

607 Mailer Compliance and Appeals of Classification Decisions

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1.0 Mailer Compliance With Mailing Standards

1.1 Mailer Responsibility

A mailer must comply with all applicable postal standards. Despite any statement in this document or by any USPS employee, the burden rests with the mailer to comply with the laws and standards governing domestic mail. For mailings that require a postage statement, the mailer certifies compliance with all applicable postal standards when signing the corresponding postage statement. Questions on mail classification and special mail services may be directed to local USPS representatives (e.g., business mail entry managers). The Pricing and Classification Service Center (PCSC) can help local Post Offices answer customer questions on mailing standards (see [608.8.4](#) for address or telephone number).

1.2 Postage Payment

A permit imprint, bulk, or other discount price mailing is accepted after an examination of the mailing and the accompanying postage statement prepared by the mailer. A USPS employee's signature on the postage statement and the subsequent acceptance of the mailing do not constitute verified accuracy of that statement, and do not limit the ability of the USPS to demand proper payment after acceptance when it becomes apparent such payment was not made.

1.3 Request for Exception to Standards

To the extent that postage prices, fees for mail services, and basic mail classification and eligibility are prescribed by federal statute or the Domestic Mail Classification Schedule, the USPS is not authorized to waive or except the corresponding DMM standards. Postmasters or managers at Post Offices, district or area offices, and other field facilities may not suspend or grant any waiver or exception to standards established by the USPS (e.g., regarding mail preparation) unless *specifically* authorized by the DMM. Any mailer's request for an exception to DMM standards must be referred to the PCSC (see [608.8.4](#) for address and telephone number).

2.0 Rulings on Mailing Standards

2.1 Local Decision

A mailer who disagrees with a classification decision by a local Post Office, whether on a pending or a proposed mailing, may send a written appeal to the postmaster within 30 days. The appeal is forwarded to the Pricing and Classification Service

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Center (PCSC). The PCSC issues the final agency decision. Only the PCSC manager may rule on an appeal or initial request for a ruling on an exception to a USPS standard in the DMM.

2.2 Expedited Oral Decision

A mailer who receives an adverse ruling from a Post Office, whether on a pending or a proposed mailing, may ask the PCSC manager to provide an expedited oral decision on appeal. This request for an expedited appeal may be made by telephone. The PCSC manager will determine whether the appeal or individual questions in the appeal can be decided on an expedited basis and, if so, will advise the mailer of the determination and confirm it in writing.

2.3 Classification While Appeal Pending

Pending resolution of an appeal, the mailer may, by a letter to the local postmaster, request to mail under a deposit arrangement. The mailer must deposit with the postmaster enough funds to cover postage at the higher price. If the appeal is upheld, the difference between the amount deposited and a lower price determined to be appropriate is returned to the mailer. If the appeal is denied, the deposit is not returned. If a balance remains in the deposit after the higher price postage is deducted, the balance is refunded at the mailer's request.

2.4 Decisions on National Rulings

The manager, National Customer Rulings makes mail preparation, mailpiece design, and price eligibility decisions for customers in strategic industries as appropriate. Any mail classification decision made initially by the manager, National Customer Rulings may be appealed within 15 days to the manager, Pricing and Classification Service Center, who will issue the final agency decision.

2.5 PCSC Decision

Any mail classification decision made initially by the PCSC manager may be appealed within 15 days to the manager, Product Classification (see [608.8.0](#) for address), who has sole authority to render a decision on such appeals.

2.6 Corresponding Standards

Rulings and appeals concerning revenue deficiencies (on past mailings), refunds, or applications for various mailing privileges, prices, or authorizations, are subject to the corresponding standards.