standard Mail containing hazardous materials.

1. Not valid for pieces containing hazardous materials.
2. Valid for all pieces, including Address Change Service (ACS) participating pieces.
3. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

b. The exceptional address format under 602.3.0 may not be used on mail with any ancillary service endorsement or mail with any extra service. Forwarding service and address correction service are not provided for undeliverable Standard Mail with this address format.

c. The endorsement "Change Service Requested" is not permitted for Standard Mail containing hazardous materials under 601.10.0. Standard Mail containing hazardous materials must bear the endorsement "Address Service Requested," "Forwarding Service Requested," or "Return Service Requested."

d. Standard Mail can be forwarded or returned at the appropriate Media Mail or Library Mail rate if the content of the mail qualifies as Media Mail under 173, *Rates and Eligibility*, 373, or 473 or Library Mail under 183, 383, or 483 and the mail is marked "Media Mail" or "Library Mail" directly below the ancillary service endorsement.

e. Mail that can qualify for Shipper Paid Forwarding under the applicable standards in 2.3.5 is forwarded or returned at the First-Class Mail single-piece rate or Priority Mail single-piece rate applicable for the weight of the piece.

f. If a Standard Mail piece and any attachment to that piece are not opened by the addressee and the sender has guaranteed forwarding and return postage, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage. If a Standard Mail piece or any attachment to that piece is opened by the addressee, the addressee must affix the required postage to return the piece to the sender.

g. Standard Mail with bulk insurance or return receipt for merchandise must be endorsed "Address Service Requested," "Forwarding Service Requested," or "Return Service Requested." Standard Mail with Delivery Confirmation must be endorsed "Address Service Requested," "Forwarding Service Requested," "Return Service Requested," or "Change Service Requested."

h. When a large volume of identical-weight pieces originates from a single mailer and is endorsed "Return Service Requested," the USPS may weigh a sample of at least 25 pieces and divide that weight by the number of pieces to determine the weight of a single piece. After the per piece weight is determined, all the pieces are weighed in bulk and divided by the per piece weight to determine the total number of pieces. The return postage is calculated using these numbers. Pieces of identical weight counted in this manner are returned to the sender with the new address or the reason for nondelivery endorsed on the piece.

i. A weighted fee is charged when an unforwardable or undeliverable piece is returned to the sender and the piece is endorsed "Address Service Requested" or "Forwarding Service Requested." The weighted fee is the First-Class Mail or Priority Mail single-piece rate and, if applicable, the nonmachinable surcharge (see 123.1.0 or 133.1.0), multiplied by 2.472 and rounded up to the next whole cent (if the computation yields a fraction of a cent). The weighted fee is computed (and rounded if necessary) for each piece individually. Using "Address Service Requested" or "Forwarding Service Requested" obligates the sender to pay the weighted fee on all returned pieces.

j. Returned pieces endorsed "Return Service Requested" are charged the First-Class Mail single-piece rate or Priority Mail single-piece rate and, if applicable, the nonmachinable surcharge (see 123.1.0 or 133.1.0).

k. Mail sent as Bulk Parcel Return Service (BPRS) under 10.0 is returned at the BPRS per piece fee if one of the endorsements includes "— BPRS" as shown in Exhibit 1.5.3k.

Exhibit 1.5.3k Treatment of Undeliverable BPRS Standard Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
"Return Service Requested— BPRS"	**In all cases:** Piece returned with new address or reason for nondelivery attached (in either case, only Bulk Parcel Return Service fee charged).
"Address Service Requested— BPRS"	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (only Bulk Parcel Return Service fee charged). **If change-of-address order on file:** • *Months 1 through 12:* piece forwarded (no charge to addressee); separate ACS notice of new address provided (ACS address correction fee and forwarding postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece, via ACS participant code). • *Months 13 through 18:* piece returned with new address attached (only Bulk Parcel Return Service fee charged). • *After month 18:* piece returned with reason for nondelivery attached (only Bulk Parcel Return Service fee charged).

l. Customized MarketMail under 705.1.0 is not eligible to use ancillary service endorsements.

1.5.4 Package Services

Undeliverable-as-addressed (UAA) Package Services mail is treated as described in Exhibit 1.5.4, with these additional conditions:

a. Package Services mail is forwarded only to domestic addresses.

b. The exceptional address format under 602.3.0 may not be used on mail with any ancillary service endorsement or mail with any extra service. Forwarding service is not provided for such mail. Undeliverable Parcel Post, Media Mail, and Library Mail with this address format are returned with the reason for nondelivery attached only if the address is incorrect or incomplete or the mail is undeliverable for another reason as shown in *Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed*. Undeliverable Bound Printed Matter with this address format is disposed of by the USPS.

c. The endorsement "Change Service Requested" is not permitted for Package Services mail containing hazardous materials under 601.10.0.

d. If a Package Services piece and any attachment to that piece are not opened by the addressee and the sender has guaranteed forwarding and return postage, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage and still have other Package Services pieces forwarded to the addressee. If a Package Services piece or any attachment to that piece is opened by the addressee, the addressee must affix the required postage to return the piece to the sender. If the addressee does not want to pay forwarding postage for all Package Services mail, the postmaster of the new address must use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package Services mail.

e. Package Services mail bearing a postage meter indicia from a customer meter that is unaddressed and without a return address (undeliverable) is returned to the post office of mailing. The reason for nondelivery is attached without charging the address correction fee. The piece is returned to the meter licensee on payment of the return postage.

f. Bound Printed Matter with no ancillary service endorsement and:

1. With Delivery Confirmation, with Signature Confirmation, or with no other extra service, is disposed of by USPS.
2. With an extra service other than Delivery Confirmation or Signature Confirmation is treated as though endorsed "Forwarding Service Requested."

Exhibit 1.5.4 Treatment of Undeliverable Package Services Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No endorsement	**In all cases:** Same treatment as "Forwarding Service Requested." *EXCEPTION:* Bound Printed Matter with Delivery Confirmation, with Signature Confirmation, or with no other extra service is disposed of by USPS.
"Address Service Requested" [1]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded locally (no charge); forwarded out of town (as postage due for addressee at appropriate Package Services single-piece rate); separate notice of new address provided (address correction fee charged). If addressee refuses to pay postage due, piece returned with reason for nondelivery attached (only forwarding postage, where attempted, and return postage charged at appropriate Package Services single-piece rate). • *Months 13 through 18:* Piece returned with new address attached (only return postage charged at appropriate Package Services single-piece rate). • *After month 18:* Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate).
"Forwarding Service Requested"	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded locally (no charge); forwarded out of town (as postage due for addressee at appropriate Package Services single-piece rate). If addressee refuses to pay postage due, piece returned with reason for nondelivery attached (only forwarding postage, where attempted, and return postage charged at appropriate Package Services single-piece rate). • *Months 13 through 18:* Piece returned with new address attached (only return postage charged at appropriate Package Services single-piece rate). • *After month 18:* Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate).
"Return Service Requested"	**In all cases:** Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at appropriate Package Services single-piece rate).
"Change Service Requested" [2]	**In all cases:** Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS. *RESTRICTIONS:* The following restrictions apply: (1) Delivery Confirmation and Signature Confirmation are the only extra services permitted with this endorsement. (2) This endorsement is not permitted for Package Services mail containing hazardous materials.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.
2. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

1.5.5 Express Mail

Undeliverable-as-addressed (UAA) Express Mail is treated as described in Exhibit 1.5.5, with these additional conditions:

a. Express Mail is forwarded only to domestic addresses.

b. Directory service is provided for Express Mail that cannot be delivered because of an incorrect or incomplete address.

c. The Express Mail portion of an Express Mail drop shipment receives the forwarding, return, and address correction services described in Exhibit 1.5.5. The mail enclosed within the drop shipment receives the services appropriate for its class.

d. Undeliverable or unclaimed Express Mail is held by the USPS for 5 workdays before it is returned to the sender at no additional postage, unless either of the following applies:

   1. The mail is refused before the end of the 5 workdays.

   2. The mail is not refused and the sender has specified in the return address a longer holding period (not to exceed 30 days). The sender may also place an instruction above the return address, subject to 202.4.0, 302.3.0, or 402.3.0, directing the return of undeliverable mail after fewer than 5 workdays.

Exhibit 1.5.5 Treatment of Undeliverable Express Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No endorsement	**In all cases:** Same as USPS treatment for "Forwarding Service Requested."
"Address Service Requested"	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (no charge). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded (no charge); separate notice of new address provided (address correction fee charged). • *Months 13 through 18:* Piece returned with new address attached (no charge). • *After month 18:* Piece returned with reason for nondelivery attached (no charge).
"Forwarding Service Requested"	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (no charge). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded (no charge). • *Months 13 through 18:* Piece returned with new address attached (no charge). • *After month 18:* Piece returned with reason for nondelivery attached (no charge).
"Return Service Requested"	**In all cases:** Piece returned with new address or reason for nondelivery attached (in either case, no charge).
"Change Service Requested"	Not available for Express Mail.

1.6 Attachments and Enclosures

1.6.1 Periodicals

Undeliverable Periodicals (including publications pending Periodicals authorization) with a nonincidental First-Class Mail attachment or enclosure are returned at the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies. The weight of the attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable Periodicals (including publications pending Periodicals authorization) with an incidental First-Class Mail attachment or enclosure are treated as dead mail unless endorsed "Address Service Requested."

1.6.2 Standard Mail

Undeliverable, unendorsed Standard Mail with a nonincidental First-Class Mail attachment or enclosure is returned at the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies. The weight of the First-Class Mail attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Standard Mail with an incidental First-Class Mail attachment or enclosure is treated as dead mail.

1.6.3 Package Services

Undeliverable, unendorsed Package Services with a nonincidental First-Class Mail attachment or enclosure is either forwarded or returned at the single-piece Package Services rate. The weight of the First-Class attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Package Services with incidental First-Class attachments or enclosures is returned at the single-piece Package Services rate.

1.7 Mixed Classes

1.7.1 Combination With First-Class

Combination mailings of First-Class Mail with Standard Mail or Package Services are provided the forwarding and return service of Standard Mail, as appropriate:

a. An undeliverable combination mailpiece, including a piece that cannot be forwarded, one part of which is First-Class Mail (other than an incidental First-Class attachment or enclosure), must be returned to the sender, subject to the charge for return according to its class. The weight of the First-Class piece is not included when computing the charge for return of the Periodicals, Standard Mail, or Package Services part.

b. Items with incidental First-Class enclosures or attachments are returned according to the class of the host piece.

c. An undeliverable combination mailpiece *that is not returnable to the sender,* of which one part is First-Class Mail, is given the treatment that applies to the class of the other part.

1.7.2 Other Combinations
Pieces of Periodicals, Standard Mail, or Package Services with other classes of mail attached or enclosed (other than incidental First-Class attachments or enclosures) must be forwarded as specified for the host piece by the applicable standards. Neither the enclosures nor the host piece are provided the forwarding service of First-Class Mail.

1.7.3 Host Piece
Any undeliverable combination mailpiece that does not include First-Class matter is given the treatment applicable to the host piece.

1.7.4 Parcel
A combination parcel containing Media Mail and Bound Printed Matter is charged postage at the Parcel Post Inter-BMC rate when forwarded or returned.

1.8 Returning Mail

1.8.1 Nonmailable
Nonmailable matter is returned to the sender immediately.

1.8.2 Refused Mail
Returnable mail is returned if refused by the addressee.

1.8.3 Express Mail, Priority Mail, First-Class Mail
Mailpieces sent as Express Mail, Priority Mail, or First-Class Mail that cannot be delivered as addressed or forwarded to a new address, unless otherwise requested by the sender, are returned when possible to the sender at no additional charge. Excluding pieces containing live animals, the following are disposed of by the USPS:

a. Priority Mail bearing the appropriate Address Change Service (ACS) participant code and marked “Perishable” and endorsed “Change Service Requested.”

b. First-Class Mail bearing the appropriate ACS participant code and endorsed “Change Service Requested.”

1.8.4 Other Classes
Other returnable mail is treated as appropriate for the class of mail and the sender’s instructions except as noted below.

1.8.5 Extra Services
If a return receipt is attached to a certified, collect on delivery (COD), numbered insured, registered, return receipt for merchandise, or Express Mail piece to be returned, the reason for nondelivery is shown on the face of the piece. The receipt stays attached to the piece and is returned to the sender. Registered Mail is returned through the registry system. The sender must sign a delivery receipt for returned Express Mail and for certified, COD, numbered insured, registered, and return receipt for merchandise mail.

1.8.6 No Sender Instructions
Mail without a specific address or instructions from the sender is held:

a. For 5 days if for delivery by rural or highway contract route carrier.

b. For 10 days if for general delivery at an office with city carrier service. If the addressee notifies the postmaster of a delay in claiming the mail, the postmaster may hold such mail up to 30 days.

c. For 15 days if for general delivery at an office without city carrier service.

1.8.7 Post Office Box

Deliverable mail addressed to a post office box is not returned until after the box is declared vacant, except for certified, collect on delivery (COD), insured, registered, postage due, and perishable mail.

1.8.8 Franked Mail

Unclaimed franked mail from a Member of Congress is returned to the origin post office (if known) or the Washington, DC, Post Office.

1.9 Dead Mail

1.9.1 Basic Information

Dead mail is matter deposited in the mail that is or becomes undeliverable and cannot be returned to the sender from the last office of address. Every reasonable effort is made to match articles found loose in the mail with the envelope or wrapper from which lost and to return or forward the articles.

a. Nonmail matter (e.g., wallets and bank deposits) found in collection boxes or at other points within USPS jurisdiction is returned postage due at the single-piece First-Class Mail or Priority Mail rate for keys and identification devices that is applicable based on the weight of the matter.

b. Undeliverable, unendorsed Standard Mail, printed matter, circulars, newspapers, magazines, and other publications, and unidentified articles that have no value are disposed of as waste.

c. Undeliverable articles of $10 or more in value are treated as dead mail.

d. Dead letters are opened at mail recovery centers to determine the name and address of the addressee or sender to permit delivery or return.

e. Except for unendorsed Standard Mail, all undeliverable Standard Mail and Package Services, and insured First-Class Mail containing Standard Mail or Package Services enclosures, that cannot be returned because of an incorrect, incomplete, illegible, or missing return address is opened and examined to identify the sender or addressee.

f. Dead parcels are opened at mail recovery centers to determine name and address of the addressee or sender to permit delivery or return. Dead parcels returned to the sender or delivered to the addressee are rated postage due at the zone rate from the dead parcel branch. If parcels are endorsed to show that they are USPS property, or that the sender refused to pay postage due on return as undelivered, the parcels are considered USPS property.

1.9.2 Books and Sound Recordings

Books and sound recordings are disposed of by the USPS under 1.9.1 and 1.9.3, unless the publisher or distributor requests that books and sound recordings bearing specific trade names, company names, or other organizational identifications be released to the requester or its representative. The requester must

submit a written application to the manager, Policy and Program Development, Office of the Consumer Advocate, USPS Headquarters. The application must state that the requester is the publisher or distributor of the books and sound recordings listed. The request may specify only one location where the books and sound recordings are to be picked up. If the request is approved, instructions and conditions for release are established. The approval stays in effect for 5 years or until canceled in writing by the requester or the USPS.

1.9.3 USPS Policy and Procedures

The *Postal Operations Manual* contains USPS policy and procedures for handling and disposing of dead mail (including through sale at auction or by donation to institutions).

2.0 Forwarding

2.1 Change-of-Address Order

2.1.1 Normal Time Limit

Records of permanent change-of-address orders are kept by city delivery post offices for 18 months, for forwarding and for address correction purposes, from the end of the month when the change takes effect. A record of change-of-address orders from general delivery to a permanent local address without time limit is kept 6 months. A record of change-of-address orders to other than a permanent local address is kept 30 days.

2.1.2 Time Limit Extension

When a customer notifies the post office of a permanent change in mailing address or the USPS changes a customer's mailing address, the postmaster may extend the forwarding period for 1 additional year if mail is regularly received addressed to the old address. To qualify for this extension, the customer must show that a financial hardship will ensue if extended forwarding is not granted. The customer must also show that reasonable effort is being made to notify correspondents of the new address.

2.1.3 Temporary Forwarding

A customer temporarily moving away may have mail forwarded for a specific time, but not to exceed 12 months. The customer must show beginning and ending dates in the change-of-address order.

2.1.4 Methods of Filing

[11-10-05] [9-29-05] Customers may use one of the following methods to file a change-of-address with the post office:

a. Submit Form 3575 or other written notice to the postmaster at the post office serving the old address.

b. Use Internet Change of Address (ICOA) at https://moversguide.usps.com. Customers using the ICOA method must provide a valid credit card number for identity verification. The customer's credit card is charged $1.00 for the verification.

c. Use Telephone Change of Address (TCOA) at 1-800-ASK-USPS. Customers using the TCOA method must provide a valid credit card number for identity verification. The customer's credit card is charged $1.00 for the verification.

