608 Postal Information and Resources

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1.0 About the Domestic Mail Manual

1.1 Content of the DMM

Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM) contains the basic standards of the United States Postal Service (USPS) governing its domestic mail services; descriptions of the mail classes and extra services and conditions governing their use; and standards for rate eligibility and mail preparation. Domestic mail is classified by size, weight, content, service, and other factors.

1.2 Copies of the DMM

The DMM is distributed to all post offices and is available online on Postal Explorer (pe.usps.com). Copies of the DMM may be inspected during normal business hours at USPS Headquarters; area and district offices; and all domestic post offices, stations, and branches. A copy is also filed at the Office of the Federal Register, National Archives and Records Administration. The public may buy copies by subscription from the Superintendent of Documents, U.S. Government Printing Office (see 8.1 for address).

1.3 Revisions to the DMM

USPS may change the standards in the DMM. Substantive revisions are published in the *Postal Bulletin* and, when appropriate, the *Federal Register.*

1.4 Terms in the DMM

Terms in the DMM referring to the singular also apply to the plural, unless the context indicates otherwise. The term *postmaster* also applies to an officer-in-charge if the postmaster position is vacant and, in district host cities, to the district manager.

2.0 Domestic Mail

2.1 Definition of "Domestic"

Domestic mail is mail transmitted within, among, and between the United States of America, its territories and possessions, Army post offices (APOs), fleet post offices (FPOs), and the United Nations, NY. For this standard, the term "territories and possessions" comprises the following:

American Samoa *Manua Island, Swain's Island, Tutuila Island*
Guam
Northern Mariana Islands, Commonwealth of the *Rota Island, Saipan Island, Tinian Island*
Puerto Rico, Commonwealth of
U.S. Virgin Islands *St. Croix Island, St. John Island,* *St. Thomas Island*
Wake Atoll *Wake Island*

2.2 Mail Treated as Domestic

Mail originating in the United States of America, its territories and possessions, APOs, FPOs, and the United Nations, NY, for delivery in the Freely Associated States, and mail originating in the Freely Associated States for delivery within, among, and between the Freely Associated States and the United States of America, its territories and possessions, APOs, FPOs, and the United Nations, NY, is treated as if it were domestic mail. The term "Freely Associated States" comprises the following:

Palau, Republic of *Koror Island*

2.3 International Mail

International mail is mail addressed to or received from foreign countries, except under 2.2. Provisions for international mail are published in the *International Mail Manual.*

3.0 Post Offices and Holidays

3.1 Management of Post Offices

3.1.1 Establishment of Post Offices

The USPS establishes and maintains post offices, stations, and branches for customer convenience.

3.1.2 Closing or Consolidation of Post Offices

Under 39 U.S. Code (USC) 404(b), any decision to close or consolidate a post office must be based on certain criteria. These include the effect on the community served; the effect on employees of the post office; compliance with government policy established by law that the USPS must provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns

where post offices are not self-sustaining; the economic savings to the USPS; and other factors that the USPS determines necessary. In addition, certain mandatory procedures apply.

3.1.3 Procedures for Post Offices

The *Postal Operations Manual* contains USPS rules for discontinuing, consolidating, or suspending service at an existing post office or other postal facility; changing a post office or other postal facility name; setting public business hours of postal facilities; and using bulletin boards and handling lost articles found in public areas of postal facilities.

3.1.4 Military Post Offices

Military post offices (MPOs) are branches of a U.S. civil post office, operated by the Army, Navy, Air Force, or Marine Corps to serve military personnel overseas or aboard ships. The term includes Army post offices (APOs) for the U.S. Army and the U.S. Air Force and fleet post offices (FPOs) for the U.S. Navy and the U.S. Marine Corps. MPOs provide postal service for military personnel where the U.S. civil postal service does not operate and a military situation requires the service. MPOs are established or discontinued by the USPS only on request of the military department that operates them. Notice of these actions is published in the *Postal Bulletin.* Military post offices do not verify and accept bulk or discounted-rate mail; such mailings must be deposited at (nonmilitary) U.S. post offices.

3.2 Holiday Service

Exhibit 3.2a and Exhibit 3.2b shows the national holidays observed by the USPS and the service levels provided on those holidays for retail window, post office box, firm call, delivery, and collection services.

a. Holidays widely observed:

