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 “Postal Customer,” “Residential Customer,” “Rural Route Box Holder,” “Highway Contract Route Box Holder,” or “Post Office Box Holder,” 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 or Parcel Select price.

e. Perishable matter.

f. Official USPS mail.

g. Priority Mail Express 1-Day Service.

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. 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 508.1.8.1 through 508.1.8.3.
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, Mailpiece Contains Nonmailable Contents.	Mail returned to sender due to contents that are nonmailable.
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.

* Alternative addressing formats may not be used on the following: Priority Mail Express pieces; mail with any extra service listed in 602.3.1.2e.; mail sent with any ancillary service endorsement, except as allowed in 1.5.1b; and 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 (*).

ENDORSEMENT	REASON FOR NONDELIVERY
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 508.1.8.2e..
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

* Alternative addressing formats may not be used on the following: Priority Mail Express pieces; mail with any extra service listed in 602.3.1.2e.; mail sent with any ancillary service endorsement, except as allowed in 1.5.1b; and 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 or 202. 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. First-Class Package Service and Priority Mail pieces are forwarded and returned at no additional charge. All insured Standard Mail, USPS Retail Ground, Package Services, and Parcel Select pieces are 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.

1.5 Treatment for Ancillary Services by Class of Mail

1.5.1 First-Class Mail, First-Class Package Service, and Priority Mail

Undeliverable-as-addressed First-Class Mail (including postcards), First-Class Package Service, and Priority Mail pieces are treated under 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 extra service or mail with any ancillary service endorsement except Change Service Requested(Option 1). Forwarding service is not provided for such mail. Undeliverable First-Class Mail, First-Class Package Service, or Priority Mail pieces with any alternative addressing 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; however,if such mail is endorsed Change Service Requested, piece is disposed of and an ACS record is provided for the same reasons.

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

d. First-Class Mail, First-Class Package Service or Priority Mail pieces bearing Standard Mail markings and endorsements under 202 and 244.5.1 for letters, 202 and 244.5.1 for flats, and 202 and 244.5.1 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 601.8.0 (except for live animals).

   2. First-Class Mail, First-Class Package Service, or Priority Mail pieces containing hazardous materials under 601.8.0.

   3. First-Class Mail, First-Class Package Service or Priority Mail pieces with an extra service other than USPS Tracking or Signature Confirmation.

f. Address Change Service under 4.0 is available for First-Class Mail, First-Class Package Service, and Priority Mail pieces with the ACS participant code for an authorized ACS participant and a valid ancillary service endorsement. Mailers participating in OneCode ACS under 4.2.6 may print an Intelligent Mail barcode on First-Class Mail automation letters instead of a participant code and endorsement. The only endorsements permitted on First-Class Mail, First-Class

Package Service and Priority Mail valid ACS pieces are “Address Service Requested”, “Change Service Requested” or “Electronic 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, First-Class Package Service and Priority Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
No Endorsement	**In all cases:** Same treatment as “Forwarding Service Requested.”	
“Electronic Service Requested”	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. “Address Service Requested” and “Change Service Requested” handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.	
“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”[3]	**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).	

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
"Return Service Requested"	*OPTION 1*	**In all cases (regardless of whether a change-of-address order is on file):** Piece returned with new address or reason for nondelivery attached (in either case, no charge).
	OPTION 2	**In all cases (regardless of whether a change-of-address order is on file):** Piece returned with new address or reason for non-delivery attached and separate ACS notice of new address provided. Address correction fee charged. For First-Class Mail letters or flats, request must be made via the correct STID embedded in the Intelligent Mail barcode on the mailpiece.
"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 and First-Class Package Service (excluding hazardous materials). (2) USPS Tracking and Signature Confirmation are the only extra services permitted with this endorsement.
"Temp—Return Service Requested"	*OPTION 1*	**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.
	OPTION 2	*Request must be made via the correct STID embedded in the Intelligent Mail barcode on the mailpiece for First-Class Mail letters or flats.* **If no change-of-address order on file:** Piece returned with reason for nondelivery attached (no charge) and separate ACS notice provided. Address correction fee charged. **If permanent change-of-address order on file:** Piece returned with new address or reason for nondelivery attached and separate ACS notice of new address provided. Address correction fee charged. **If temporary change-of-address order on file:** Piece forwarded to temporary address (no charge) with no notice to the mailer.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces subject to 507.4.0.
2. Valid only for ACS participating pieces subject to 507.4.0 other than pieces containing hazardous materials.
3. Does not meet Move Update requirement.