2.1.5 Prohibited Use

[11-10-05] [9-29-05] A change-of-address order cannot be filed for the following:

a. An addressee (e.g., an individual or a business entity or other organization) may not file a change-of-address order for mail originally addressed to the addressee at an organization, business, place of employment, or other affiliation. The organization or business may change the address (but not the addressee's name) on a mailpiece to redirect it to the addressee. Barcodes on redirected mailpieces should be obliterated to facilitate automation processing.

b. Individual addressees at the Department of State. Individuals may not file a change-of-address order for mail originally addressed to the individuals at any Department of State ZIP Code. Additionally, individuals may not file a change-of-address order to have mail forwarded to any Department of State ZIP Code.

2.2 Forwardable Mail

2.2.1 Classes

Forwarding is available for all classes of mail, subject to the corresponding conditions described in 1.0.

2.2.2 Reforwarding

The address (but not the name) may be changed and the mail reforwarded as many times as necessary to reach the addressee.

2.2.3 Discontinued Post Office

All Express Mail, First-Class Mail, Periodicals, and Package Services addressed to a discontinued post office may be forwarded without added charge to a post office that the addressee designates as more convenient than the office to which the USPS ordered the mail sent.

2.2.4 Rural Delivery

When rural delivery service is established or changed, a customer of any office receiving mail from the rural carrier of another office may have all Express Mail, First-Class Mail, Periodicals, and Package Services forwarded to the latter office for delivery by the rural carrier without added charge, if the customer files a written request with the postmaster at the former office.

2.2.5 Converted Service

Mail addressed to post office, rural, or highway contract route boxholders is delivered to customers residing in the affected area until June 30 following establishment of, or conversion to, city delivery service or for 90 days, whichever is later.

2.2.6 Mail for Military Personnel

All Express Mail, First-Class Mail, Periodicals, and Package Services addressed to persons in the U.S. Armed Forces (including civilian employees) serving where U.S. mail service operates is forwarded at no added charge when the change of address

is caused by official orders. This free forwarding also applies to mail for household members whose change of address is caused by official orders to persons serving in or who are civilian employees of the U.S. Armed Forces. If the official permanent change of station order is to an overseas APO/FPO address, military authorities forward mail between the United States and those addresses; forwarding is limited to 60 days.

2.2.7 Mail Addressed to CMRA Customers

Mail addressed to an addressee at a commercial mail receiving agency (CMRA) is not forwarded through the USPS. The CMRA customer may make special arrangements for the CMRA operator to remail the mail with payment of new postage. A CMRA must accept and remail mail to former customers for at least 6 months after termination of the agency relationship. After the 6-month period, the CMRA may refuse mail addressed to a former customer.

2.3 Postage for Forwarding

2.3.1 Origin

Forwarding postage is computed by using the forwarding office as the origin office.

2.3.2 Express Mail

Express Mail is forwarded without charge.

2.3.3 First-Class Mail

First-Class Mail (including postcards and stamped cards) and Priority Mail are forwarded without charge when postage is fully prepaid by the sender.

2.3.4 Periodicals

Periodicals publications (including publications pending Periodicals authorization) are forwarded without charge for 60 days when postage is fully prepaid by the sender.

2.3.5 Standard Mail

Generally, Standard Mail is subject to collection of additional postage from the mailer when forwarding service is provided by charging the Standard Mail weighted fee on all returns. Shipper Paid Forwarding, used in conjunction with Address Change Service (3.0), provides mailers of Standard Mail machinable parcels an option of paying forwarding postage at the single-piece First-Class or Priority Mail rate as applicable for the weight of the piece. Mail that qualifies for Bulk Parcel Return Service (BPRS) is returned at the BPRS per piece charge if the mailer uses one of the ancillary service endorsements that specifies BPRS (e.g., “Return Service Requested—BPRS”).

2.3.6 Package Services

Package Services is subject to the collection of additional postage at the applicable rate for nonlocal forwarding. Unless endorsed “Change Service Requested,” all Package Services is delivered as directed without additional postage charge when the old and new addresses are served by the same post office. The addressee may refuse any piece of Package Services that has been forwarded. This refusal does not revoke the right to have other Package Services forwarded. If the addressee

does not want to pay forwarding postage for all Package Services, the addressee must ask the postmaster of the new address to use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package Services.

2.3.7 Extra Services

Certified, collect on delivery (COD), Delivery Confirmation, insured, registered, Signature Confirmation, and special handling mail is forwarded without additional extra service fees, subject to the applicable postage charge (to a domestic address only).

3.0 Address Correction Services

3.1 Address Correction Service

3.1.1 Address Correction Service Fee

For all classes of mail:

a. Manual notice, each: $0.75.

b. Electronic notice, each: $0.21.

3.1.2 Purpose

If mail cannot be delivered as addressed, address correction service allows the sender on request, using the appropriate ancillary service endorsement under 1.0, to obtain the addressee's new (forwarding) address (if the addressee filed a change-of-address order with the USPS) or the reason for nondelivery. Address corrections and notices are not provided for customers who file a temporary change of address or for individuals at a business address (see 2.1). Address correction service is available alone or in combination with forwarding and return service.

3.1.3 Invalid Endorsement

Any obsolete ancillary service endorsement or similar sender endorsement not shown in 1.0 is considered invalid. Material bearing invalid or conflicting ancillary service endorsements will not be accepted for mailing. If discovered in the mailstream, pieces bearing an invalid ancillary service endorsement or conflicting endorsements are treated as unendorsed mail. *Exception:* Undeliverable Parcel Post, Media Mail, and Library Mail pieces that bear invalid or conflicting ancillary service endorsements are treated as if endorsed "Forwarding Service Requested."

3.1.4 Periodicals

Address correction service is provided automatically for all Periodicals publications (including publications pending Periodicals authorization) and begins 60 days after the effective date of the addressee's change of address. Address corrections are provided as separate notices or, at the mailer's request, on the returned pieces.

3.1.5 Other Classes

When possible, "on-piece" address correction is provided for First-Class Mail, Express Mail, Priority Mail, Standard Mail, and Package Services. If the piece cannot be forwarded, it is returned with the address information or reason for nondelivery attached. Generally, when separate corrections are necessary, Form 3547 is returned to the sender with the address correction fee charged and the mail is

forwarded. This service is not available for Express Mail, First-Class Mail, or Standard Mail addressed for delivery to the addressee by military personnel at any military installation, including APOs and FPOs.

3.1.6 Fee and Return Postage

Unless excepted, the applicable fee for address correction service is charged for each separate notification of address correction or the reason for nondelivery. When "on-piece" address correction is provided, no address correction fee is charged but return postage can be charged, depending on mail class.

3.2 Address Change Service (ACS)

3.2.1 Description

Address Change Service (ACS) is an automated electronic enhancement to the manual method that centralizes, automates, and improves the process of providing address correction or reason for nondelivery notices. ACS is designed to reduce the volume of manual notifications provided for valid participating ACS mailpieces, but it does not completely eliminate manual notifications. ACS involves transmitting address correction information to a central point where the changes are consolidated electronically by unique publication or mailer identifier. The records are sequentially organized by USPS-assigned codes and distributed to each participating mailer. Mailers must keep their address records in electronic format and mark their mailpieces with the ACS symbols under 708.7.0 and the correct endorsement under 1.0 to obtain address correction. To obtain nondelivery information under 1.4.1, *General*, in addition to address correction service, mailers must also use an ACS keyline on mailpieces. ACS also can be used to pay forwarding postage on most Standard Mail and Package Services pieces using Shipper Paid Forwarding under 3.2.7. Additional information for using ACS is contained in Publication 8, *Address Change Service*.

3.2.2 Availability

ACS is available monthly, weekly, or more frequently, depending on the needs and ACS volume of the mailer. Because ACS is associated with USPS computerized forwarding operations, the service is not available at all post offices. Therefore, ACS is not a guaranteed service and the USPS makes no assurance that any minimum percentage of a mailer's address correction notifications will be provided electronically rather than manually. The use of an authorized ACS participant code and the required endorsement on mailpieces does not guarantee the return of all notifications in an electronic format. To participate in ACS, write to the National Customer Support Center (see 608.8.0 for address).

3.2.3 Participant Code

The Address Change Service (ACS) participant code is provided to authorized mailers by the National Customer Support Center (NCSC) (see 608.8.0 for address). The participant code consists of seven alpha characters, aligned left, and must be preceded by a single pound sign (#) delimiter.

3.2.4 Placement

The ACS participant code may be placed in one of two positions:

a. In the optional endorsement line. The participant code must occupy the first eight positions on the left side of the OEL and be formatted as provided in 708.7.2.3.

b. On the mailpiece or an address label directly below the ancillary service endorsement, left-justified, when the endorsement is placed directly above the address block, if these additional standards are met:

   1. The mailpiece must be letter-size and machinable or automation-compatible with or without a barcode, or flat-size with or without a barcode.

   2. If mailer keyline information is used, it must be the top line of the address block. A barcode may not be placed above a mailer keyline.

   3. If a window envelope is used, the clearance between the top line (mailer keyline) of the address block and the top edge of the address window must be at least 1/25 inch. This clearance must be maintained during the range of movement of the insert in the envelope.

   4. If an address label is used, the clearance between the top line (mailer keyline) of the address block and the top edge of the address label must be at least 1/25 inch.

   5. The ACS participant code and ancillary service endorsement must be printed in a non-narrow variant of Helvetica or Arial sans serif font in the range of 10 to 12 points.

3.2.5 Periodicals

Address correction by ACS is provided automatically for 60 days after the effective date of the addressee's change of address for participating Periodicals publications (including publications pending Periodicals authorization).

3.2.6 Address Correction Service Fee

Unless excepted, the applicable fee for address correction is charged for each separate notification of address correction or the reason for nondelivery provided.

3.2.7 Shipper Paid Forwarding

Shipper Paid Forwarding is an ACS fulfillment vehicle. It allows mailers of Standard Mail machinable parcels and most Package Services to pay forwarding charges via approved ACS participant code(s). For information about Shipper Paid Forwarding, contact the National Customer Support Center (see 608.8.0 for address). Mailers have the option of paying forwarding charges through a postage due advance deposit account. Mailers who choose to do so must pay an annual accounting fee.

3.2.8 Shipper Paid Forwarding Fee

Annual accounting fee for (optional) advance deposit account: $500.00.

3.3 FASTforward

3.3.1 Purpose

FASTforward is an automated system that interfaces with addressing and automation systems, such as multiline optical character reader (MLOCR) or remote video encoding (RVE) technologies, to identify names and addresses for which current change-of-address orders are on file with the USPS. Approved *FASTforward* MLOCR and RVE systems print an on-piece address correction (text and delivery point barcode of the new address) for identified pieces before entry in the mailstream. Technical and licensing information is available from the National Customer Support Center (see 608.8.0 for address).

3.3.2 Addressing

When MLOCR and/or video image technologies are used with *FASTforward,* all name lines and lines of the delivery address as defined in 602.1.0 on each mailpiece must have a uniform left margin and be entirely within the OCR read area defined in 202.2.1. The term name lines includes recipient's name, firm name, and building name. An optional information line (e.g., keyline or optional endorsement line) is permitted if placed above the top line of the address block. Any alternative addressing format under 602.3.0 is not permitted.

3.3.3 Barcoding

When MLOCR and/or video image technologies are used with *FASTforward*, each letter-size piece must have a barcode clear zone meeting the standards in 202.5.1, free of any printing and barcode. If a *FASTforward* match is made, the new address and barcode representing the new address are printed in the barcode clear zone and, for mail processing, take precedence over the old address and any barcode in the address block. The new barcode must meet the barcoding standards in 708.4.0. An envelope containing a window that intrudes into the barcode clear zone is not eligible for *FASTforward*.

3.4 Sender Instruction

3.4.1 Mail Not Forwarded

The following types of mail are not forwarded:

a. Mail addressed to "Occupant" or "Postal Customer."

b. Mail with exceptional address format.

c. Mail showing specific instructions of the sender (e.g., "Return Service Requested" or "Change Service Requested").

d. Perishable items not marked to abandon that cannot be delivered before spoiling, or day-old poultry that cannot be delivered within 72 hours after hatching. These items are returned to the sender immediately, if the return can be made before spoilage or within the 72-hour period.

3.4.2 Extra Services

A change-of-address order covers certified, collect on delivery (COD), insured, registered, and return receipt for merchandise mail unless the sender gives other instructions or the addressee moves outside the United States. This mail is treated as follows:

a. COD mail is not forwarded to overseas military post offices.

b. Ordinary, insured, and COD parcels marked on the envelope or wrapper with the mailer's instructions to abandon or sell perishable items are treated following the instructions, such as:

   1. "Do not forward or return. If not accepted within _____ days, treat as abandoned. Notify mailer of disposition."

   2. "Do not forward or return. If undelivered after _____ days, sell contents to highest bidder and remit proceeds, less commission, to mailer." (A commission of 10%, but not less than $0.25, is kept by the USPS from the amount for which perishable items are sold.)

c. When the mailer so requests, Form 3849-D is sent to the mailer. The mailer then may designate a new addressee or alter the amount of COD charges by submitting a written request to the postmaster and paying the proper fee. The USPS returns the article to the mailer after the holding period if no response is received. The postage charge, if any, is collected from the mailer for returning the mail (but not registration or COD fees). When COD mail is addressed to a person who moved and left no forwarding address, Form 3849-D is not sent, and the mail is returned to the mailer.

d. Insured Standard Mail is forwarded and returned.

e. Insured Package Services without any other endorsement is forwarded at no charge locally and postage due nonlocally. (For forwarding, local means within the same post office.) If the mailpiece is undeliverable, the USPS returns it to the sender with the new address or the reason for nondelivery. The sender is charged for the return of the piece only and the attempted forwarding, when appropriate.

f. The USPS holds undeliverable certified, insured, registered, and return receipt for merchandise mail for no fewer than 3 days nor more than 15 days (unless the sender specifies fewer).

g. The USPS holds undeliverable collect on delivery (COD) mail for no fewer than 3 nor more than 30 days (unless the sender specifies fewer).

3.4.3 Express Mail Pouch

The USPS opens an undeliverable-as-addressed Express Mail pouch to find a delivery address on any envelope or article inside. The USPS does not open the wrappers or envelopes or break the seals of any Express Mail article in the pouch. If no address information is found, the pouch is treated as dead mail. Express Mail is held no more than 5 workdays unless the sender sets a shorter period.

3.4.4 Holding Mail

At the sender's request, the delivery post office holds mail, other than registered, insured, certified, COD, and return receipt for merchandise, for no fewer than 3 days nor more than 30 days. A specific retention time of not less than 3 nor more than 30 days, if requested, must be included by the sender in the return address on the mailpiece (e.g., "Return in 30 days to" followed by sender's return address).

4.0 Recall of Mail

4.1 Who May Recall Mail

4.1.1 Sender

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.

4.1.2 Federal Agency

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.

4.1.3 Expenses and Postage

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.

4.1.4 Registered Mail

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.

4.2 Mailer Request for Withdrawal and Disposal of Mail

4.2.1 Mail Without Scheduled Delivery Date

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).

4.2.2 Mail With Scheduled Delivery Date

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 bundle 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.

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

4.2.4 Mail Disposal
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.

5.0 Pickup Service

5.1 Pickup Service Fee
Available for Express Mail, Priority Mail, and Parcel Post, per pickup: $13.25.

5.2 Basic Standards

5.2.1 Availability
Pickup service is available from designated post offices for:

a. Express Mail.

b. Priority Mail.

c. Single-piece rate Parcel Post.

5.2.2 Extra Services
Certified Mail, Delivery Confirmation, and Signature Confirmation are the only extra postal services that may be used with pieces that are picked up.

5.2.3 Volume
There are no limitations on the number of pieces that may be picked up. The USPS may defer pickup or make multiple pickups at no additional charge to the customer if the volume to be picked up exceeds available vehicle capacity. The USPS may establish plant load service if warranted.

5.2.4 Standards
Each piece of Express Mail, Priority Mail, or Parcel Post must meet all applicable eligibility and preparation standards. Material prepared for Express Mail or Priority Mail drop shipment must meet the applicable standards in 705.16.0.

5.2.5 Form 5541

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

5.2.6 Collecting Other Mail

Incidental amounts of other postage-affixed, full-rate mail also may be collected when pickup service is provided.

5.2.7 Service Changes

The USPS may suspend or refuse pickup service due to exceptional or unsafe situations (e.g., hazardous weather or road conditions, facility emergencies on customer or USPS property, unforeseen employee or vehicle shortages, or unsafe or inadequate mailer facilities).

5.2.8 International Mail

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

5.3 Postage and Fees

5.3.1 Postage

The correct amount of postage must be affixed to each piece. *Exception:* Express Mail paid with a corporate account, Priority Mail or Parcel Post with a merchandise return service permit label (9.0), and manifest mailings approved by Business Mailer Support (BMS) do not need to have postage affixed.

5.3.2 Fee Charged

Pickup fees are listed in 113.1.5, 123.1.8, and 153.1.6, *Pickup Fees*. The customer is charged the required fee:

a. Every time pickup service is provided, regardless of the number of pieces or combination of classes of mail.

b. For additional trips to pick up exceptional volume of which the serving post office was not notified.