Exhibit 3.2a Holidays Widely Observed

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

Day of Holiday and Surrounding Days	RETAIL WINDOW	P.O. BOX	FIRM CALL	DELIVERY SERVICES			COLLECTION SERVICES
				Business	Residential	Express Mail	
Friday (holiday)	None	Holiday	None	None	None	Holiday	Time decal
Saturday	Limited	Normal	Normal	Normal	Normal	Normal	Normal
Sunday	None	Normal	None	None	None	Normal	None
Friday	Normal	Normal	Normal	Normal	Normal	Normal	Normal
Saturday (holiday)	None	Holiday	None	None	None	Holiday	Time decal
Sunday	None	Normal	None	None	None	Normal	Time decal
Saturday	Limited	Normal	Normal	Normal	Normal	Normal	Normal
Sunday (holiday)	None	Normal	None	None	None	Normal	None
Monday	None	Holiday	None	None	None	Holiday	Time decal [1]
Saturday	Limited	Normal	Normal	Normal	Normal	Normal	Normal
Sunday	None	Normal	None	None	None	Normal	None
Monday (holiday)	None	Holiday	None	None	None	Holiday	Time decal [1]
Tuesday, Wednesday, or Thursday (holiday)	None	Holiday	None	None	None	Holiday	Time decal
Preceding Day	Normal	Normal	Normal	Normal	Normal	Normal	Normal

1. When a holiday is observed on Monday and no residential collection is scheduled on Sunday, a full residential collection may be provided on the Monday holiday. Consecutive days without collections should be avoided.

b. Holidays not widely observed:

Exhibit 3.2b Holidays Not Widely Observed

Martin Luther King, Jr.'s Birthday; Presidents Day; Columbus Day; and Veterans Day

Day of Holiday and Surrounding Days	RETAIL WINDOW	P.O. BOX	FIRM CALL	DELIVERY SERVICES			COLLECTION SERVICES
				Business	Residential	Express Mail	
Saturday	Normal	Normal	Normal	Normal	Normal	Normal	Normal
Sunday	None	Normal	None	None	None	Normal	None
Monday (holiday)[1]	Limited	Sunday	Limited	None	None	Holiday	Time decal [2]

1. Veterans' Day, November 11, is the only movable holiday in the group of holidays designated as not widely observed; the other three holidays listed in section B are always observed on Mondays. When Veterans' Day falls on any day except Sunday, the services provided on that holiday are the same as those shown for Monday. When Veterans' Day falls on Sunday, the service levels are the same as those shown for Sunday; the USPS, however, observes the holiday on Monday and treats it as a Monday holiday.
2. When a holiday is observed on Monday and no residential collection is scheduled on Sunday, a full residential collection may be provided on the Monday holiday. Consecutive days without collections should be avoided.

4.0 Philatelic (Stamp Collecting) Services

4.1 Basic Standards

4.1.1 Philatelic Policy

A single national USPS policy governs postage stamps and postal stationery, including their release, sale, and discontinuance.

4.1.2 Stamp Subjects

Subjects for commemorative postage stamps and postal stationery may be proposed by the public through correspondence to the Citizens' Stamp Advisory Committee (see 8.1 for address). The Committee reviews suggestions and makes recommendations to the postmaster general, who makes the final selections.

4.1.3 Philatelic Availability

Stamps, postal stationery, and philatelic products are sold at various types of postal retail facilities. Post offices establish special temporary stations to provide philatelic services and to sell commemorative stamps and philatelic products at activities of significant public or philatelic interest. Temporary philatelic stations may be authorized by the postmaster. Under specific circumstances, the USPS may limit or set conditions on the purchase of stamps and other forms of postage or postal stationery.

4.1.4 Philatelic Mail Orders

Mail orders for postage stamps of selected quality and other philatelic items must be directed to Stamp Fulfillment Services. Post offices do not fill mail orders for stamps and other philatelic items other than orders under the stamps-by-mail program and for locally precanceled stamps. Customers must provide a self-addressed stamped envelope for the return of precanceled stamps.

4.1.5 Philatelic Postmarking

Postmarking for philately is provided at the request of collectors or cover servicers for postmarking outside ordinary mail processing. The *Postal Operations Manual* contains USPS policy on philatelic postmarking, including cancellation devices, types of postmarks or cancellations, first day covers, postal cacheted envelopes, and service conditions.

4.2 Special Cancellations

4.2.1 Description of Special Cancellations

[3-15-07] Special cancellations are inkjet cancellations in which a caption publicizing an event is used to cancel mail. Special cancellations may be used only in post offices with 190 revenue units for canceling large volumes of mail. Special cancellations are authorized only if the scheduled observance is for a national purpose for which Congress has made an appropriation, or is of general public interest and importance. Special cancellations are approved for a definite period not to exceed 6 months, and must not be conducted for private gain or profit.

4.2.2 Prohibitions for Special Cancellations

[3-15-07] Special cancellations are not authorized for events of interest primarily to a particular local group; for fraternal, political, religious, service, commercial, or trade organizations; for campaigns or events promoting the sale or use of private products

or services; for idea or slogan promotions not directly connected with the event of general public interest and importance; for post office anniversaries; for recruitment programs; or for events that occur when all canceling machines in the post office are scheduled for other special cancellations.