5.3.3 Fee Not Charged

The customer is not charged the applicable fee for:

a. A scheduled pickup that is canceled as required.

b. An on-call pickup that is canceled before the USPS employee is dispatched for the pickup.

c. Express Mail, Priority Mail, or Parcel Post that is collected during a regular delivery stop or a scheduled stop to collect mail not subject to a pickup fee.

d. Priority Mail or Parcel Post using a merchandise return service label that indicates that the permit holder will pay for pickup service.

e. Priority Mail reshipment service (9.2.8).

5.3.4 Fee Payment Method

The pickup fee must be paid by one of these methods:

a. Meter, precanceled, or adhesive stamps affixed to Form 5541.

b. Federal agency number or Express Mail Corporate Account Number written on Form 5541.

c. Check payable to the postmaster of the serving post office.

d. Advance deposit account used by the merchandise return service permit holder to pay other applicable postage and fees (9.4.4).

e. Regular postage due account maintained by the mailer at the serving post office.

5.4 On-Call Service

5.4.1 Availability

On-call pickup service is available only from designated post offices with city delivery.

5.4.2 Requesting a Pickup

A customer may obtain information about the availability of pickup service and schedule a pickup by calling 1-800-222-1811. Pickups are made within 2 hours of the request. A pickup can be made later than 2 hours after the request if the customer and the serving post office agree and service is not adversely affected. Depending on the time of the request and the delivery schedule of the serving post office, the pickup may be deferred to the next business day. When scheduling a pickup, the customer must indicate the quantity of mail to be picked up.

5.5 Scheduled Service

5.5.1 Availability

Scheduled pickup service is available from post offices with city delivery and from other post offices where the customer's address is along the line of travel and within the regular delivery period of a rural route or highway contract route.

5.5.2 Service Agreement

A customer requesting scheduled pickup service must enter into a service agreement with the USPS. The agreement specifies the time, place, day or date, frequency of service, and approximate volume per pickup.

5.5.3 Service hours

Scheduled pickup service may be requested during the regular business hours of the serving post office. Scheduled pickup service begins the day after the service agreement is finalized and continues until the customer cancels it.

5.5.4 Customer Changes

The customer must notify the serving post office at least 24 hours before a scheduled pickup if the pickup is to be canceled or the volume of mail to be picked up is more than 20% higher than the volume specified in the service agreement. The customer may:

a. Amend the service agreement, effective 5 business days after the USPS receives the customer's written notice to the serving post office.

b. Terminate scheduled pickup service, effective 24 hours after the USPS receives the customer's written notice to the serving post office. The customer must pay all fees for pickup service provided before termination of service.

5.5.5 USPS Changes

The USPS may:

a. Change the service agreement, effective 5 business days after the customer receives written notice from the serving post office. The customer may appeal this notice to the district manager but must pay all fees for pickup service provided during the appeal period.

b. Terminate scheduled pickup service, effective 24 hours after the customer receives written notice from the serving post office. Termination must be based on the customer's failure to pay postage and fees or to meet the standards for pickup service or Express Mail, Priority Mail, or Parcel Post. The customer may appeal this notice to the district manager but must pay for all fees for pickup service provided during the appeal period.

5.6 Express Mail Reship Service

5.6.1 Reship Service

The USPS picks up shipments made up of mail addressed to post office boxes and dispatches it as a Custom Designed or Next Day Service shipment under a service agreement (on Form 5631) between the USPS and the mailer, subject to these standards:

a. Service frequency is scheduled.

b. For each pickup stop, the mailer is charged the applicable pickup fee no matter how many of the same mailer's post office boxes are checked in the same post office box unit at the same time.

c. Express Mail postage and fees are paid by Express Mail Corporate Account or federal agency "Postage and Fees Paid" indicia.

d. The mailer must keep a postage-due or business reply account at the postal facility where the post office box is located for any shortpaid or business reply mail. The service agreement must state that such an account exists.

e. Express Mail reship service is not available for registered, certified, COD, insured, or Express Mail items addressed to the post office box. The mailer must give instructions for redirecting such items on Form 1093.

f. The service agreement must: (1) list the Expedited Mail analyst at the originating office as the "Firm Representative"; (2) show the pickup time is when the USPS employee picks up the mail from the post office boxes and prepares it for dispatch as Express Mail.

g. Commencement and termination of service agreements are subject to the standards for Express Mail Custom Designed Service.

5.6.2 Delivery

Delivery of Express Mail is subject to 508.1.1.7.

6.0 Mailing List Services

6.1 Mailing List Service Fees

6.1.1 List Correction

Minimum charge per list (30 items): $9.00.
For each address on list: $0.30.

6.1.2 5-Digit ZIP Code Sortation

For sortation of mailing lists on cards into groups labeled by 5-digit ZIP Code, per 1,000 addresses or fraction: $105.00.

6.1.3 Election Boards

For address changes provided to election boards and voter registration commissions, per Form 3575: $0.28.

6.2 General Information

6.2.1 Definition

A *mailing list* is a listing of names and addresses, or addresses only, produced on individual cards or in sheet form.

6.2.2 Carrier Route File

The official city delivery scheme, called the Carrier Route File, is available to mailers.

6.2.3 Purpose

To improve address quality, the USPS offers (for a designated fee) mailing list services to correct name and address lists; correct occupant lists; and sort mailing lists on cards by 5-digit ZIP Code (available only for multi-ZIP Code post offices). These services are available for mailing lists submitted by members of Congress; federal agencies; departments of state governments; municipalities; religious, fraternal, and recognized charitable organizations; and concerns or persons who solicit business by mail. For the designated fee, the USPS also provides address changes to election boards and voter registration commissions.

6.2.4 Lists

In providing services, the USPS does not compile any mailing list, including an occupant list. All corrections are marked on the list submitted by the customer.

6.2.5 Prohibitions

Persons other than USPS employees may not copy, or record by any means, names or addresses from carrier cases. Labels, wrappers, envelopes, stamped cards, or postcards indicating one-time use are not accepted as mailing lists.

6.3 Fee Assessment

6.3.1 Corrections

The fee for correcting name and address lists or occupant lists is assessed for each name or street address on the list. Individual apartments are considered separate addresses. The minimum fee in 6.1.1 applies to lists with fewer than 30 names or addresses. For assessing the fee, the USPS considers a list to be all the addresses sent at one time to the appropriate postal facility.

6.3.2 Rural Route Consolidation

No fee is charged for correcting name and address lists or occupant lists where rural routes are consolidated or changed to another post office, or where rural route and box number addresses are changed to city-style addresses. The lists must contain only names and/or addresses of persons residing on the routes involved, and the lists must be submitted for correction during the time when the local post office is required to keep the address conversion information.

6.3.3 Cards

The fee for sorting mailing lists on cards by 5-digit ZIP Code is assessed per 1,000 addresses or fraction thereof.

6.3.4 Election Board and Voter Commissions

The fee for address changes provided to election boards and voter registration commissions is assessed for each Form 3575 submitted. The fee is collected on a per card basis regardless of the number of changes made on the card and whether the change concerns a person on the board's or commission's list of registrants. Instead of the actual forms, the USPS may supply facsimiles of the forms or copies of the information they contain at no additional fee.

6.3.5 Payment

The post office providing the correction service annotates the total fee due on the outside of the package containing the corrected cards or lists. Payment must be made to the postal installation to which the list was submitted. Payment must be in cash or by check or money order made payable to the postmaster. Payment for correcting a list submitted by a federal agency or a person authorized to send matter as official mail may be made under the official mail reimbursement program. Payment may be made when the list is submitted or when the corrected list is delivered.

6.3.6 Time Limit

The USPS corrects and returns a mailing list to the owner within 15 workdays after receipt. This time limit does not apply to mailing lists received for correction between November 16 and January 1; they are returned as soon as possible.

6.4 Name and Address List Correction

6.4.1 Preparation

If addresses are submitted in list form, the list must be typewritten, printed, or computer-prepared and in sheet form, with enough space between or next to each address to permit entry of corrections. The list owner's name must appear in the upper left corner of each page or sheet. Lists must be separated by post office. A separate list must be presented for each carrier route served by a post office with 190 or more revenue units. Each post office can advise customers in this regard.

6.4.2 Card Size

If the addresses are submitted on cards, the cards must be about the size (3-1/2 by 5-1/2 inches) and quality of a stamped card; data processing cards are acceptable. Information on the cards must be typewritten, printed, or computer-prepared,

having only one name and address per card, and with enough space to permit entry of corrections. The list owner's name must appear in the upper left corner of each card. Lists (groups of cards) must be separated by individual post office.

6.4.3 Submission

The customer must submit the address cards or mailing lists to the district manager of Address Management Systems for addresses within the district. (The address of each district may be found at www.usps.com/ncsc/lookups/ams_office_locator.html.) Unless directed otherwise by the district, the customer must address the submission as follows:

MANAGER
ADDRESS MANAGEMENT SYSTEMS
[STREET ADDRESS]
[CITY STATE ZIP CODE]

6.4.4 Postage

Cards or lists may be mailed by their owners to the designated district, but the list owner must prepay the postage for such items at the applicable rate. The submitted items are returned free of postage.

6.4.5 Elements Corrected

USPS employees:

a. Cross off names to which mail cannot be delivered or forwarded.

b. Correct initials and/or last names when the name apparently is known to the owner of the list.

c. Correct the house, rural, or post office box number; correct the last line (post office name, state abbreviation, and 5-digit ZIP Code); and, in multiple-unit buildings, add apartment, suite, or room numbers if known by the USPS employee.

d. Correct spelling of street names, suffixes, and placement of directionals to conform to the Carrier Route File scheme.

e. Provide new addresses, including ZIP Codes, for customers who have moved and filed permanent forwarding orders that are still active, and for addresses, if known, that are undeliverable because of USPS adjustments.

f. Mark an "X" in the upper right corner of the card or next to each entry on the sheet where no change is necessary.

6.4.6 No Additions

In making list corrections, USPS employees do not add a new name or address to a card or list.

6.5 Occupant Lists

6.5.1 Submission

Customers must submit occupant lists of street addresses in the same way as for name and address corrections. Customers must not submit lists that include more than 110% of the possible deliveries for a specific 5-digit ZIP Code delivery area.

6.5.2 Elements Corrected

USPS employees:

a. Provide new addresses, if known, for addresses that are undeliverable because of USPS adjustments.

b. Correct last lines (post office names, state abbreviations, and 5-digit ZIP Codes), spelling of street names, suffixes, and placement of directionals to conform to the Carrier Route File scheme.

c. Cross off numbers representing incorrect or nonexistent street addresses, but do not change or add numbers.

d. Indicate business addresses with a “B” in the upper right corner of the card, or opposite the street number as printed on the sheet, as applicable.

e. Indicate rural route addresses with an “R” in the upper right corner of the card, or opposite the street number as printed on the sheet, as applicable.

f. Enter the number of separate family units opposite addresses of multiple-unit dwellings.

g. Mark an “X” in the upper right corner of the card or next to each entry on the sheet where no change is necessary.

h. Group the corrected cards or sheets by carrier route for return to the list owner.

6.6 Sortation of Lists on Cards by 5-Digit ZIP Code

6.6.1 Coding

The customer must code mailing lists by 5-digit ZIP Code for single 5-digit ZIP Code post offices.

6.6.2 Preparation

To allow the USPS to sort a mailing list to 5-digit ZIP Codes, a mailing list of addresses only for multi-ZIP Code post offices must be prepared on cards about the size (3-1/2 by 5-1/2 inches) and quality of a stamped card; data processing cards are acceptable. Only one address may appear on each card. The owner must separate the cards by post office of address and submit each group to the district manager of Address Management Systems serving that post office. The list owner must wrap mailing lists (cards) for mailing when practicable. The owner’s name and address must appear on the outside of the wrap or container.

6.6.3 USPS Sortation

USPS employees sort cards by 5-digit ZIP Code and securely package them with a facing slip marked “All for ZIP Code Area (00000).” ZIP Codes are not written on individual cards.

6.7 Election Boards and Voter Registration Commissions

6.7.1 General

[2-3-05] Election boards or voter registration commissions may use the “Return Service Requested” endorsement and/or the National Change of Address Linkage System (NCOA^{Link}) to maintain current address lists.

6.7.2 Procedure

Election boards or voter registration commissions using permanent registration also may obtain residential change-of-address information from Forms 3575:

a. An authorized official of the board or commission must sign and submit to the manager, address management systems (district), a written request that lists the post offices for which change-of-address information is desired.

b. If the request is approved, an agreement must be obtained from and signed by an authorized official of the board or commission detailing the terms under which the change-of-address information is to be released.

c. The board or commission receives the requested information from the postmasters of the listed post offices and pays those postmasters the applicable fees.

7.0 Address Sequencing Services

7.1 Address Sequencing Service Fees

7.1.1 Basic Service

Each card or address removed because of an incorrect or undeliverable address: $0.30.

7.1.2 Blanks for Missing Addresses

Each card or address removed because of an incorrect or undeliverable address: $0.30.
Insertion of each blank card for missing or new address: no charge.

7.1.3 Missing or New Addresses Added

Insertion of each addressed card for missing or new address: $0.30.

7.2 Service Levels

The USPS provides the following levels of manual or electronic address sequencing service for city carrier routes, rural routes, highway contract routes, and post office box sections:

a. Sequencing of address cards or electronic address files.

b. Sequencing of address cards or electronic address files, plus inserting only blank cards for missing addresses or missing sequence numbers for the addresses missing from the electronic files.

c. Sequencing of address cards or electronic address files, plus inserting cards with addresses for missing or new addresses, or inserting addresses into electronic files for missing or new addresses.

d. For address cards or electronic files, if qualification is met, the USPS will provide seeded addresses to the list owners for inclusion in their address files for file protection.

e. If a request for sequencing contains a seeded address, the owner of the seeded address will be notified within 30 days of detection. If all known possibilities of fraud cannot be ruled out, the request will be denied and the Postal Inspection Service will be notified.

7.3 Card Preparation and Submission

7.3.1 Color, Size, and Quantity

When submitting cards, all address cards must be made of white or buff-colored card stock and of an identical size (5 to 8-5/16 inches long and 2-1/4 to 4-1/4 inches high). Blank cards for missing and/or new addresses must be of the same size as the submitted address cards but of a different color. A customer must provide enough blank cards to equal at least 10% of the number of address cards submitted.

7.3.2 Limitation

The customer must not submit address cards or an address file in excess of 110% of the possible deliveries for a specific 5-digit ZIP Code delivery area. Customers requesting the service level in 7.2c will be allowed three attempts to qualify a ZIP Code for the service within a 12-month period. Failure to qualify within three attempts within 12 months will result in a suspension of 1 year for any additional attempts to qualify the ZIP Code.

7.3.3 Addressing Format

Addressing format is specific to the media being used.

a. Card Processing. Cards must be faced in the same direction and bear only one address each. The customer's current address information must be computer-generated, typed, or printed along the top of the card. The address must be within 1 inch from the top edge of the card in about the same location on each card submitted. Each card must include a complete address, but the ZIP Code is optional. Street designators may be abbreviated as shown in Publication 28, *Postal Addressing Standards*. When sequence cards are used to obtain address sequencing information for post office boxes, the box section number must be substituted for the carrier route number (if shown).

b. Electronic Processing. The customer must submit address files on electronic media, as described by USPS. Call the National Customer Support Center at 1-800-331-5747 for a copy of the required format.

7.3.4 Header Cards

When submitting address cards, customers must provide carrier route header cards prepared with standard 80-column computer card stock (or another size as described in 7.3.1). The header cards must be typed, computer-generated, or printed by the customer. A route header card of the same size as the address cards must be placed in front of the cards for each route. All columns must be provided on the header cards, regardless of the service level requested. Column headings may be abbreviated. Examples of the required format for the route header card can be obtained from the National Customer Support Center (see 608.8.0 for address).

7.3.5 Delivery Unit Summary

A Delivery Unit Summary must be typed, computer-generated, or printed and provided by the customer for card processing. A printed copy or electronic file will be acceptable for address file submissions. When submitting address cards, an original and two copies must be submitted for each 5-digit ZIP Code. When submitting an address file, an original and two copies of a printed form or one electronic file must be submitted for each 5-digit ZIP Code. This form, used by the USPS to provide summary information to the customer, is necessary for calculating total charges for the service level provided. For address card submissions, the original is returned to the customer with the cards as the customer's bill. For electronic address file submissions, a computer-generated Delivery Unit Summary is returned as the customer's bill. Upon receipt of payment, the ZIP Code will be qualified for Computerized Delivery Sequence (CDS), and product fulfillment will begin. Examples of the required printed or electronic format of the Delivery Unit Summary can be obtained from the National Customer Support Center (see 608.8.0 for address).

7.3.6 5-Digit ZIP Codes

When submitting address cards, the cards for each 5-digit ZIP Code must be placed in separate containers, each with an envelope affixed containing a packing list and Delivery Unit Summary sheets for that 5-digit ZIP Code. For each 5-digit ZIP Code, the customer must also show the number of containers submitted on the Delivery Unit Summary and number those containers sequentially (e.g., "1 of 3," "2 of 3," and "3 of 3"). If there is more than one container for the 5-digit ZIP Code, the Delivery Unit Summary must be affixed to the first container.

7.3.7 Submitting Cards or Electronic Files

The designated place for submission of addresses for sequencing depends on the type of media used.

a. Card Processing. The customer must submit the containers of address cards to the district manager of Address Management Systems for carrier routes within the corresponding district. (Exception: Address cards only for addresses in the city where the customer is located may be submitted to the postmaster of that city.) Unless directed otherwise, the customer must address containers of address cards to:

   MANAGER ADDRESS MANAGEMENT SYSTEMS
   UNITED STATES POSTAL SERVICE
   [STREET ADDRESS]
   [CITY/STATE/ZIP+4]

b. Electronic Processing. The customer must submit address files on electronic media to:

   COMPUTERIZED DELIVERY SEQUENCING DEPARTMENT
   NATIONAL CUSTOMER SUPPORT CENTER
   UNITED STATES POSTAL SERVICE
   6060 PRIMACY PKWY STE 201
   MEMPHIS TN 38188-0001

7.3.8 Postage

Containers of cards mailed to the post office must have postage paid at the applicable rate. Address files can be mailed at the appropriate rate or be electronically transmitted, as determined by the USPS, to the National Customer Support Center. They are returned to the customer free of postage.

7.3.9 USPS Sequencing

Unsequenced address cards received at post offices or unsequenced address files received at the National Customer Support Center will be arranged in sequence of carrier route delivery without charge. Cards with incorrect or undeliverable addresses are removed from carrier route bundles, bundled separately, and returned to the customer. When address files are submitted, incorrect or undeliverable addresses are removed from the original file and returned as a separate file.

7.3.10 USPS Time Limits and Billing

The post office or the National Customer Support Center, whichever performs the service, returns the cards or address file and the bill for applicable charges to the customer within 15 working days after receiving a properly prepared request for address sequencing. This time limit does not apply to cards received between November 16 and January 1; they are returned as soon as possible.

7.3.11 Seasonal Addresses

Under all service levels, correct addresses subject to seasonal occupancy, but which do not indicate seasonal treatment, will be identified with an “S” on cards or a flag on address files. If the address is included in a series, such as those used for apartment buildings, trailer parks, and seasonal delivery areas in general, the appropriate “seasonal” indicator box is checked on the card or flagged on the address file. When correct address cards or address files that are not subject to seasonal occupancy but that include seasonal treatment notations are submitted, the seasonal indicator is marked out on cards or left blank on address files. For cards, a rubber band is placed around the card to identify it before it is put in carrier route sequence order in the returned deck of cards. No charge is assessed for this service.

7.4 Sequencing Cards With Blanks for Missing Addresses or Sequencing Address Files With Missing Sequence Numbers

USPS employees at post offices (for cards) or the National Customer Support Center (for address files) arrange unsequenced addresses in sequence of carrier route delivery without charge, remove incorrect or undeliverable addresses, and, if cards, package separately for return to the customer, and insert a blank card or missing sequence number for address files for each existing address that is not included in the customer’s cards or address file. (If several addresses in a series are missing, a single blank card is inserted for the series showing the number of missing addresses, or for address files a series of missing sequence numbers will be omitted identifying the number of missing addresses.)

7.5 Sequencing With Address Cards or Address File Sequencing With Addresses Added for Missing and New Addresses

7.5.1 USPS Sequencing

USPS employees at post offices (for cards) or the National Customer Support Center (for address files) arrange unsequenced addresses in sequence of carrier route delivery without charge, remove incorrect or undeliverable addresses, and, if cards, package separately for return to the customer or, if an address file, return as a separate file, and add new or missing addresses (including rural address conversions to city delivery) for each existing address that is not included in the customer's cards or address file.

7.5.2 Separate Address Groups

Separate groups of address cards must be submitted for the addresses in each 5-digit ZIP Code delivery area: city carrier (residential addresses only); city carrier (business addresses only); city carrier (combination of residential and business addresses); rural and highway contract route addresses; or post office box addresses (whether business, residential, or a combination). If submitting an electronic address file, a single file meeting the same requirements is acceptable. Each group must be accompanied by a statement showing:

a. Types of addresses (residential, business, or a combination).

b. Number of addresses on the cards or in the address file.

c. Name, mailing address, and telephone number of the list owner or agent.

7.5.3 Post Office Boxes

Within a 5-digit ZIP Code, post office box addresses must be placed in separate groups from city carrier, rural, and highway contract route addresses and separately identified on the customer's statement.

7.5.4 Address Percentage

For the 5-digit ZIP Code, the mailing list that the cards or address file represents must contain 90% of all possible residential or business city carrier addresses in the respective address group, 90% of all city carrier addresses in a combination residential/business address group, or 90% of all possible deliveries in rural/highway contract route and post office box groups.

7.5.5 Calculating Percentage

In calculating the total number of addresses within a 5-digit ZIP Code, each apartment unit in an apartment building or each office in an office building that is a deliverable address is treated as a separate address.

7.5.6 Resubmitting Cards or Address File

Customers must monitor community growth and determine when address cards or address files need to be submitted for resequencing to maintain the 90% eligibility level of address coverage. Such a determination is not supplied by the USPS. See 509.1.0, *Address Information System Products*, for information on obtaining delivery statistics.

7.6 Service Charges

7.6.1 Basic Service

For sequencing of address cards or address files, the fee in 7.1.1, *Basic Service*, is charged for each address card or address that is removed because of an incorrect or undeliverable address. All cards removed are packaged separately and returned to the customer.

7.6.2 Blanks for Missing Addresses

For sequencing of address cards or address files with total possible deliveries shown, the fee in 7.1.2 is charged for each address card or address that is removed because it is incorrect or undeliverable. No charge is assessed for the insertion of blank cards or missing sequence numbers (for address files) showing the range of missing addresses in a submitted list.

7.6.3 Missing or New Addresses

For sequencing of address cards or address files with missing or new addresses added, the fee in 7.1.3 is charged for each address card or address that is removed because it is incorrect or undeliverable, and for each address (possible delivery) that is added to the customer's list. For apartment or office buildings with a series of addresses for which the USPS provides a range of addresses, the charge is for each address (possible delivery) in the range or series.

7.6.4 Customer's Bill

For all services, the original of the Delivery Unit Summary is returned to the customer after completion by USPS employees and serves as the customer's bill. The customer must submit payment for the amount due to the local post office or as instructed.

7.6.5 Free Services

These services are provided at no charge for all three levels of service:

a. If the customer includes a rural address (box number) in a deck of cards or address file submitted for sequencing, and a street address is assigned to that box number so it can be served on a city delivery route, a correct address card or address is included at no charge.

b. The USPS attempts, but does not guarantee, to make simple corrections to addresses (e.g., obvious spelling errors) that can be identified as a specific delivery address and are not undeliverable as addressed or nonexistent. Corrections are noted on the cards placed in proper carrier route sequence in the returned cards and identified by a rubber band around the card.

7.7 Submitting Properly Sequenced Mailings

7.7.1 Customer Responsibility

The customer must ensure that mailings are prepared in correct carrier route delivery sequence and resequence cards or an address file when necessary. The USPS does not provide list-sequencing service for mailings not prepared in correct carrier route delivery sequence if the customer is so notified but fails to take corrective action.

7.7.2 Changes

When delivery changes affect delivery sequence but do not cause scheme changes, card customers will be notified in writing and must then submit cards for the affected routes or the complete ZIP Code for resequencing. Computerized Delivery Sequence (CDS) customers will automatically receive an updated electronic file from the USPS.

7.7.3 Out-of-Sequence Mailing

If a mailing is found to be out of sequence, the customer is informed in writing both of the error and that, unless the situation is corrected, the USPS will not provide carrier route sequencing service. If the customer does not take corrective action, the USPS gives written notice that the customer is no longer allowed to submit address cards to the post office or address files to the National Customer Support Center for sequencing. Within 30 days, the customer may file a written appeal with the postmaster who gave notice.

7.7.4 Reinstatement

Generally, a customer denied address card or address file sequencing service for a specific ZIP Code may not submit address cards (to the post office) or address files (to the National Customer Support Center) for sequencing where that sequencing service was terminated for 1 year after the effective date of termination. After that time, the customer is again authorized to submit the ZIP Code address cards (to the post office) or address files (to the National Customer Support Center) for sequencing. At any time during the year after termination of service, the customer may renew the submission if the postmaster (for address cards) or the National Customer Support Center (for address files) is convinced that the customer has taken all necessary action to correct the past errors.

8.0 Business Reply Mail (BRM)

8.1 Business Reply Mail (BRM) Rates and Fees

8.1.1 Basic BRM

Annual permit fee: $160.00.
Per piece fee: $0.65 (in addition to the applicable First-Class Mail or Priority Mail postage (123.1.0, *Priority Mail Rates and Fees*, or 133.1.0, *First-Class Mail Rates and Fees*)).

8.1.2 High-Volume BRM

Annual permit fee: $160.00.
Annual accounting fee (for advanced deposit account): $500.00.
Per piece fee: $0.11 (in addition to the applicable First-Class Mail or Priority Mail postage (123.1.0, *Priority Mail Rates and Fees*, or 133.1.0, *First-Class Mail Rates and Fees*)).

8.1.3 Basic Qualified BRM

Annual permit fee: $160.00.
Annual accounting fee (for advanced deposit account): $500.00.
Per piece fee: $0.06 (in addition to the automation First-Class Mail QBRM postage (in 507.8.2)).

8.1.4 High-Volume Qualified BRM

Annual permit fee: $160.00.
Annual accounting fee (for advanced deposit account): $500.00.
Quarterly fee: $1,900.00.
Per piece fee: $0.008 (in addition to the automation First-Class Mail QBRM postage (in 123.1.0, *Priority Mail Rates and Fees*, or 133.1.0, *First-Class Mail Rates and Fees*)).

8.1.5 Bulk Weight Averaged Nonletter-Size BRM

Annual permit fee: $160.00.
Annual accounting fee (for advanced deposit account): $500.00.
Monthly maintenance fee: $790.00.
Per piece fee: $0.01 (in addition to the applicable First-Class Mail or Priority Mail postage (123.1.0, *Priority Mail Rates and Fees*, or 133.1.0, *First-Class Mail Rates and Fees*)).

8.2 Qualified Business Reply Mail (QBRM) Rates

8.2.1 Cards

Cards meeting the standards in 8.3 through 8.12, in addition to the fees in 8.1: $0.211 each.

8.2.2 Letters

Letter-size single pieces meeting the standards in 8.3 through 8.12, in addition to the fees in 8.1:

WEIGHT INCREMENT	RATE
First ounce or fraction of an ounce	$0.358
Each additional ounce or fraction	0.240

8.3 Qualified Business Reply Mail (QBRM) Basic Standards

8.3.1 Description

Qualified Business Reply Mail (QBRM) is First-Class Mail that:

a. Is letter-size and is prepared to meet the automation compatibility requirements in 201.3.0 (except 201.3.13.1, *Paper Weights for Mailpieces Sealed on All Sides*).

b. Meets all the Business Reply Mail (BRM) standards in 8.4 through 8.12.

c. Has postage and per piece charges deducted from a BRM advance deposit account.

d. Is authorized to mail at QBRM rates and fees under 8.3.2. During the authorization process, the mailer is assigned a unique ZIP+4 code for each rate category of QBRM to be returned under the system (one for card-rate pieces, one for letter-size pieces weighing 1 ounce or less, and one for letter-size pieces weighing over 1 ounce up to and including 2 ounces).

e. Bears the unique ZIP+4 code assigned during the application process in the address of each piece distributed. The ZIP+4 code on each piece must be the proper one assigned to the rate category of the piece on its return. The ZIP+4 codes assigned for this program must be used only on the organization's appropriate QBRM pieces.

f. Bears the correct barcode that corresponds to the unique ZIP+4 code in the address on each piece distributed. The barcode must be correctly prepared under 708.4.0 and 8.9.

g. Bears a properly prepared facing identification mark (FIM) C on each piece distributed (see 708.9.0).

8.3.2 Authorization

To participate in QBRM, a mailer must have a valid BRM permit and pay the annual accounting fee. The following conditions also apply:

a. Any mailer who applies for a BRM permit on Form 3615 must submit Form 6805 to the postmaster or business mail entry manager at the post office to which the QBRM pieces are to be returned. The USPS reviews the Form 6805 and preproduction samples provided by the mailer for compliance with relevant standards. If the mailer's request is approved, the USPS issues the mailer an authorization on the approved Form 6805.

b. Any mailer who applies for a BRM permit online (see 8.0) completes an electronic version of Form 6805 as part of the online application approval process in place of a printed Form 6805. The mailer is not required to submit preproduction samples when the BRM permit is approved and issued online.

8.3.3 QBRM Postage

The single-piece postage rates for QBRM First-Class Mail are applied to each returned piece as follows:

a. The QBRM rate for cards in 8.2.1 applies to a card meeting the applicable standards in 8.3.1 and 201.1.0.

b. The QBRM rate for letters in 8.2.2 applies to a letter meeting the applicable standards in 8.3.1 that is not eligible for and claimed at the QBRM rate for cards.

8.3.4 QBRM Per Piece Charges

Each piece of returned QBRM is charged the per piece charge in 8.1.

8.3.5 QBRM Fees

The following fees apply to QBRM First-Class Mail:

a. The annual BRM permit fee.

b. The annual BRM accounting fee.

c. At the mailer's option, a quarterly fee.

8.4 General Information

8.4.1 Description

Business reply mail (BRM) service enables a permit holder to receive First-Class Mail and Priority Mail back from customers and pay postage and a per piece fee only for the pieces returned. BRM cards, envelopes, self-mailers, cartons, and labels may be distributed by a BRM permit holder in any quantity for return to any post office in the United States and its territories and possessions, including military post offices overseas. Qualified Business Reply Mail (QBRM) is a subset of BRM available for specific automation-compatible letter-size pieces that qualify for an automation postage rate and a reduced per piece fee (see 8.10). Domestic BRM may not be distributed to foreign countries. Standards for International Business Reply Service (IBRS) are in the *International Mail Manual*.

8.4.2 Payment Guarantee

The permit holder guarantees payment of the applicable First-Class Mail or Priority Mail postage, plus a per piece fee, on all returned BRM. This includes any incomplete, blank, or empty BRM cards and envelopes and any mailable matter with a BRM label affixed.

8.4.3 Services

No extra services (e.g., certified, insured, registered) are permitted with BRM.

8.4.4 Address

The delivery address on a piece of BRM may not be altered to redirect the mailpiece to any address other than the one preprinted on the piece.

8.4.5 Official Mail

Authorized users of official (penalty) mail may distribute BRM subject to the additional standards in 703.7.0, which supersede any conflicting standards in 8.0.

8.4.6 Intentions of the Permit Holder

BRM may not be used for any purpose other than that intended by the permit holder, even when postage is affixed. In cases where a BRM card or letter is used improperly as a label, the USPS treats the item as waste.

8.4.7 Samples

Prior to printing, permit holders are encouraged, but not required, to submit preproduction samples of BRM to the USPS for approval. QBRM pieces require USPS approval (8.3).

8.4.8 Error Notification

If the USPS discovers a BRM format error, the responsible permit holder or authorized agent receives written notification of the error. The permit holder must correct the error and make sure that all future BRM pieces meet appropriate specifications. The repeated distribution of BRM with format errors is grounds for revoking a BRM permit (8.5.6).

8.5 Permits

8.5.1 Required

Any mailer who wants to distribute BRM must apply for and receive a permit. The permit number, city, and state where the permit is held must appear on all pieces of BRM.

8.5.2 Application Process

The mailer may apply for a BRM permit using one of the following processes:

a. Form 3615. The mailer submits a completed Form 3615 to the Post Office issuing the permit and pays the annual permit fee. If a completed Form 3615 is already on file for the mailer at that office for other permits, then the mailer must submit the annual permit fee and the USPS amends Form 3615 by adding the BRM authorization.

b. Online. The mailer applies online at www.usps.com. Online application is available only for BRM permits issued for certain Post Offices, determined by logging on to www.usps.com/replymail and entering the 5-digit ZIP Code of the post office where the mailer wants the BRM permit issued. If the online application option is not available for a 5-digit Zip Code, the applicant must apply using Form 3615.

8.5.3 Annual Permit Fee

A permit fee must be paid once each 12-month period at each post office where a BRM permit is held. Payment of the permit fee is based on the anniversary date of the permit's issuance. The fee may be paid in advance only for the next 12 months and only during the last 60 days of the current service period. The fee charged is that which is in effect on the date of payment. Agents authorized by a permit holder under 8.11 are not required to pay an annual permit fee at the post office where their BRM is received.

8.5.4 Renewal of Annual Permit Fee

An annual renewal notice is provided to each BRM permit holder by the USPS. The notice and the payment for the next 12 months must be returned by the expiration date to the post office that issued the permit. After the expiration date, if the permit holder has not paid the annual permit fee, then returned BRM pieces are treated as follows:

a. Postcards of no obvious value are treated as waste and disposed of at the delivery unit.

b. Pieces (excluding postcards) with a return address are endorsed "Business Reply Permit Canceled" and are returned to the sender.

c. Pieces without a return address are endorsed "Business Reply Permit Canceled" and forwarded to the mail recovery center for handling.

8.5.5 Other Post Offices

A permit holder may distribute BRM through any post office for delivery at any post office under 8.11.