4.2.3 Applying to Use Special Cancellations

[3-15-07] Submit written requests for special cancellations, on the requesting organization's letterhead, to the manager of Mailing Standards (see 8.1 for address) at least 4 months before the special cancellation will be used. Provide the following information:

a. The name, address, and telephone number of the sponsor.

b. A complete description and schedule of the event, including evidence that the event is not conducted for private gain or profit.

c. The wording of the special cancellation, which must be standardized and approved by the sponsor's national headquarters. Space available for the wording is limited to three lines of not more than 20 letters, numbers, or spaces each. Illustrations or designs cannot be used. The wording must directly reflect the event to be commemorated.

d. The post office name(s) where the cancellation is to be used.

e. The requested time period of use.

4.2.4 Sponsor Payment for Special Cancellations

[3-15-07] The sponsor must pay the costs incurred for installing and maintaining the special cancellation.

4.2.5 Time Limit on Use of Special Cancellations

[3-15-07] Use of a special cancellation may not exceed 6 months. A special cancellation approved on an annual basis is limited to one 60-day period for each year. A request for reuse of recurring annual cancellations must be submitted 4 months before the date the cancellation will be used again. For national cancellations, the national sponsor may submit a single request.

4.2.6 Revocation of Special Cancellations

[3-15-07] The USPS may curtail or revoke the use of any special cancellation when it is necessary to use special postmarking for USPS purposes.

4.2.7 Information about Special Cancellations

More information about special cancellations is in the *Postal Operations Manual.*

4.2.8 Mail Submitted for Special Cancellations

A mailer must affix First-Class postage to mail that the mailer wants canceled with a special cancellation. The mail must bear a complete address. Stamps issued by foreign countries are not permitted on the mail. Mail bearing the special cancellation will not be enclosed in another envelope for return even if a postage-paid envelope is provided by the customer. Damaged envelopes canceled with a special cancellation are not replaced.

5.0 Private Express Statutes

5.1 Private Express Statutes

5.1.1 Legal Foundation

By the laws known as the Private Express Statutes, Congress has generally conferred on the USPS the exclusive right to carry letters for others over post routes. USPS regulations under the Private Express Statutes are in the Code of Federal Regulations, 39 CFR 310 and 320, as amended by final rules published in the *Federal Register.* These regulations take precedence over all prior rulings and USPS publications. Copies of the regulations are available from the manager of the Pricing and Classification Service Center (PCSC) (see 8.4 for address).

5.1.2 Definition of a Letter for Private Express

For the Private Express Statutes, a *letter* is a message directed to a specific person or address and recorded in or on a tangible object. A *message* consists of any information or intelligence that can be recorded on tangible objects including, but not limited to, paper in sheet or card form, recording disks, and magnetic tapes. Certain matter is excluded from the definition of letter, e.g.: telegrams; checks and certain other instruments shipped to, from, or between financial institutions; newspapers; and periodicals. The regulations detail exclusions.

5.1.3 Postage for Private Express

If the proper postage is paid, letters may be privately carried without violating the Private Express Statutes. The regulations detail compliance. Under certain circumstances, letters may be privately carried without paying postage. The principal exceptions cover letters sent with, and related in all substantial respects to, some part of the cargo or to the ordering, shipping, or delivering of the cargo; letters carried by the senders or the recipients, or by their regular salaried employees; and letters carried to or from a postal facility where they are to be or have been carried in the mail. The regulations detail exceptions.

5.1.4 Suspensions of Private Express Statutes

Limited suspensions of the Private Express Statutes specify the conditions under which: (a) private couriers may carry data-processing materials, international ocean carrier documents, extremely urgent letters, and advertisements incidental to the shipment of accompanying merchandise or periodicals; and (b) universities and colleges may carry the letters of their bona fide student and faculty organizations. Carriers wanting to use the suspension for data-processing materials must file a notice of their intention on a form available from the manager of the PCSC.

5.1.5 Violations of Private Express Statutes

The PCSC reviews initial reports of possible violations of the Private Express Statutes. When warranted by the facts, possible violations are forwarded to the USPS General Counsel for further action.

5.1.6 Legal Advice for Private Express

The public and USPS employees can obtain authoritative advice on the Private Express Statutes, including written advisory opinions, by contacting the Senior Counsel, Ethics and Information, USPS Headquarters (see 8.4 for address and telephone number).

6.0 Complaints and Postal Law Violations

6.1 Consumer Complaints and Inquiries

Any postal customer may complain or inquire about postal products, services, or employees at any post office or directly to the USPS Consumer Advocate (see 8.1 for address). A complaint or inquiry may be made in person, by telephone, by e-mail, or by letter. A complaint or inquiry about the handling of a specific piece of mail should include the related envelope or wrapper and copies of all postal forms filed. A customer who is dissatisfied with the local handling of a complaint or inquiry may send a written appeal to the Consumer Advocate. A court of law can require such appeal as a legal prerequisite for hearing a customer's suit against the USPS.

6.2 Postal Law Violations

Instructions on mail security as it relates to unauthorized opening, inspection, tampering, or delay of mail are in *Administrative Support Manual* 274. Information and complaints on a possible postal law violation must be sent to the appropriate address according to the ZIP Code ranges shown below:

ZIP CODES	ADDRESS
003-079, 08005, 08006, 08008, 08050, 08087, 08092, 08501-08504, 08506-08510, 08512-08514, 08516, 08517, 08519-08553, 08555-08561, 08600-08639, 08642-08691, 087-098, 100-149	Postal Inspection Service PO Box 2613 Jersey City NJ 07303-2613
08001-08004, 08007, 08009-08049, 08051-08086, 08088-08091, 08093-08099, 081-084, 08505, 08511, 08515, 08518, 08554, 08562, 08640-08641, 150-39776, 700-799	Postal Inspection Service 225 N Humphreys Blvd Memphis TN 38120-2149
400-693, 800-884, 850-999	Postal Inspection Service 222 S Riverside Plz Ste 1250 Chicago IL 60606-6100

7.0 Trademarks and Copyrights of the USPS

7.1 Trademarks and Service Marks

7.1.1 Registered Marks

The following are among the registered USPS trademarks and service marks:

1-800-ASK-USPS	Postal Explorer
Business Reply Mail	*PostalOne!*
Confirm	Priority Mail
Delivery Confirmation	Priority Mail United States Postal Service Design
The Eagle Logo	Returns@Ease
Express Mail	Signature Confirmation
FASTforward	Stamps By Mail
First-Class Mail	Stamps to Go
Intelligent Mail barcode	U.S. Mail and Design
Official Election Mail and Design	U.S. Postal Service

The Old Eagle Design	United States Post Office
Parcel Post	United States Postal Service
PC Postage	United States Postal Service and Design (with the Eagle Logo)
pcpostage.com	USPS
Pickup on Demand	usps.com
Planet	We Deliver
Planet Code	We Deliver For You
Planet Code USPS and Design	ZIP+4

7.1.2 Use of Registered Marks

USPS trademarks must be used in the form listed in 7.1.1. Proper use of USPS registered marks requires capitalizing the initial letters of the marks to distinguish them from terms not used as trademarks. Words and phrases that are registered trademarks may also use the registration symbol ®. Figures that are registered marks must always use the registration symbol. (An exception to this rule is the USPS emblem used on letterheads and business cards. All other uses of the emblem must include the ®.)

7.1.3 Proposed or Pending Registration

The USPS has additional trademarks not yet registered. The rules in 7.1.2 apply to these common law marks, except that such marks are not to be identified by the symbol ®. Instead, the superscript initials ™ may be used to identify these marks. The common law USPS trademarks and service marks for which registration is pending or proposed include the Express Mail International Service logotype, Presort, Registered Mail, and Standard Mail.

7.2 Copyrights

7.2.1 Copyrighted Material

The USPS secures copyrights in its philatelic designs and certain publications. The designs of postage stamps, stamped envelopes, stamped cards, aerogrammes, souvenir cards, and other philatelic items issued on or after January 1, 1978, are copyrighted by the USPS under title 17 USC.

7.2.2 Permitted Use of Copyrighted Material

The use of illustrations of the designs covered by such copyrights is permitted:

a. In editorial matter in newspapers, magazines, journals, books, philatelic catalogs, and philatelic albums.

b. In advertising matter, circulars, or price lists for the sale of the postal items illustrated.

c. In advertising matter, circulars, or price lists for the sale of newspapers, magazines, journals, books, philatelic catalogs, and philatelic albums containing illustrations of philatelic designs.

d. In motion-picture films, microfilms, slides, or electronic tape for projection on a screen or for use in telecasting. No print or other reproduction from such films, slides, or tapes may be made except for the uses permitted in this section.

7.2.3 Design Reproductions of Copyrighted Material

Illustrations permitted by 7.2.2a. through 7.2.2d may be in color or in black and white, and may depict philatelic items as uncanceled or canceled. When depicting uncanceled items in color, illustrations must be less than 75% or more than 150% in linear dimension of the size of the design of the philatelic items as issued. Color illustrations of canceled philatelic items and black and white illustrations of uncanceled or canceled philatelic items may be in any size.

7.2.4 License Request for Copyrighted Material

The USPS may grant licenses for the use of illustrations of its copyright designs and registered trademarks outside the scope of the above permission. A request for such a license must be sent to the manager, Licensing, Public Affairs and Communications (see 8.1 for address).

7.3 Inquiries about USPS Trademarks and Copyrights

Inquiries about USPS copyrights or use of USPS trademarks and service marks, copyright materials, and intellectual property other than patents and technical data rights in USPS contracts must be sent to USPS Stamp Development. Inquiries about licenses to publish or reproduce ZIP Code information must be sent to the National Customer Support Center (see 8.1 for address).