8.5.6 Revocation of a Permit

The USPS may revoke a BRM permit because of format errors or for refusal to pay permit fees (annual, accounting, quarterly, or monthly), postage, or per piece fees. If the permit was revoked due to format errors, then a former permit holder may obtain a new permit and permit number by completing and submitting a new Form 3615, paying the required BRM annual permit fee, paying a new annual accounting fee (if applicable), and, for the next 2 years, submitting two samples of each BRM format to the appropriate post office for approval.

8.6 Postage, Per Piece Fees, and Accounting Fees

8.6.1 Postage

Each piece of returned BRM is charged the applicable single-piece First-Class Mail or Priority Mail postage (123.1.0, *Priority Mail Rates and Fees*, and 133.1.0, *First-Class Mail Rates and Fees*). Cards must meet the standards in 201.1.0 to qualify for card rate postage. Any card larger than those dimensions is charged the applicable First-Class Mail letter rate. For Priority Mail over 1 pound, if the zone cannot be determined from a return address or cancellation, then the permit holder is charged zone 4 postage for the weight of the piece. For QBRM, see 8.10.

8.6.2 Per Piece Fees

Per piece fees listed in 8.1 are charged for each piece of returned BRM (in addition to postage in 8.6.1). If a permit holder has not paid an annual accounting fee and established a BRM advance deposit account, then the basic (higher) BRM per piece fee must be paid. If a permit holder has paid the annual accounting fee and has established a BRM advance deposit account, then the high-volume (lower) BRM per piece fee is paid. For QBRM, see 8.10.

8.6.3 Advance Deposit Account and Annual Accounting Fee

A permit holder may choose to pay an annual accounting fee and establish an advance deposit account, which qualifies returned BRM pieces for the high-volume per piece fee. The accounting fee must be paid once each 12-month period at each post office where a permit holder holds an advance deposit account. Payment of the accounting fee is based on the anniversary date of the initial payment. The fee may be paid in advance only for the next 12-month period and only during the last 60 days of the current 12-month period. The fee charged is that which is in effect on the date of payment. A separate advance deposit account solely for BRM is not required. An advance deposit account can be used for BRM under these conditions:

a. For each withdrawal, only one statement is provided for each annual accounting fee paid.

b. If a permit holder distributes BRM with different addresses (including post office box numbers) under the same permit number going to the same delivery unit and has only one business reply account, then the BRM is separated by each different address but only one statement is provided and only one annual accounting fee is paid.

c. The permit holder must pay an annual accounting fee for each separate statement (accounting) requested. If only one annual accounting fee is paid, then the permit holder receives only one statement.

d. The permit holder must maintain a balance in the BRM advance deposit account that is sufficient to cover postage and per piece fees for returned mailpieces. The permit holder is notified if funds are insufficient. After 3 calendar days, if no funds are deposited, then BRM on hand is charged the basic BRM per piece fee and postage and charges are collected from the permit holder (e.g., in cash) prior to delivery.

e. BRM addressed to several different firms at the same delivery unit may be delivered to an agent authorized by a valid BRM permit holder. The agent pays one annual accounting fee for all the firms represented by the agent in the same delivery unit. If the agent, or any of the firms represented by the agent, wants a separation of charges, then separate (additional) accounting fees must be paid.

8.6.4 Renewal of Annual Accounting Fee

An annual renewal notice is provided to each BRM permit holder with a BRM advance deposit account. The notice and the payment for the next 12 months must be returned by the expiration date to the post office that holds the advance deposit account. After the expiration date, if the permit holder has not paid the annual accounting fee but still has a valid BRM permit, returned BRM pieces no longer qualify for the high-volume BRM per piece fee and are charged the basic BRM per piece fee in 8.1.1.

8.6.5 Combined Pieces as a Single Item

Two or more BRM pieces may be mailed as a single piece if the BRM pieces are identically addressed and prepared for mailing in accordance with 201.1.0. The permit holder is charged postage based on the total weight of the combined piece plus one per piece fee. If the combined pieces become separated, then the permit holder must pay postage and a per piece fee for each individual piece. Combined pieces are not eligible for QBRM postage rates or per piece fees.

8.6.6 With Postage Affixed

BRM with postage affixed is handled the same as other BRM. No effort is made to identify or separate BRM pieces with postage affixed. The amount of affixed postage is not deducted from the postage or per piece fees owed. The permit holder may request a refund or credit for postage affixed to BRM under 604.9.2.10.

8.6.7 Payment Options

Permit holders may pay for postage and per piece fees on returned pieces by cash or check upon delivery, through a regular postage due account (604.6.3), or through a BRM advance deposit account. A regular postage due account does not qualify the permit holder for high-volume BRM per piece fees, and no annual accounting fee is charged to maintain the account.

8.7 Mailpiece Characteristics

8.7.1 Paper Weight

BRM paper envelopes must have a minimum basis weight of 20 pounds (500 17- by 22-inch sheets). Other pieces (cards and self-mailers) must meet the basis weight requirements in 201.3.0.

8.7.2 Nonpaper Envelopes

USPS Engineering must approve nonpaper envelopes for mailability. See 201.3.0.

8.7.3 Envelope Reflectance

Envelope material must not have a red fluorescence exceeding 4.0 phosphor meter units.

8.7.4 Sealing and Edges

All BRM pieces must meet the general mailability standards in 601.1.0 through 601.7.0 and must have straight (90 degree) edges. BRM pieces are not mailable if they are sealed with wax, clasps, string, staples, or buttons.

8.7.5 Window Envelopes

The following standards apply to BRM prepared in an open-panel or a covered window envelope:

a. Open panel window envelopes:

   1. The mailpiece must meet the applicable standards in 233.5.6, *Address Standards for Barcoded Pieces*, for letters or 333.5.5, *Address Standards for Barcoded Pieces*, for flats for address/window clearance, or 202.5.0, *Barcode Placement*, for letters or 302.4.0, *Barcode Placement*, for flats for barcode/window clearance for envelopes with an address window.

   2. The “No Postage Necessary” imprint, the business reply legend, horizontal bars, and the facing identification mark (FIM) (see 708.9.0) must be printed directly on the envelope. Other required and optional elements in 8.8 may be printed on the insert appearing through the address window.

   3. The address showing through the window must be that of the permit holder or an authorized representative.

b. Covered window envelopes:

   1. The “No Postage Necessary” imprint, the business reply legend, and the horizontal bars must be printed either directly on the envelope or on the insert appearing through the covered window. The minimum size of the information appearing in the covered window is 2 inches high and 4-1/4 inches long. The FIM must be printed on the envelope as specified in 708.9.0. A clear space of at least 1/8 inch is required between any BRM format requirement and the top, bottom, and side edges of the window, and must remain when the insert is moved to its full limits in each direction within the envelope.

   2. The window cover must be of a nontinted clear or transparent material (e.g., cellophane or polystyrene) that permits the barcode and its background, as viewed through the window material, to meet the reflectance standards in 708.4.3. The edges of the window cover must be securely glued to the envelope.

   3. The address on the insert showing through the window must be that of the permit holder or an authorized representative.

8.7.6 Self-Mailers and Reusable Mailpieces

In addition to the standards in 8.7 and 8.8, self-mailers and reusable mailpieces must meet the standards in 201.3.13 and 601.6.4. Permit holders must provide instructions to the user for re-folding and sealing (see 601.4.0) so that upon return the piece meets sealing and folding requirements in 201.3.0.

8.7.7 Cards

Cards must meet the standards in 201.1.2.

8.7.8 Labels

For general use, the minimum size of a BRM label is 2 inches high and 3 inches long. BRM labels are not required to have a FIM or a ZIP+4 barcode, but all other format standards in 8.8 must be met. In cases where a BRM card or letter is used improperly as a label, the USPS treats the item as waste. See 8.7.9 for labels for letter-size pieces.

8.7.9 Labels for Letter-Size Pieces

The following standards apply to BRM labels for use on letter-size pieces:

a. The minimum size of a BRM label is 2-5/8 inches high and 4-1/4 inches long. All format elements, including a FIM, must be printed on the label. BRM labels cannot include a barcode. *Exception:* The vertical series of horizontal bars must be at least 3/4-inch high. The back of the label must be coated with a permanent adhesive strong enough to firmly attach the label to an envelope.

b. The permit holder must provide instructions to the user describing how the label should be applied to a mailpiece and what precautions must be observed when applying the label (see Exhibit 8.7.9). A pictorial diagram showing proper placement of the label must be included with the instructions. At a minimum, the instructions must include the following directions:

   1. Place the label squarely in the upper right corner of the envelope.
   2. Do not write on the envelope or label.
   3. Do not use a window envelope, an envelope that is less than 1 inch higher than the label an envelope that is more than 4-1/2 inches high, or an envelope with any printing other than a return address.
   4. Do not use tape to affix the label.

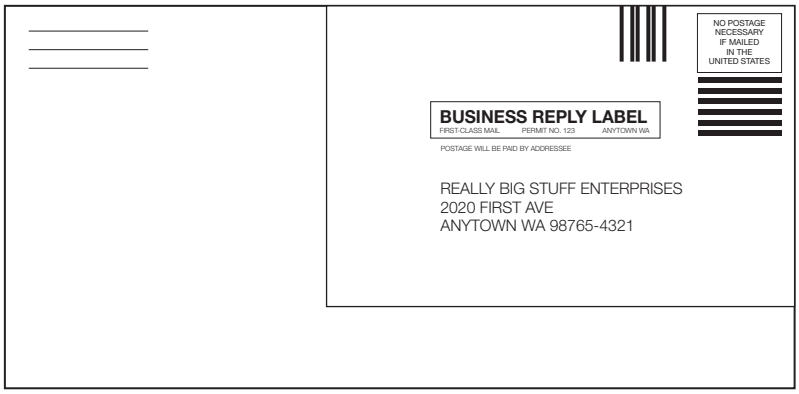
c. When the label is affixed to an envelope, the address must be placed within the OCR read area (see 202.2.1).

d. Pieces with business reply labels cannot qualify for QBRM rates.

Exhibit 8.7.9 Instructions for Affixing Business Reply Label

How to use your business reply label:

Affix label to upper right corner of envelope. Be sure the label is at the edge of the right corner. Do not use tape. Do not write on the envelope or use an envelope with printing other than a return address.

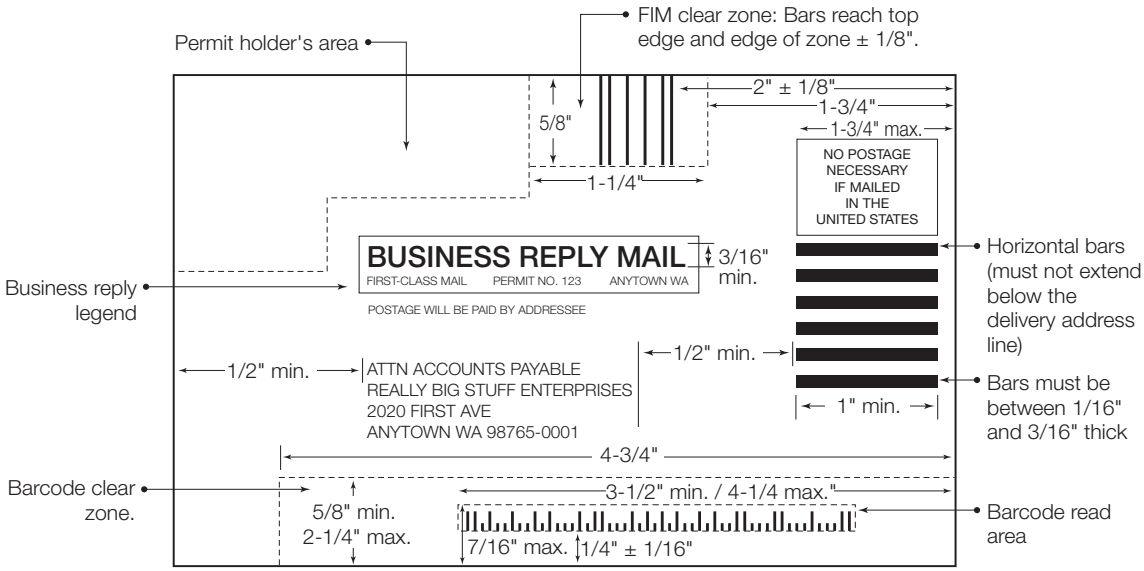


8.8 Format Elements

8.8.1 General

All pieces of BRM are subject to these format elements. Pieces of QBRM and bulk weight averaged nonletter-size BRM are subject to additional format standards listed in 8.10 and 8.12, respectively. BRM format elements are shown in Exhibit 8.8.1.

Exhibit 8.8.1 Business Reply Mail Format



8.8.2 Printing and Print Reflectance

All forms of printing are permissible if legible to the satisfaction of the USPS. Handwriting, typewriting, and handstamping may not be used to prepare BRM. Printed borders are not permitted on letter-size BRM, but are permitted on business reply labels and cartons and envelopes greater than 6-1/8 inches high or 11-1/2 inches long or 1/4 inch thick. All ink colors are acceptable if the piece meets the appropriate reflectance standards in 708.4.3.

8.8.3 "No Postage Necessary" Imprint

The imprint "NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES" must be printed in the upper right corner of the address side of the piece. The imprint must not extend more than 1-3/4 inches from the right edge of the piece.

8.8.4 Business Reply Legend

The legend "BUSINESS REPLY MAIL" or "BUSINESS REPLY LABEL," as appropriate, must appear on all pieces. This legend must appear above the address in capital letters at least 3/16 inch high. At the permit holder's discretion, the business reply legend may be surrounded by a rule or border.

8.8.5 Permit Number and Postage Endorsement

Directly below the business reply legend, the words "FIRST-CLASS MAIL PERMIT NO. [NO., CITY, STATE]" (representing the permit holder's number and post office that issued the permit) must appear in capital letters. Directly below that, the endorsement "POSTAGE WILL BE PAID BY ADDRESSEE" must appear in capital letters. At the permit holder's discretion, the permit number and postage endorsement may be surrounded by a rule or border.

8.8.6 Delivery Address

The complete address (including the permit holder's name, delivery address, city, state, and BRM ZIP Code) must be printed directly on the piece, subject to these conditions:

a. Preprinted labels with only delivery address information (including a ZIP+4 barcode under 8.9) are permitted, but the permit holder's name and other required elements must be printed directly on the BRM piece.

b. On letter-size pieces, the complete delivery address must appear within the OCR read area (see 202.2.1).

c. There must be at least a 1/2-inch clearance between the ZIP Code and the horizontal bars.

d. A unique ZIP Code (i.e., firm ZIP Code) must not be used for BRM unless the ZIP Code has been assigned specifically for BRM. A unique 4-digit add-on to denote BRM may not be used with a unique 5-digit ZIP Code not specifically assigned to BRM.

8.8.7 Horizontal Bars

A vertical series of horizontal bars parallel to the length of the piece must be printed directly below the imprint "NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES." The bars must be uniform in length, at least 1 inch long and 1/16 inch to 3/16 inch thick, and evenly spaced. On letter-size nonbarcoded BRM, the bars

must not extend below the delivery address line (the line above the line containing the ZIP Code). On barcoded BRM, the bars must not extend lower than 5/8 inch from the bottom edge of the piece.

8.8.8 Facing Identification Mark (FIM)

A FIM must be printed on all letter-size BRM and on business reply labels affixed to letter-size mail (see 8.7.9). FIM B must be used with BRM without a barcode. FIM C must be used with any BRM printed with a barcode. The FIM must meet the physical standards in 708.9.0.

8.8.9 Company Logo

A company logo is permitted:

a. On nonbarcoded BRM, if it is placed outside the OCR read area (see 202.2.1).

b. On letter-size barcoded BRM, if it is placed no lower than 5/8 inch from the bottom edge of the piece.

c. On any piece, if the logo does not interfere with any required format elements.

8.9 Additional Standards for Letter-Size Barcoded BRM

In addition to the format standards in 8.8, letter-size BRM enclosed in automation rate mailings and all QBRM must be ZIP+4 barcoded. Other BRM may be barcoded at the permit holder's option. Barcoded BRM must meet the barcode standards in 708.4.0, the envelope basis weight standards in 8.7.1, all other mailpiece design standards in 201.3.0 (including thickness), and these standards:

a. Permit holders must use the ZIP+4 codes and equivalent barcodes assigned by the USPS. Delivery point barcodes are not permitted on BRM.

b. The ZIP+4 barcode must be placed on the address side of the piece and positioned in either of these two locations:

   1. As part of the delivery address block under 202.5.7, *Barcode in Address Block*, if printed on an insert appearing through a window envelope or on an address label affixed directly to the piece.

   2. Within the barcode clear zone in the lower right corner of the piece if printed directly on the piece.

8.10 Additional Standards for Qualified Business Reply Mail (QBRM)

8.10.1 Description

Qualified business reply mail (QBRM) is a subset of business reply mail. Permit holders distribute automation-compatible letter-size pieces that qualify for automation postage rates and reduced per piece fees. QBRM postage and per piece fees must be deducted from a BRM advance deposit account.

8.10.2 Eligibility

To qualify for QBRM, pieces must meet the eligibility requirements in 8.3.