8.0 USPS Contact Information

8.1 Postal Service

BMC Operations
US Postal Service
475 L'Enfant Plz SW Rm 7631
Washington DC 20260-2806

Business Mail Acceptance
US Postal Service
475 L'Enfant Plz SW Rm 2P846
Washington DC 20260-0846

Business Mailer Support
US Postal Service
475 L'Enfant Plz SW Rm 2P846
Washington DC 20260-0846

Citizens Stamp Advisory Committee
Stamp Development
US Postal Service
475 L'Enfant Plz SW
Washington DC 20260-2435

Claims and Processing
Accounting Service Center
US Postal Service
PO Box 80143
St Louis MO 63180-0143

Claims Appeals
Accounting Service Center
US Postal Service
PO Box 80141
St Louis MO 63180-0141

Consumer Advocate
US Postal Service
475 L'Enfant Plz SW
Washington DC 20260-2200

Customer Service Support
US Postal Service
475 L'Enfant Plz SW Rm 5621
Washington DC 20260-5621

Distribution Operations
Washington DC Post Office
900 Brentwood Rd NE
Washington DC 20066-9704

Engineering
US Postal Service
8403 Lee Hwy
Merrifield VA 22082-8101

Engineering Letter Tech
US Postal Service
8403 Lee Hwy
Merrifield VA 22082-8101

General Counsel
US Postal Service
475 L'Enfant Plz SW
Washington DC 20260-1100

Label Printing Center
US Postal Service
500 SW Gary Ormsby Dr
Topeka KS 66624-9502
(800) 332-0317

Licensing
Public Affairs and Communications
US Postal Service
475 L'Enfant Plz SW Rm 10519
Washington DC 20260-3100

Mailing Standards
US Postal Service
475 L'Enfant Plz SW Rm 3436
Washington DC 20260-3436

Material Distribution Center
US Postal Service
500 SW Gary Ormsby Dr
Topeka KS 66624-9502
(800) 332-0317

Money Order Branch
Accounting Service Center
US Postal Service
PO Box 82450
St Louis MO 63182-2450

National Customer Support Center
US Postal Service
6060 Primacy Pkwy Ste 201
Memphis TN 38188-0001

Postage Technology Management
US Postal Service
475 L'Enfant Plz SW NB Ste 4200
Washington DC 20260-4200

Postal Inspection Service
222 S Riverside Plz Ste 1250
Chicago IL 60606-6100

Postal Inspection Service
PO Box 2613
Jersey City NJ 07303-2613

Postal Inspection Service
225 N Humphreys Blvd
Memphis TN 38120-2149

Post Office Accounting Manager
US Postal Service
475 L'Enfant Plz SW Rm 8831
Washington DC 20260-5241

Pricing and Classification
US Postal Service
475 L'Enfant Plz SW Rm 5014
Washington DC 20260-5014
(see 8.4.1 for Pricing and Classification Service Center (PCSC) address)

Pricing Strategy
US Postal Service
475 L'Enfant Plz SW Rm 3616
Washington DC 20260-3616

Product Development
US Postal Service
475 L'Enfant Plz SW Rm 5012
Washington DC 20260-5012

Prohibitory Order Processing Center
PO Box 1500
New York NY 10008-1500

Recorder
Judicial Officer
US Postal Service
2101 Wilson Blvd Ste 600
Arlington VA 22201-3078

Senior Counsel
Ethics and Information
US Postal Service
475 L'Enfant Plz SW
Washington DC 20260-1127

Stamp Development
US Postal Service
1735 N Lynn St Rm 5013
Arlington VA 22209-6432

Stamp Fulfillment Services
PO Box 219424
Kansas City MO 64121-9424

8.2 Federal Agencies

Bureau of Alcohol Tobacco and Firearms
US Department of the Treasury
1200 Pennsylvania Ave NW
Washington DC 20226-0001

Bureau of the Public Debt
US Department of the Treasury
PO Box 1328
Parkersburg WV 26106-1328

Diplomatic Pouch Division
US Department of State
1375 K St NW
Washington DC 20522-0508

Office of the Federal Register
National Archives and Records Administration
1100 L St NW Rm 8401
Washington DC 20005-0001

Plant Protection and Quarantine Programs
Animal and Plant Health Inspection Service
US Department of Agriculture
4700 River Rd
Riverdale MD 20737-1228

Postal Rate Commission
901 New York Ave NW Ste 200
Washington DC 20268-0001

Superintendent of Documents
US Government Printing Office
941 N Capitol St NE
Washington DC 20402-9371
(For subscription to the *Domestic Mail Manual*)

US Fish and Wildlife Service
US Department of the Interior
18TH and C St NW
Washington DC 20240-0001

8.3 Other Agencies

American National Standards Institute
11 W 42ND St
New York NY 10036-8002
(212) 642-4900
www.ansi.org

Automatic Identification Manufacturers (AIM)
634 Alpha Dr
Pittsburgh PA 15238-2802
(412) 963-8588
www.aimusa.org

Uniform Code Council INC
7887 Washington Village Dr Ste 300
Dayton OH 45459
(937) 435-3870
www.uc-council.org

8.4 PCSC and District Business Mail Entry Offices Contact Information

The Pricing and Classification Service Center (PCSC) and the district business mail entry offices provide guidance on mail classification, rates, and mail preparation standards. Direct questions about mail classification and special mail services to local postal officials. The PCSC can help local offices answer these questions. (Note: Zip Code Prefix 340 is shared by South Florida and New York districts. Unassigned prefixes are not listed.)