8.10.3 Authorization

BRM permit holders must apply for authorization to participate in QBRM under 8.3.

8.10.4 Postage

Each piece of returned QBRM is charged the automation postage rate for QBRM pieces in 8.2. Pieces that do not meet the format requirements for QBRM cannot qualify for automation postage rates and are charged First-Class Mail postage according to 8.6.1, *Postage*.

8.10.5 Per Piece Fees

Per piece fees listed in 8.1.3 are charged for each piece of returned QBRM (in addition to postage in 8.10.4). Pieces that do not meet the format requirements for QBRM cannot qualify for QBRM per piece fees and are charged the high-volume BRM per piece fees in 8.1.2.

8.10.6 Annual Accounting Fee and Advance Deposit Account

Permit holders are required to pay QBRM postage and per piece fees through a BRM advance deposit account, which requires payment of an annual accounting fee (see 8.6.3).

8.10.7 Quarterly Fee for High-Volume QBRM

Mailers may choose to pay a quarterly fee in addition to the annual accounting fee. Payment of the quarterly fee entitles mailers to a lower per piece fee (the high-volume QBRM per piece fee listed in 8.1.4). The quarterly fee and annual accounting fee must be paid at each post office where mail is returned and for each separate billing desired. Mailers are eligible for the high-volume QBRM rates and per piece fees only for the time they pay the quarterly fee (i.e., mailers can opt out of the quarterly fee and related high-volume QBRM per piece fees simply by not paying the fee for the next quarter). The quarterly fee cannot be paid or renewed retroactively to receive a lower per piece fee on pieces already paid for and delivered. The quarterly fee can be paid for any three consecutive calendar months.

8.10.8 Payment Period for Quarterly Fee

The quarterly fee must be paid in advance for at least one but no more than four quarterly periods. A quarterly period begins on either the first day of the month (if a mailer pays on or before the 15th of the month) or the first day of the following month (if a mailer pays after the 15th of the month) and continues for three consecutive calendar months. A mailer who pays the quarterly fee is entitled to the high-volume QBRM per piece fee from the date of payment through the end of the quarterly period. The fee paid is that which is in effect on the date of payment.

8.11 BRM Distributed and Received by Agents of a Permit Holder

8.11.1 Description

Permit holders may give permission to subsidiary offices, agents, or authorized representatives to distribute and receive BRM using a single (corporate) permit number. BRM pieces are distributed by and returned to agents, who pay postage and per piece fees on those returned pieces. Agents may use any type of BRM service.

8.11.2 Permit

The main permit holder or “corporate” office applies for the permit number and pays the permit fee. The agent must present a letter of authorization from the permit holder showing the name, address, and telephone number of the local agent

authorized to receive the BRM to the post office where the BRM is to be returned. Any time there is a change to the original permit application or the authorization letter, each agent must provide an amended letter of authorization to their local post office.

8.11.3 Annual Permit Fee

The annual permit fee must be paid by the permit holder (8.6.3). Agents do not pay a separate annual permit fee but must submit evidence (usually a copy of Form 3544) to the local office once each 12-month period to show that the annual permit fee has been paid. This evidence is not required if the permit holder has a centralized account processing system (CAPS) account through which the local post office can determine that the permit fee has been paid.

8.11.4 Postage, Per Piece Fees, and Annual Accounting Fees

Agents receiving BRM or QBRM pay the postage, per piece fees, and annual accounting fees listed in 8.1 for the type of service received. The agent may choose to pay an annual accounting fee and establish a BRM advance deposit account. The agent receiving BRM is responsible for paying all postage and per piece fees.

8.11.5 Payment Guarantee

The permit holder is ultimately responsible for postage and per piece fees for all pieces returned under that permit number. If a local agent refuses or neglects to pay postage or per piece fees on returned pieces, then those pieces are forwarded to the post office that issued the original permit for collection of postage and per piece fees from the permit holder. Once forwarded to the permit holder, these pieces cannot qualify for QBRM postage and per piece fees. The permit holder's refusal to accept and pay the required postage and per piece fees for BRM offered for delivery is grounds for immediate revocation of the BRM permit (8.5.6).

8.11.6 Format

BRM distributed by agents must meet all required format standards in 8.7 and 8.8. Authorized representatives distributing BRM on behalf of a permit holder must have the permit holder's name and permit number printed on the BRM and their own names and addresses printed below the permit holder's name, except:

a. When the agent is a branch of an authorized business.

b. The permit holder notifies a post office that authorized representatives may use the permit holder's permit number without printing the permit holder's name.

8.12 Bulk Weight Averaged Nonletter-size BRM

8.12.1 Description

Bulk weight averaging is a method of counting, rating, and billing incoming nonletter-size BRM based on principles of mathematical statistics. Probability sampling techniques are used to measure the characteristics of the total BRM volume by examining a fraction of the volume. Statistically valid samples that are drawn from the incoming BRM volume each postal accounting period are used by post offices to compute average postage due per pound and average piece count per pound factors. The net bulk weight of mail received is multiplied by these conversion factors to get the estimated volume received and postage and fee amounts.

8.12.2 Eligibility

BRM pieces rated by the weight averaging method must:

a. Meet the basic standards for BRM in 8.0.

b. Not be letter-size (201.1.0) or card-size (201.1.2).

c. Not exceed 5 pounds.

8.12.3 Postage, Per Piece Fees, and Other Fees

Returned pieces of bulk weight averaged nonletter-size BRM are charged postage and per piece fees according to 8.1.5. Permit holders participating in bulk weight averaged nonletter-size BRM must pay an annual accounting fee (see 8.6.3) and a monthly maintenance fee (8.3).

8.12.4 Application Procedures

A permit holder who wants to use bulk weight averaged BRM for nonletter-size pieces must submit a written request to the postmaster of the office where the BRM permit is held. The postmaster forwards this information to the manager, Customer Service Support, USPS Headquarters (see 608.8.0 for address). The request must include the following information:

a. Permit holder's name and address.

b. Name and location of the post office at which BRM will be received and a CAPS account number, if available.

c. Information about the number of pieces expected to be returned over a 24-hour period and a 30-day period, and a breakdown of the weight distribution of those pieces (in nearest ounces or pounds) (e.g., X number of 3-ounce pieces, Y number of 4-ounce pieces, and Z number of 5-ounce pieces).

d. Based on the estimated volume in 8.12.4c, a 24-hour estimate and a 30-day estimate of postage and per piece fees using the postage and charges listed in 8.1.5, *Bulk Weight Averaged Nonletter-Size BRM*.

e. A statement indicating whether the piece volume has seasonal variation and, if applicable, estimates of monthly volumes for a 12-month period.

8.12.5 Authorization

The permit holder's request will be reviewed and approved by the manager, Customer Service Support, USPS Headquarters. If the request is approved, then a letter of authorization is sent to the permit holder from the post office where the BRM permit is held. The permit holder signs a service agreement and, if necessary, is assigned a post office box address.

8.12.6 Denial of Authorization

If the permit holder's request is not approved, then the post office sends a written notice, giving reasons for the denial. The permit holder has 15 days following receipt of the notice to file a written appeal of the decision with the postmaster and to furnish further information. If the postmaster still finds that the application should be denied, then the postmaster forwards the file to the manager, Customer Service Support, USPS Headquarters, who issues a final written decision to the permit holder.

8.12.7 Revoking Authorization

To revoke authorization for bulk weight averaging, the postmaster sends written notice to the permit holder. A postmaster may terminate authorization for bulk weight averaged BRM for any of the following reasons:

a. The permit holder provided incorrect or incomplete information on the request for authorization.

b. The permit holder's BRM pieces no longer meet the eligibility requirements in 8.0.

c. The USPS finds that bulk weight averaging no longer provides adequate revenue protection.

d. The permit holder no longer desires to participate in bulk weight averaging.

8.12.8 Notice and Appeal

Termination takes effect 15 days from the permit holder's receipt of the notice unless the permit holder files a written appeal within that period with the postmaster. The postmaster forwards the permit holder's appeal together with all pertinent information to the manager, Customer Service Support, USPS Headquarters, who issues a final agency decision to the permit holder. The permit holder may continue to use the bulk weight averaging method until a final decision is made on the appeal.

9.0 Merchandise Return Service

9.1 Merchandise Return Service Fees

9.1.1 Permit Fee

Annual permit fee: $160.00.

9.1.2 Accounting Fee

Annual accounting fee (for advance deposit account): $500.00.

9.2 Basic Information

9.2.1 Description

Merchandise return service allows an authorized permit holder to pay the postage and extra service fees on single-piece rate First-Class Mail, Priority Mail, and Package Services parcels that are returned to the permit holder by the permit holder's customers via a special label produced by the permit holder.

9.2.2 Availability

Merchandise return service is available to the permit holder for mailing to the postage due unit at any post office where authorized by an approved application.

9.2.3 Payment Guarantee

The permit holder guarantees payment of the proper postage and extra service fees (except for insurance purchased by the sender) on all parcels returned via a special label produced by the permit holder.

9.2.4 Where Service Established

Merchandise return service may be established at any post office in the United States and its territories and possessions or at any U.S. military post office overseas (APO/FPO). It is not available for any foreign country.

9.2.5 Distribution

Merchandise return service labels may be distributed to customers as an enclosure with merchandise, as a separate item, as part of a double postcard (see 9.6.4), as a facsimile transmission (fax), as an electronic transmission for customer downloading and printing, or through one of the permit holder's designated pickup facilities. Any such label distributed to a customer must meet the format standards in 9.6, including the requirement to furnish instructions.

9.2.6 Official Mail

Any authorized user of official (penalty) mail may use merchandise return service subject to the standards in 703.7.0, which supersede conflicting standards below.

9.2.7 Customer Mailing Options

The permit holder's customers must mail the parcel within the service area of the post office shown in the return address on the label by depositing it at the main post office or any associated office, station, or branch; in any collection box (except an Express Mail box); with any rural carrier; on business routes during regular mail delivery if prior arrangements are made with the carrier; as part of a collection run for other mail (special arrangements might be required); or at any place designated by the postmaster for the receipt of mail. Parcels requiring insurance, Registered Mail, return receipt for merchandise, special handling, or mailing acknowledgement must be mailed either with the rural carrier or at the main post office or any associated office, station, or branch. Any such parcels deposited in collection boxes are returned to the sender or, if there is no return address, treated as undeliverable mail.

9.2.8 Priority Mail Reshipment

An authorized permit holder may use merchandise return service to have mail (previously sent at First-Class Mail and Package Services rates to designated post office box addresses) reshipped by Priority Mail to the post office where the permit is held. The permit holder must make a written request for reshipment and send the request to the postmaster where the merchandise return permit is authorized, specifying how often the reshipments are to be made from each affected postal facility. Reshipment is activated by the use of tags provided by the permit holder to those designated postal facilities that the permit holder authorizes to reship the mail by Priority Mail.

9.2.9 Reshipment Restrictions

Reshipment is not available for articles with any extra service. The customer must arrange to have mail with extra services redirected to an address shown in block 17 of Form 1093.

9.2.10 Labels and Tags

The label or tag used for merchandise return service must have the delivery address of the postage due unit at the post office where the permit is held, the permit holder's address, a space for the customer's return address, and otherwise meet

the format standards in 9.6. If sacks are used as mail containers for Priority Mail reshipment, the permit holder must provide a tag containing this information to each affected postal facility.

9.2.11 Mailer Markings and Endorsements

It is recommended but not required that permit holders preprint a rate marking on the merchandise return service labels they distribute. Preprinting a rate marking guarantees that returned parcels will be given service and charged postage according to the wishes of the permit holder. Regardless of weight, all unmarked parcels will be treated as Parcel Post and charged Parcel Post rates.

9.3 Permits

9.3.1 Application Process

The applicant must submit a completed Form 3615 and the annual permit fee to the post office issuing the permit. If the applicant already has a completed Form 3615 on file at that office, the form may be amended by adding the merchandise return service authorization to existing permit authorizations. Except for MRS labels generated by the USPS Application Program Interface (API), the Form 3615 must be accompanied by copies of the MRS labels (including printed copies of labels intended to be faxed to customers or transmitted to customers electronically) and the instructions provided to the permit holder's customers. All MRS labels that have preprinted Delivery Confirmation barcodes must be approved by the USPS (503.9.0). If articles are to be returned from customers as Registered Mail, the applicant must write "Registered Mail" on the application. After a permit is obtained, any change to label formats or customer instructions must be approved by the post office where the permit is held. The permit is valid for 12 months after the approval date of the application.

9.3.2 Procedure

An approved merchandise return permit on Form 3615 must be on file at every post office to which parcels are returned. A permit holder with several return points may set up a centralized advance deposit account at the post office where the permit is approved (requiring payment of a single annual permit fee).

9.3.3 Multiple Accounts

When an advance deposit account is kept at each entry location, a separate permit is needed and the annual merchandise return service permit and annual accounting fees must be paid at each post office.

9.3.4 Annual Fee

To renew the permit, the permit holder must send the annual fee to the issuing post office by the expiration date of the permit or authorize the postmaster to deduct the fee from the advance deposit account. Written authorization is not needed for permit renewal if there is no change to the authorization on file at the delivery unit.

9.3.5 Nonrenewed Permit

If the permit is not renewed, merchandise return mail is returned to the sender if a return address is provided. Merchandise return mail that does not contain the sender's return address is treated as dead mail.

9.3.6 Permit Cancellation

The USPS may cancel a permit if the permit holder refuses to accept and pay postage and fees on merchandise return service parcels, fails to keep sufficient funds in the advance deposit account to cover postage and fees, or distributes merchandise return labels or tags that do not meet USPS standards.

9.3.7 Reapplying After Cancellation

To receive a new permit at the same post office after a merchandise return permit is canceled, the applicant must amend the Form 3615 on file at that office to reflect the new application date; pay a new permit fee; submit for approval two samples of any label format to be used; provide evidence that the reasons for the permit cancellation are corrected; and provide and keep funds in an advance deposit account to cover normal returns for at least 2 weeks.

9.3.8 Using Other Post Offices

A permit holder may distribute merchandise return labels for return through other post offices without paying an additional permit fee if the permit holder opens and keeps a centralized advance deposit account at the post office where the permit is issued and supplies the postmaster of the post office where the application is submitted the name, address, and telephone number of a representative in each additional location if different from the information on the application.

9.4 Postage and Fees

9.4.1 Postage

Merchandise return service parcels are charged single-piece rate postage and extra service fees based on the class or subclass marking on the label. If a parcel is unmarked, then it is charged Parcel Post rates. If the postage for the returned parcel is zoned and there is no way to determine its zone of origin (i.e., no postmark or return address), then postage is calculated at zone 4 (for Priority Mail) or zone 4 Inter-BMC/ASF rates (for Parcel Post). Postage is deducted from an advance deposit account.

9.4.2 Per Piece Fee

There is no per piece fee for returned parcels.

9.4.3 Annual Permit Fee

An annual permit fee must be paid once each 12-month period at each post office where an MRS permit is held. Payment of the annual permit fee is based on the anniversary date of the permit's issuance. The fee may be paid in advance only for the next 12 months and only during the last 60 days of the current service period. The fee charged is that which is in effect on the date of payment.

9.4.4 Advance Deposit Account and Annual Accounting Fee

The permit holder must pay postage and extra service fees through an advance deposit account and must pay an annual accounting fee (see 9.1). The accounting fee is charged once each 12-month period on the anniversary date of the initial accounting fee payment. The fee may be paid in advance only for the next year and only during the last 60 days of the current service period. The fee charged is that

which is in effect on the date of payment. A separate advance deposit account for MRS is not required; the annual accounting fee is charged if MRS postage and fees are paid from an existing account:

a. For each withdrawal, only one statement is provided for each annual accounting fee paid.

b. The permit holder must pay an annual accounting fee for each separate statement (accounting) requested. If only one annual account fee is paid, then the permit holder receives only one statement.

9.4.5 Existing Advance Deposit Account

A separate advance deposit account for MRS is not required; the annual accounting fee is charged if MRS postage and fees are paid from an existing account.

9.5 Additional Features

9.5.1 Insurance Indicated by Permit Holder

The permit holder may obtain insured mail service with MRS. Only Package Services matter (matter not required to be mailed at First-Class Mail rates under 133.3.0, *Content Standards*) may be insured. Insured mail may be combined with Delivery Confirmation and special handling, or both. To request insured mail service, the permit holder must preprint or rubber-stamp “Insurance Desired by Permit Holder for $_____ (value)” to the left of and above the “Merchandise Return Label” legend and below the “Total Postage and Fees Due” statement on the merchandise return label. The value part of the endorsement, showing the dollar amount of insurance for the article, may be handwritten by the permit holder. If insurance is paid for by the MRS permit holder, then only the MRS permit holder may file a claim (609).

9.5.2 Insurance Added by Sender

If the permit holder has not indicated insured mail service on the MRS label, then the sender has the option of adding insurance and paying the applicable insured fee. If insurance is paid by the sender, then only the sender may file a claim (609). The permit holder pays postage upon receipt, but does not pay the insured fee when insurance is added by the sender.