8.4.1 Pricing and Classification Service Center (PCSC)

90 Church St Ste 3100
New York NY 10007-2951
Telephone: (212) 330-5300 / Fax: (212) 330-5320

Exhibit 8.4.1 Contact Information for Business Mail Entry Offices, Grouped by Region and Listed by District and 3-Digit ZIP Code Service Area

MANAGER BUSINESS MAIL ENTRY	3-DIGIT ZIP CODE SERVICE AREA
Great Lakes Area	
Central Illinois District 6801 W 73rd St Bedford Park IL 60499-9651 (708) 563-7770 / Fax (708) 563-7703	604, 605, 609, 613-619, 625-627
Chicago District 433 W Harrison St Chicago IL 60607-9651 (312) 983-8460 / Fax (312) 983-8484	606-608
Detroit District 1401 W Fort St Rm 813 Detroit MI 48233-9651 (313) 226-8678 / Fax (313) 226-8124	481, 482, 492
Gateway District 1720 Market St Rm 2001 St Louis MO 63155-9651 (314) 436-4103 / Fax (314) 436-5424	620, 622-624, 628-631, 633-635, 650-653
Greater Indiana District 3939 Vincennes Rd Indianapolis IN 46298-9651 (317) 870-8504 / Fax (317) 870-8684	460-469, 472-475, 478, 479
Greater Michigan District 678 Front Ave NW Grand Rapids MI 49599-9651 (616) 776-6165 / Fax (616) 776-6176	486-491, 493-497
Lakeland District PO Box 5007 Milwaukee WI 53201-5007 (414) 287-2548 / Fax (414) 287-2515	498, 499, 530-532, 534, 535, 537-539, 541-545, 549
Northern Illinois District 500 E Fullerton Ave Carol Stream IL 60199-9651 (630) 260-5573 / Fax (630) 260-5149	600-603, 610, 611
Southeast Michigan District 1 Ajax Dr Ste 101 Madison Heights MI 48071-9640 (248) 546-1379 / Fax (248) 414-6751	480, 483-485
Southeast Area	
Alabama District 351 24th St N Birmingham AL 35203-9651 (205) 521-0349 / Fax (205) 254-0176	350-352, 354-368
Atlanta District 3900 Crown Rd Rm 1410 Atlanta GA 30304-9651 (404) 765-7541 / Fax (404) 765-7582	300-303, 305, 306, 311, 399
Central Florida District PO Box 999620 Mid Florida FL 32799-9620 (407) 333-4878 / Fax (407) 444-3020	327-329, 334, 347, 349
Mississippi District 401 E South St Jackson MS 39201-9640 (601) 351-7126 / Fax (601) 351-7501	369, 386-397
North Florida District 1100 Kings Rd Rm 219 Jacksonville FL 32203-9651 (904) 366-4882 / Fax (904) 366-4889	320-326, 344
South Florida District 2200 NW 72nd Ave Rm 528 Miami FL 33152-9651 (305) 470-0717 / Fax (305) 470-0799	330-333, 340
South Georgia District 451 College St Rm Macon GA 31213-9651 (478) 752-8720 / Fax (478) 752-8602	298, 299, 304, 308-310, 321 312-319, 398
Suncoast District 5433 W Sligh Ave Ste A Tampa FL 33634-9651 (813) 243-5938 / Fax (813) 243-7453	335-339, 341, 342, 346
Tennessee District 525 Royal Pkwy Nashville TN 37229-9651 (615) 885-9103 / Fax (615) 885-9287	307, 370-385
Southwest Area	
Albuquerque District 1135 Broadway Blvd NE Rm 148 Albuquerque NM 87101-9651 (505) 346-8106 / Fax (505) 346-8135	865, 870-875, 877-884
Arkansas District 600 E Capitol Ave Little Rock AR 72202-9651 (501) 375-3008 / Fax (501) 372-5763	716-729
Dallas District 951 W Bethel Rd Coppell TX 75099-9651 (972) 462-2208 / Fax (972) 462-2219	750-759
Fort Worth District 4600 Mark IV Pkwy Fort Worth TX 76161-9621 (817) 317-3635 / Fax (817) 317-3339	739, 760-764, 768, 769, 790-796

MANAGER BUSINESS MAIL ENTRY	3-DIGIT ZIP CODE SERVICE AREA
Houston District 401 Franklin St Rm 114 Houston TX 77201-9653 (713) 226-3222 / Fax (713) 226-3155	770-778
Louisiana District 701 Loyola Ave Rm 1101 New Orleans LA 70113-9651 (504) 589-1104 / Fax (504) 589-1508	700, 701, 703-708, 710-714
Oklahoma District 3030 NW Expressway Ste 1042 Oklahoma City OK 73198-9651 (405) 553-6126 / Fax (405) 553-6107	730, 731, 734-738, 740, 741, 743-749
Rio Grande District 10410 Perrin Beitel Rd Rm 1069 San Antonio TX 78284-9651 (210) 368-8308 / Fax (210) 368-1664	733, 765-767, 779-789, 797-799
New York Metro Area	
Caribbean District 585 Ave FD Roosevelt Ste 125 San Juan PR 00936-9651 (787) 622-1795 / Fax (787) 622-1788	006-009
Central New Jersey District 21 Kilmer Rd Edison NJ 08899-9651 (732) 819-3672 / Fax (732) 819-3889	077, 085-089
Long Island District 160 Duryea Rd Melville NY 11747-8040 (631) 755-2930 / Fax (631) 755-2940	005, 115, 117-119
New York District 421 8th Ave Rm 3212 New York NY 10199-9651 (212) 330-4230 / Fax (212) 330-3801	090-098, 100-102, 104, 340
Northern New Jersey District 494 Broad St Rm 223 Newark NJ 07102-9334 (973) 468-7076 / Fax (973) 468-7219	070-076, 078, 079
Triboro District 1050 Forbell St Rm 2011.3 Brooklyn NY 11256-9602 (718) 348-3760 / Fax (718) 348-3753	103, 110-114, 116
Westchester District 1000 Westchester Ave White Plains NY 10610-9651 (914) 697-7019 / Fax (914) 697-7022	004, 105-109, 124-127

MANAGER BUSINESS MAIL ENTRY	3-DIGIT ZIP CODE SERVICE AREA
Northeast Area	
Albany District 30 Old Karner Rd Albany NY 12288-9601 (518) 452-4034 / Fax (518) 564-7451	120-123, 128-139
Boston District 25 Dorchester Ave Boston MA 02205-9651 (617) 654-5444 / Fax (617) 654-5026	021, 022, 024
Connecticut District 77 Hartland St East Hartford CT 06108-9641 (860) 610-3100 / Fax (860) 610-3114	060-069
Maine District 380 Riverside St Portland ME 04103-7021 (207) 828-8430 / Fax (207) 828-8448	039-049
Massachusetts District 76 Main St North Reading MA 01889-9651 (978) 664-7639 / Fax (978) 664-7090	010-019, 055
New Hampshire/Vermont District 955 Goffs Falls Rd Manchester NH 03103-9651 (603) 644-3844 / Fax (603) 644-3865	030-038, 050-054, 056-059
Southeast New England District 181 Corliss St Providence RI 02904-9651 (401) 752-5640 / Fax (401) 752-5699	020, 023, 025-029
Western New York District 55 Msgr Valente Dr Buffalo NY 14206-9651 (716) 846-2562 / Fax (716) 846-2396	140-149
Eastern Area	
Appalachian District PO Box 59651 Charleston WV 25350-9651 (304) 561-1060 / Fax (304) 561-1033	240-243, 245-259, 261-268
Central PA District 1425 Crooked Hill Rd 3rd FL Harrisburg PA 17107-9651 (717) 257-4819 / Fax (717) 257-2152	169-179, 182, 184-188, 195, 196
Cincinnati District 990 Dalton Ave Cincinnati OH 45203-9651 (513) 684-5588 / Fax (513) 684-5691	410, 434-436, 450-455, 458, 459, 470

MANAGER BUSINESS MAIL ENTRY	3-DIGIT ZIP CODE SERVICE AREA
Columbus District 2323 Citygate Dr Columbus OH 43218-9651 (614) 472-0386 / Fax (614) 472-0388	430-433, 437, 438, 456, 457
Erie District 2709 Legion Rd Rm 424 Erie PA 16515-9651 (814) 836-7624 / Fax (650) 357-6338	155, 157-168
Greater South Carolina District PO Box 929651 Columbia SC 29292-9651 (803) 926-6329 / Fax (803) 926-6326	290-296
Greensboro District PO Box 27499 Greensboro NC 27498-9651 (336) 668-1250 / Fax (336) 668-1366	270-279, 286
Kentuckiana District PO Box 31651 Louisville KY 40231-9651 (502) 454-1720 / Fax (502) 454-1673	400-409, 411-418, 420-427, 471, 476, 477
Mid-Carolinas District 2901 Interstate 85 S Charlotte NC 28228-9979 (704) 393-4420 / Fax (704) 393-4470	280-285, 287-289, 297
Northern Ohio District 2400 Orange Ave Rm 24 Cleveland OH 44101-9603 (216) 443-4100 / Fax (216) 443-4186	439-449
Philadelphia District 2970 Market St Rm 514 Philadelphia PA 19104-9651 (215) 895-8063 / Fax (215) 895-9132	180, 181, 183, 189-194
Pittsburgh District 1001 California Ave Rm 2027 Pittsburgh PA 15290-9651 (412) 359-1468 / Fax (412) 359-7108	150-154, 156, 260
South Jersey District 501 Benigno Blvd Bellmawr NJ 08031-9651 (856) 933-4262 / Fax (856) 933-4241	080-084, 197-199
Capital Metro Area	
Baltimore District 900 E Fayette St Rm 166 Baltimore MD 21233-9651 (410) 347-4434 / Fax (410) 234-8553	210-212, 214-219
Capital District 900 Brentwood Rd Washington DC 20066-7204 (202) 636-2177 / Fax (202) 636-2306	200, 202-209