9.5.3 Insured Markings

The permit holder must either leave a clear space on the merchandise return label to the right of the return address for the numbered insured label or insured elliptical stamp, or instruct the customer to affix the merchandise return label to the article so that the USPS acceptance employee can place the insured label or marking on the article directly above the merchandise return label.

9.5.4 Registered Mail

A permit holder:

a. May obtain Registered Mail service with MRS. The customer using an MRS label to return an article that does not have the appropriate postage due computation markings in 9.6.6 or the endorsement specified in 9.5.5 cannot add Registered Mail service. The customer using the MRS label must declare the full value of the article to be registered when presented at the post office.

Registered Mail service may be obtained only on articles returned at First-Class Mail or Priority Mail rates and may not be combined with any other extra service.

b. Wanting to add Registered Mail service under an existing permit must submit a written request to the post office where the permit is held, with samples of the merchandise return labels and a copy of the instructions to be provided to the permit holder's customers. The permit holder must not distribute labels that request Registered Mail service before receiving USPS written approval.

9.5.5 Registered Mail Endorsement

To request Registered Mail service, the permit holder must preprint or rubber-stamp "Registered Mail Service without Postal Insurance Desired by Permit Holder" or "Registered Mail Service with Postal Insurance Desired by Permit Holder," as applicable, to the left of and above the "Merchandise Return Label" legend and below the "Total Postage and Fees Due" statement on the merchandise return label. The First-Class or Priority Mail marking must also be preprinted or hand-stamped on the labels.

9.5.6 Placement of Registered Mail Label

The permit holder must either leave a clear space on the merchandise return label to the right of the return address for the placement of Label 200 or instruct the customer to affix the merchandise return label to the article so that the USPS acceptance employee can place the Registered Mail label on the article directly above the merchandise return label.

9.5.7 Delivery Confirmation

The permit holder may obtain Delivery Confirmation service with MRS. The customer using a MRS label to return an article that does not have the appropriate postage due computation markings in 9.6 cannot add Delivery Confirmation service. If the permit holder chooses to preprint the Delivery Confirmation barcode on labels, then those labels must be approved by the USPS. MRS labels with Delivery Confirmation barcodes must meet the standards in 503.9.0 as shown in Exhibit 9.6.6d. Delivery Confirmation may be combined with insurance and special handling, or both. Delivery Confirmation is always charged at the retail rate (503.9.1).

9.5.8 Return Receipt for Merchandise

The permit holder may obtain return receipt for merchandise (503.6.0) with MRS. The customer returning an article using an MRS label receives return receipt for merchandise service only if the label has the appropriate postage due computation markings in 9.6, *Format*.

9.5.9 Placement of Return Receipt for Merchandise Label

The permit holder must either leave a clear space on the MRS label to the right of the return address for the placement of Label 3804 or instruct the customer to affix the MRS label to the article so that the USPS acceptance employee can place Label 3804 on the article directly above the MRS label.

9.5.10 Special Handling

The permit holder may obtain special handling service with MRS. The customer using an MRS label to return an article that does not have the appropriate postage due computation markings in 9.6 or the endorsement specified in 9.5.11 may not obtain special handling service.

9.5.11 Special Handling Endorsement

To request special handling, the permit holder must preprint or rubber-stamp "Special Handling Desired by Permit Holder" to the left of and above the "Merchandise Return Label" legend and below the "Total Postage and Fees Due" statement on the merchandise return label.

9.5.12 Special Handling Label

The permit holder must provide "Special Handling" labels with instructions to customers about their placement on the parcel, leave a clear space on the merchandise return label to the right of the return address for the placement of the "Special Handling" marking, or instruct the customer to affix the merchandise return label to the article so that the USPS acceptance employee can place the "Special Handling" marking on the article directly above the merchandise return label.

9.5.13 Certificate of Mailing

A customer mailing merchandise return service articles may obtain a certificate of mailing at the customer's own expense at the time of mailing by presenting the certificate at a post office to obtain the receipt.

9.5.14 Mailing Acknowledgment

The permit holder may allow a customer to obtain a mailing acknowledgment if the permit holder prepares a detachable mailing acknowledgment form, subject to these conditions:

a. The acknowledgment establishes no USPS liability for the parcel if damaged, lost, or stolen.

b. The acknowledgment provides documentation for account management between the mailing customer and the permit holder. The USPS charges no fee, keeps no records, and does not provide copies of or further information about the acknowledgment.

c. A merchandise return service parcel containing the detachable mailing acknowledgment form must be presented to the USPS acceptance employee at the time of mailing to be executed.

d. Each mailing acknowledgment part of the label must include a unique parcel identification number assigned by the permit holder; the return address of the customer mailing the parcel, in the upper part of the detachable form; the permit holder's address, in the lower part of the form; an initials section in the acknowledgment portion for use by the USPS acceptance employee; and space in the acknowledgment part where the USPS acceptance employee places the date stamp.

9.5.15 Pickup Service

The permit holder may obtain pickup service with MRS. Pickup service may be combined with Certified Mail (Priority Mail only), Delivery Confirmation, and special handling. Customers may request pickup service at their own expense for MRS items that do not have “Pickup Service Fee” specified on the label (5.0).

9.6 Format

9.6.1 Label Preparation

Any photographic, mechanical, or electronic process or any combination of such processes other than typewriting or handwriting may be used to prepare the MRS label or tag and detachable acknowledgment form. The background may be any light color that allows the address, postmark, and other endorsements to be readily discerned. Brilliant colors may not be used for the background. If labels are faxed to customers or electronically transmitted to customers for their local printing, the permit holder must advise customers of these preparation requirements as part of the instructions required by 9.6.5. All MRS labels that include Delivery Confirmation barcodes must be certified for use by the USPS prior to distribution. Labels with Delivery Confirmation barcodes cannot be faxed to customers.

9.6.2 Labeling Methods

If all applicable content and format standards are met (including the written instructions required by 9.6.5), a merchandise return service label may be produced by any of the following methods:

a. As an impression printed by the permit holder directly onto the mailpiece to be returned.

b. As a separate label preprinted by the permit holder for affixing by the customer onto the mailpiece to be returned. The reverse side of the label must bear an adhesive strong enough to bond the label securely to the mailpiece.

c. As a facsimile transmission (fax) of a preprinted label sent by the permit holder to the customer. The facsimile transmission must include instructions that explain how to affix the label securely to the mailpiece to be returned and that caution against covering with tape or other material any part of the label where postage and fee information is to be recorded.

d. As an electronic file created by the permit holder for local output and printing by the customer. The electronic file must include instructions that explain how to affix the label securely to the mailpiece to be returned and that caution against covering with tape or other material any part of the label where postage and fee information is to be recorded.

9.6.3 Acknowledgment Form

If the permit holder includes a mailing acknowledgment as described in 9.5.14, that acknowledgment must not bear adhesive but must be attached to the label and perforated or designed for easy separation at the time of mailing.

9.6.4 Double Postcard

The permit holder may distribute labels using a double postcard subject to 201.1.2.8 and the approval of the PCSC.

9.6.5 Instructions

Written instructions must be provided with the label that, at a minimum, direct the customer:

a. To affix the label squarely onto the address side of the parcel, covering up any previous delivery address and barcode without overlapping any adjacent side. If tape or similar material is used, it must not cover any part of the label where postage and fee information is to be recorded.

b. To obliterate any other addresses and barcodes on the outside of the parcel.

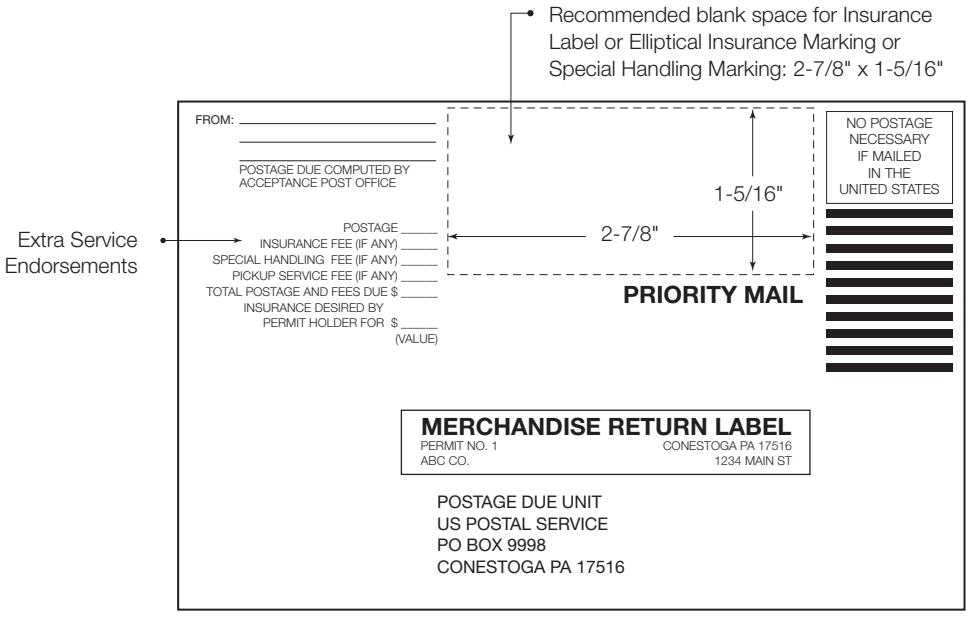
c. To take the parcel to a post office, drop it in a collection box, or give it to a postal carrier. If insurance, return receipt for merchandise, or special handling is marked on the label, the parcel must be taken to a post office.

9.6.6 Format Elements

Format standards required for the merchandise return label are shown in Exhibit 9.6.6a through Exhibit 9.6.6d, and described as follows:

a. Postage Guarantee. The endorsement "No Postage Necessary if Mailed in the United States" must be printed in the upper right corner on the face of the label. The left edge of the endorsement must not extend more than 1-3/4 inches from the right edge of the label.

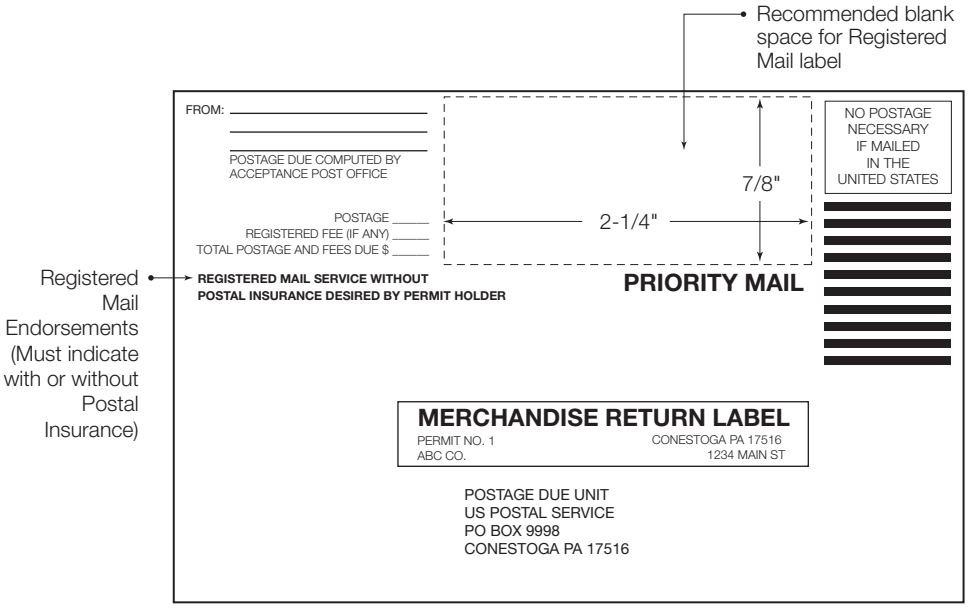
Exhibit 9.6.6a Merchandise Return Label With No Extra Services or With Insurance, Special Handling, or Pickup Service (*see 9.6.6d)



b. "Merchandise Return Label" Rectangle. The "Merchandise Return Label" rectangle must be placed above the return delivery address and must enclose these lines:

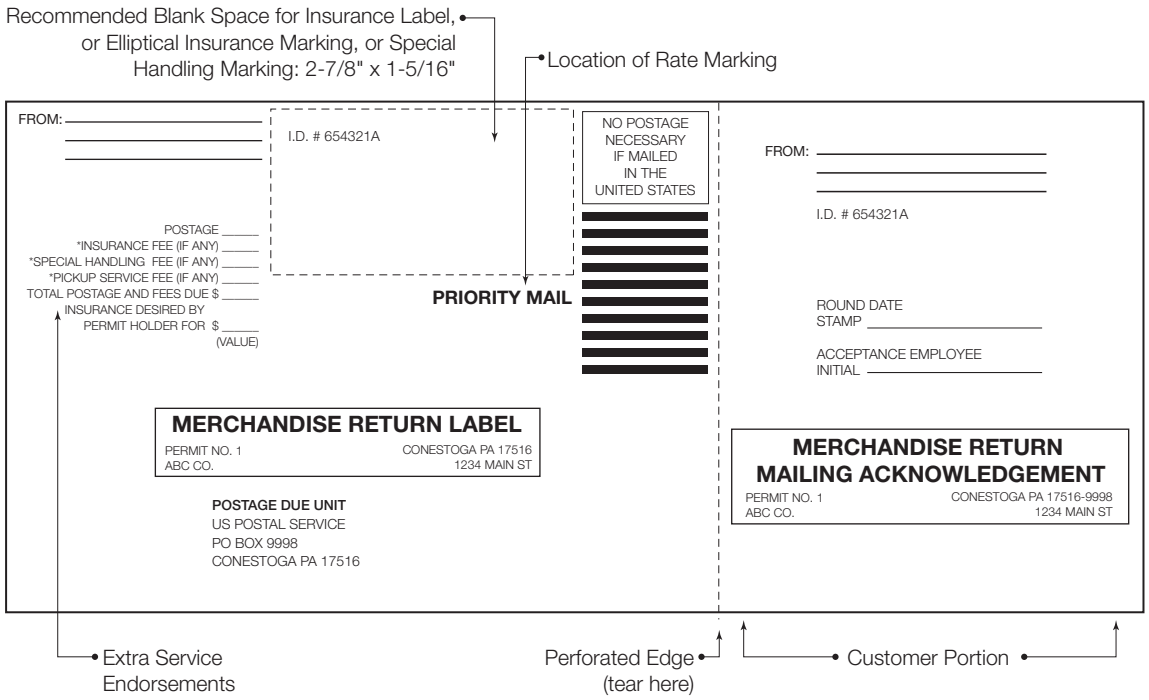
1. Line1: The words "MERCHANDISE RETURN LABEL" (the "Merchandise Return Label" legend) must be shown in capital letters at least 3/16 inch high.
2. Line 2: The words "PERMIT NUMBER" or "PERMIT NO.," followed by the permit number, and the name of the issuing post office (city and state), followed by the ZIP Code, must be shown in capital letters.
3. Line 3: The name and delivery address (street or post office box number) of the permit holder at that post office must be placed directly below the permit number line. Alternatively, a permit holder may use a name other than the permit holder's own name on this line if a written notification of the change is provided to the issuing post office. A separate permit or fee is not required for using this alternative name.

Exhibit 9.6.6b Merchandise Return Label With Registered Mail Service



c. Rate Marking. If a rate marking is used, it must be placed in the space to the right and above the "Merchandise Return Label" legend. The marking must be at least 3/16 inch high and printed or rubber-stamped. Only the permit holder may apply this marking.

Exhibit 9.6.6c Merchandise Return Label With Mailing Acknowledgment (*see 9.6.6d)



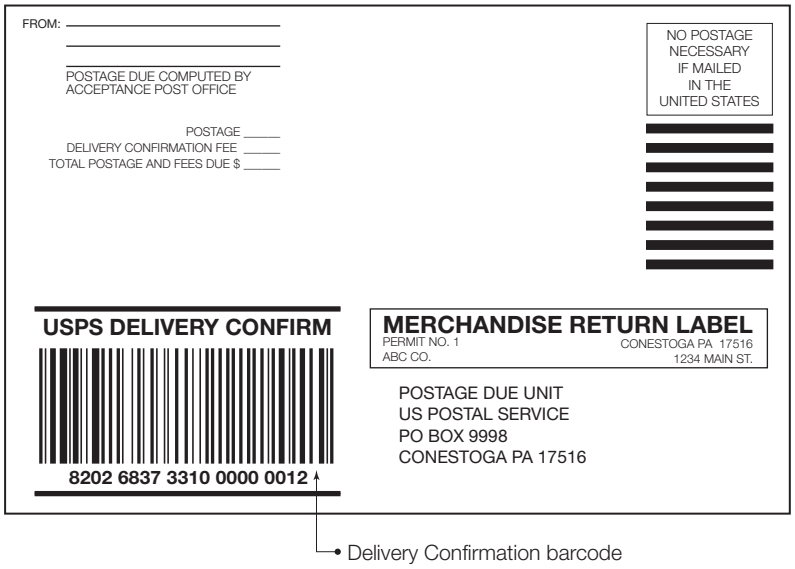
d. Extra Services Except Registry. If no extra service is requested, or if extra services other than registry service are requested, the applicable entries below must be shown in capital letters above the "Merchandise Return Label" legend rectangle and to the left of the space reserved for any class marking:

1. If no extra service is requested, "POSTAGE DUE COMPUTED BY DELIVERY UNIT" must appear; if any available extra service other than registry is requested, "POSTAGE DUE COMPUTED BY ACCEPTANCE POST OFFICE" must appear.

2. As marked with an asterisk below, insurance, special handling, Delivery Confirmation, return receipt for merchandise, and pickup service fee entries may not appear if the permit holder does not choose the corresponding service(s). As appropriate, these postage and fee markings must appear:

POSTAGE _____
*INSURANCE FEE (IF ANY) _____
*DELIVERY CONFIRMATION FEE (IF ANY) _____
*RETURN RECEIPT FOR MERCHANDISE FEE (IF ANY) _____
*SPECIAL HANDLING FEE (IF ANY) _____
*PICKUP SERVICE FEE (IF ANY) _____
TOTAL POSTAGE AND FEES DUE $ _____
INSURANCE DESIRED BY
PERMIT HOLDER FOR $ _____
(VALUE)

Exhibit 9.6.6d Merchandise Return Label With Delivery Confirmation Service



e. Registry Service. If registry service is requested, the appropriate class marking must appear for First-Class Mail (“First-Class” or “First-Class Mail”) or Priority Mail (“Priority” or “Priority Mail”). In addition, the following applicable endorsements must appear in capital letters above the “Merchandise Return Label” legend rectangle and to the left of the space reserved for the class marking:

1. “ACCEPTANCE POST OFFICE COMPUTE POSTAGE DUE.”
2. The following postage and fee entries:

POSTAGE ____
REGISTERED FEE ____
TOTAL POSTAGE AND FEES DUE $ ____

3. The appropriate insurance endorsement, below the “TOTAL POSTAGE AND FEES DUE” entry: if matter returned has value ($0.01 or greater), “REGISTERED MAIL SERVICE WITH POSTAL INSURANCE DESIRED BY PERMIT HOLDER”; if matter returned has no value ($0.00), “REGISTERED MAIL SERVICE WITHOUT POSTAL INSURANCE DESIRED BY PERMIT HOLDER.”

f. Customer’s Return Address. The return address of the customer mailing the article back to the permit holder must be shown in the upper left corner. Space must be provided for the customer’s return address if it is not preprinted by the permit holder.

g. Delivery Address. The lines “POSTAGE DUE UNIT” and “US POSTAL SERVICE,” followed by the delivery address line and by the city, state, and ZIP Code line of the postage due unit at the post office where the permit is authorized, must be printed on the front of the mailpiece, at least 1 inch from the left edge of the piece, in capital letters at least 1/8 inch high.

h. Horizontal Bars. Horizontal bars must be placed on the label below the postage endorsement that appears in the upper right corner. The bars must be uniform in length, at least 1 inch long, 1/16 inch thick, and evenly spaced. The vertical column of horizontal bars must not extend below the delivery address line, which is the line above the line containing the ZIP Code. A facing identification mark (FIM) must not be used on this label.

i. Additional information. Additional information (e.g., company logo, return authorization number, inventory barcode) is permitted if it does not interfere with any required format elements. Inventory barcodes must not resemble the barcodes described in 402.4.0.

10.0 Bulk Parcel Return Service

10.1 Bulk Parcel Return Service (BPRS) Fees

10.1.1 Permit Fee

Annual permit fee: $160.00.

10.1.2 Accounting Fee

Annual accounting fee: $500.00.

10.1.3 Per Piece Charge

For each piece returned, regardless of weight: $1.90.

10.2 Charges and Fees

10.2.1 Permit Fee

An annual permit fee must be paid once each 12-month period at each post office where a BPRS permit is held. Payment of the annual permit fee is based on the anniversary date of the permit’s issuance. The fee may be paid in advance only for the next 12 months and only during the last 60 days of the current service period. The fee charged is that which is in effect on the date of payment.

10.2.2 Per Piece Fee

Each piece returned through BPRS is charged only the per piece fee in 10.1. Postage is not charged for pieces returned through BPRS.

10.2.3 Advance Deposit Account and Annual Accounting Fee

The permit holder must pay BPRS fees through an advance deposit account and must pay an annual accounting fee (see 10.1). This fee covers the administrative cost of maintaining the account and provides the mailer with a single accounting of all charges deducted from that account. The accounting fee is charged once each 12-month period on the anniversary date of the initial accounting fee payment. The

fee may be paid in advance only for the next year and only during the last 60 days of the current service period. The fee charged is that which is in effect on the date of payment.

10.2.4 Existing Advance Deposit Account

A separate advance deposit account for BPRS is not required; the annual accounting fee is charged if BPRS fees are paid from an existing account.

10.2.5 Payment Guarantee

The permit holder guarantees payment of all applicable fees. The post office returns BPRS items to the permit holder only when there are sufficient funds in the advance deposit account to pay the fees on returned pieces.

10.3 General Information

10.3.1 Description

Bulk parcel return service (BPRS) allows mailers of large quantities of Standard Mail machinable parcels that are either undeliverable-as-addressed or opened and remailed by addressees to be returned to designated postal facilities. The mailer has the option of picking up all returned parcels from a designated postal facility at a predetermined frequency specified by the USPS or having them delivered by the USPS in a manner and frequency specified by the USPS. For this service a mailer pays an annual permit fee and a per piece charge for each parcel returned. Payment for the returned pieces is deducted from an advance deposit account.

10.3.2 Availability

A mailer may be authorized to use BPRS when the following conditions apply:

a. All returned parcels are initially prepared as Regular or Nonprofit Standard Mail and are machinable parcels as defined in 401.1.0.

b. At least 10,000 Standard Mail machinable parcels will be returned to a designated postal facility during a 12-month period.

c. Parcels are returned to the mailer either because they are undeliverable-as-addressed or because they have been opened, resealed, and redeposited in the mail by the recipient and it is impractical or inefficient for the USPS to return them.

d. Parcels bear one of the following BPRS endorsements (2.0, *Forwarding*):

   "Return Service Requested — BPRS"
   "Address Service Requested — BPRS"

e. Parcels have a return address that is in the delivery area of the post office that issued the BPRS permit.

f. The postal facility designated for returned parcels is located in the United States, its territories or possessions, or is a U.S. military post office overseas (APO or FPO).

g. The mailer has a valid postage due advance deposit account and pays the annual BPRS permit fee.

h. BPRS parcels may be combined with the shipper paid forwarding service (3.2.7).

i. Standard Mail parcels that qualify for a single-piece Package Services rate under the applicable standards and that contain the name of the Package Services rate in the mailer's ancillary service endorsement are not eligible for BPRS.

10.3.3 Optional Label

An authorized BPRS permit holder has the option to use a label to identify BPRS parcels for return to a designated postal facility. The label is prepared at the mailer's expense and must meet all format requirements described in 10.5 and 10.6 and specifications in 402.4.0, *General Barcode Placement for Parcels*, for a postal routing barcode symbology used to produce a correct, readable barcode for the return address. Each label must be accompanied by complete instructions for its use.

10.3.4 Extra Services

Extra services cannot be added to pieces returned via bulk parcel return service.

10.4 Permits

10.4.1 Application Procedures

To obtain a BPRS permit, a mailer must send a written request to the postmaster at each post office where parcels are to be returned. The request must include the following:

a. Payment for the annual BPRS permit fee.

b. Information pertinent to each requested delivery point that documents either the receipt of at least 10,000 machinable parcels originally mailed at Standard Mail rates during the past 12 months, or that there are reasonable grounds to expect at least 10,000 machinable parcels originally mailed at Standard Mail rates will be returned during the next 12-month period.

c. A description of the returned parcels (e.g., piece size and packaging).

d. A statement of the desired frequency and location of the parcel pickup or delivery point.

e. Sample documentation that will be used to substantiate the number of parcels returned daily to each location.

f. If labels will be furnished for returning opened parcels, sample labels prepared in accordance with 10.5 along with instructions for their use.

g. A written statement agreeing to pay the per piece fee for each returned parcel from a centralized advance deposit account.

10.4.2 Authorization

Upon approval of a mailer's request, the post office issues an authorization letter and provides a postage due service agreement with a BPRS permit number. The permit number is used for account administration only and is not for use on mail.

10.4.3 Postage Due Service Agreement

A BPRS mailer will be required to sign a postage due service agreement with each post office that issues a permit for the return of BPRS parcels.

10.4.4 Permit Renewal

A post office provides BPRS permit holders with annual renewal notices advising that their permits are due to expire. A notice must be returned to the issuing post office with the fee payment or authorization for the postmaster to deduct the fee from the advance deposit account by the permit expiration date. Written authorization is not necessary for renewal of a permit if there is no change to the authorization on file at the post office where the parcels are returned. If a permit holder does not renew a BPRS permit after having been given notice, the USPS will endorse the mail "Bulk Parcel Return Service Canceled" and will charge postage due at the single-piece First-Class Mail or Priority Mail rate as appropriate for the weight of the piece. If the single-piece First-Class Mail or Priority Mail rate is not paid, the mail is forwarded to the nearest mail recovery center.

10.4.5 Permit Cancellation

A BPRS permit may be canceled by the USPS for any of the following reasons:

a. Failure to meet the minimum volume requirement of 10,000 parcels returned during a 12-month period to each postal facility.

b. Failure of the mailer to pay the required postage and fees for returned parcels.

c. Insufficient funds in an advance deposit account to cover postage and fees that are due for returned parcels.

d. Failure to fulfill the terms and conditions of the BPRS permit authorization.

e. Failure to conform return labels to the specifications in sections 10.5 and 10.6.

10.4.6 Reapplying After Cancellation

A mailer must do the following to receive a new BPRS permit at the same post office where a permit was previously canceled:

a. Submit a letter to that office requesting a permit and new agreement.

b. Pay a new permit fee.

c. Provide evidence showing that the reasons for cancellation of the previous permit no longer exist.

d. Maintain adequate funds in an advance deposit account to cover the number of returns expected over at least a 2-week period.

10.5 Label Requirements

10.5.1 Production Methods

Any photographic, mechanical, or electronic process, or any combination of such processes other than typewriting or handwriting may be used to prepare the BPRS label. The background may be any light color that allows the address, postmark, and other endorsements to be easily read. Brilliant colors may not be used for the background. If a label is prepared with adhesive on its reverse side, the adhesive must be capable of securely bonding the label to the parcel.

10.5.2 Label Instructions

Written instructions must be provided with the label that, at a minimum, advise the user to do the following:

a. Obliterate all other delivery addresses and barcodes on the outside of the parcel.

b. Print a complete return address in the location provided in the upper left corner of the label.

c. Place the label with the delivery address and barcode on the side of the mailpiece with the largest surface area. If tape or similar material is used, it must not cover any part of the label where the mailer's return address and postal routing barcode are located. The barcode should be at least 1 inch from the edge of the parcel. If the shape of the parcel requires specific orientation for stability, the label must be placed on the top surface.

d. Take the parcel to a post office, drop it in a collection box, or give it to a postal carrier.

10.5.3 Distribution

BPRS return labels may be distributed to customers as an enclosure with merchandise, as a separate item, as a facsimile transmission (fax), or as an electronic transmission for customer downloading and printing. Regardless of distribution method, all standards in 10.5.2 and 10.6 must be met. An electronic file must include instructions that explain how to affix the label securely to the parcel as required in 10.5.2.

10.6 Format

10.6.1 General

The BPRS label contents and format must meet all applicable standards before the label may be distributed for use. Format requirements are shown in Exhibit 10.6.9.

10.6.2 Postage Guarantee

The endorsement "NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES" must be printed in the upper right corner of the face of the piece. The endorsement must not extend more than 1-3/4 inches (1.75 inches) from the right edge of the label.

10.6.3 Horizontal Bars

To facilitate recognition of BPRS parcels, a series of horizontal bars parallel to the label length must be printed directly below the endorsement "NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES:"

a. The bars must be uniform in length, at least 1 inch long and 1/16 inch (0.0625 inch) to 3/16 inch (0.1875 inch) thick, and evenly spaced.

b. There must be at least a 1/2 inch (0.500 inch) clearance between the right edge of the ZIP Code in the delivery address and the left edge of the horizontal bars.

c. The bottom bar in the series must be above (not on or below) the top of the delivery address line (the next-to-last line in the address, just above the line with the city, state, and ZIP Code).

d. Do not use a facing identification mark (FIM) on this label.

10.6.4 Class Endorsement

The “STANDARD MAIL” class endorsement must be at least 1/4-inch (.25 inch) high and shown in capital letters to the left of the postage guarantee endorsement.

10.6.5 Bulk Parcel Return Service Legend

The “BULK PARCEL RETURN SERVICE” legend must be placed above the return delivery address on all BPRS parcels. The legend means that the BPRS permit holder guarantees payment of postage and fees on all returned Standard Mail parcels. The following information must be enclosed in a rectangle:

a. Line 1: Show the words “BULK PARCEL RETURN SERVICE” in capital letters at least 3/16 inch (0.1875 inch) high, enclosed in a rectangle.

b. Line 2: The name of the BPRS permit holder must also be printed in capital letters in the rectangle directly below the words “BULK PARCEL RETURN SERVICE.”

c. The permit holder’s city, state, and ZIP Code must appear in capital letters and must be located on the same line as the company name.

d. The post office box number and/or street address must appear in capital letters on the line beneath this information.

10.6.6 Delivery Address

A complete delivery address (city, state, ZIP Code) specified by the post office that issued the BPRS permit and to which parcels are returned must be printed in capital letters at least 3/16 inch (0.1875) high below the “BULK PARCEL RETURN SERVICE” rectangle and at least 1 inch from the left edge of the label. There must be at least a 1/2-inch (0.50 inch) clearance between the ZIP Code and the horizontal bars.

10.6.7 Customer’s Return Address

The complete return address (street, city, state, ZIP Code) of the customer mailing the article back to the permit holder must be shown in the upper left corner of the label. Space must be provided for the customer’s return address if it is not preprinted by the permit holder.

10.6.8 Optional Information

At the option of the permit holder, a single line above the top line of the customer return address may be used for customer account or other information.

10.6.9 Postal Routing Barcode

Every BPRS label must include a properly prepared barcode that represents the correct ZIP Code information for the delivery address of the returned parcel plus the appropriate verifier character suffix or application identifier prefix characters appropriate for the barcode symbology as described in 402.4.0, *General Barcode Placement for Parcels*, for machinable parcels. In addition to the barcode requirements in 402.4.0, the following requirements must be met in preparing BPRS labels:

a. Barcode Location. The barcode must be placed on the label immediately adjacent to the address and the label must be located on the parcel so the barcode is at least 1 inch from the parcel edge.

b. Barcode Clear Zone. No printing may appear in the area 1/8 inch (0.125 inch) above and below the barcode regardless of location on the label. A minimum clear zone equal to 10 times the average measured narrow element (bars or space) width must be maintained to the left and right of the barcode.

c. Human-Readable Barcode Information. The human-readable equivalent of the ZIP Code or ZIP+4 code encoded in the barcode as referenced in 402.4.0 may be omitted.

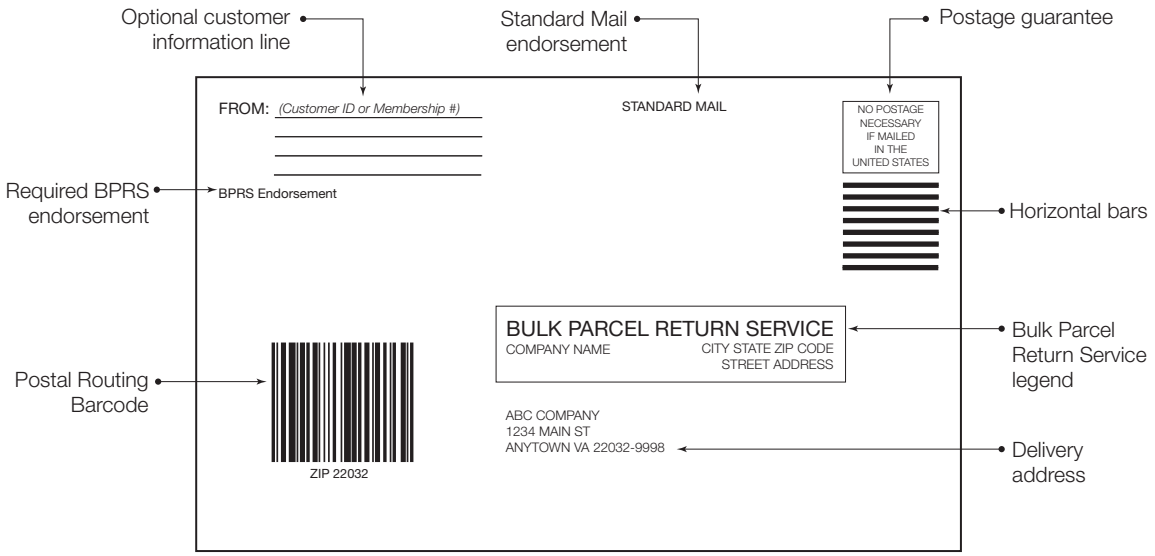



Exhibit 10.6.9 Bulk Parcel Return Service Label