MANAGER BUSINESS MAIL ENTRY	3-DIGIT ZIP CODE SERVICE AREA
Northern Virginia District 8409 Lee Hwy Merrifield VA 22081-9651 (703) 698-6380 / Fax (703) 207-3660	201, 220-223, 226, 227
Richmond District 1801 Brook Rd Richmond VA 23232-9650 (804) 775-6227 / Fax (804) 698-4711	224, 225, 228-239, 244
Pacific Area	
Arizona District 4949 E Van Buren St Rm 190 Phoenix AZ 85026-9651 (602) 225-2941 / Fax (602) 225-3944	850, 852, 853, 855-857, 859, 860, 863, 864
Bay Valley District 1675 7th St Rm 120 Oakland CA 94615-9651 (510) 874-8414 / Fax (510) 433-7655	939, 945-948,950, 951
Honolulu District 3600 Aolele St Honolulu HI 96820-9651 (808) 423-3928 / Fax (808) 423-3759	967-969
Los Angeles District 7001 S Central Ave Rm 210 Los Angeles CA 90052-9614 (323) 586-2605 / Fax (323) 586-3702	900-905
Nevada-Sierra District 1001 E Sunset Rd Las Vegas NV 89199-9651 (702) 361-9288 / Fax (702) 896-2703	889-891, 893-895, 897-898, 961
Sacramento District 3775 Industrial Blvd West Sacramento CA 95799-0070 (916) 373-8723 / Fax (916) 373-8184	936-938, 942, 952, 953, 956-960
San Diego District 11251 Rancho Carmel Dr San Diego CA 92199-9651 (858) 674-0400 / Fax (858) 674-0055	919-925
San Francisco District PO Box 7836 San Francisco CA 94120-7836 (415) 550-5716 / Fax (415) 550-5770	940, 941, 943, 944, 949, 954, 955, 962-966
Santa Ana District 3101 W Sunflower Ave Santa Ana CA 92799-9324 (714) 662-6248 / Fax (714) 966-2004	906-908, 917, 918, 926-928
Sierra Coastal District 28201 Franklin Pkwy Santa Clarita CA 91383-9650 (661) 775-6663 / Fax (661) 775-7187	910-916, 930-935

MANAGER BUSINESS MAIL ENTRY	3-DIGIT ZIP CODE SERVICE AREA
Western Area	
Alaska District 4141 Postmark Dr Anchorage AK 99530-9651 (907) 266-3277 / Fax (907) 266-3132	995-999
Big Sky District 841 S 26th St Billings MT 59101-9651 (406) 657-5780 / Fax (406) 657-5788	590-599
Central Plains District 5303 N 91st Ave Omaha NE 68134-9651 (402) 573-2117 / Fax (402) 573-2131	515, 516, 664-666, 668-681, 683-693
Colorado/Wyoming District 7500 E 53rd Pl Rm 2213 Denver CO 80266-9651 (303) 853-6192 / Fax (303) 853-6077	800-816, 820-831
Dakotas District PO Box 7570 Sioux Falls SD 57117-7570 (605) 333-2650 / Fax (605) 333-2777	565, 567, 570-577, 580-588
Hawkeye District PO Box 189996 Des Moines IA 50318-9651 (515) 251-2359 / Fax (515) 251-2052	500-514, 520-528, 612
Mid-America District 300 W Pershing Rd Ste 100 Kansas City MO 64108-9651 (816) 374-9280 / Fax (816) 374-9701	636-641, 644-649, 654-658, 660-662, 667
Northland District 100 S 1st St Rm 115 Minneapolis MN 55401-9651 (612) 349-4739 / Fax (612) 349-4410	540, 546-548, 550, 551, 553-564, 566
Portland District PO Box 2229 Portland OR 97208-2229 (503) 294-2456 / Fax (503) 294-2596	970-979, 986
Salt Lake City District 1760 W 2100 S Salt Lake City UT 84199-9651 (801) 974-2507 / Fax (801) 974-2513	840-847
Seattle District PO Box 81419 Seattle WA 98108-1319 (206) 652-2100 / Fax (206) 652-2229	980-985, 988, 989
Spokane District 707 W Main Ave Ste 600 Spokane WA 99299-9605 (509) 626-6728 / Fax (509) 626-5814	832-838, 990-994