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

d. Address correction service 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.

e. 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 Code. This endorsement obligates the publisher to pay return postage. Each returned piece is charged the single-piece First-Class Mail price for the weight and shape of the piece, and the letter-size nonmachinable surcharge if applicable, or the Priority Mail price for the weight and destination of the piece. When the address correction is provided incidental to the return of the piece, there is no charge for the correction.

f. A publisher 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 electronically via 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 the original and duplicate notices are not provided both by ACS or both by CFS.

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.

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
"Electronic Service Requested"	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. Handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile
"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 price or Priority Mail single-piece price, 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 price or Priority Mail single-piece price, as appropriate for weight of piece).

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

1.5.3 Standard Mail and Parcel Select Lightweight

[1-17-16] Undeliverable-as-addressed (UAA) Standard Mail and Parcel Select Lightweight pieces are treated as described in Exhibit 1.5.3, with these additional conditions:

a. Standard Mail and Parcel Select Lightweight are 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 (except as allowed for Marketing parcels with USPS Tracking service).

c. The endorsement "Change Service Requested" is not permitted for Standard Mail or Parcel Select Lightweight pieces containing hazardous materials under 601.9.0. Standard Mail or Parcel Select Lightweight pieces containing hazardous materials must bear the endorsement "Address Service Requested," "Forwarding Service Requested," or "Return Service Requested."

d. Standard Mail or Parcel Select Lightweight pieces can be forwarded or returned at the appropriate Media Mail or Library Mail price if the content of the mail qualifies as Media Mail or Library Mail under 173 or 273 and the mail is marked "Media Mail" or "Library Mail" directly below the ancillary service endorsement.

e. If a Standard Mail or Parcel Select Lightweight piece including any attachment to that piece is not opened by the addressee and the piece is endorsed "Address Service Requested," "Forwarding Service Requested," or "Return Service Requested," the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage. If a Standard Mail or Parcel Select Lightweight 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, except for Bulk Parcel Return Service (BPRS) pieces under 505.5.2.1.

f. Standard Mail and Parcel Select Lightweight pieces with bulk insurance or return receipt for merchandise must be endorsed "Address Service Requested," "Forwarding Service Requested," or "Return Service Requested." Standard Mail and Parcel Select Lightweight pieces, except for Marketing

parcels, with USPS Tracking must be endorsed "Address Service Requested," "Forwarding Service Requested," "Return Service Requested," or "Change Service Requested."

g. 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. Calculate the return postage using these numbers.

h. A returned piece endorsed "Return Service Requested" is charged the applicable single-piece First-Class Mail price for the weight and shape of the piece, and the nonmachinable surcharge if applicable, or the Priority Mail price for the weight and destination of the piece.

i. Mail sent as BPRS under 505.5.0 is returned at the BPRS per piece fee if the endorsement includes "— BPRS" as shown in Exhibit 1.5.3.

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

Exhibit 1.5.3 Treatment of Undeliverable Standard Mail and Parcel Select Lightweight

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No Endorsement [1]	**In all cases:** Piece disposed of by USPS. *RESTRICTIONS:* Standard Mail or Parcel Select Lightweight pieces containing hazardous materials must bear a permissible endorsement (see 507.1.5.3c.).
"Electronic Service Requested"	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested", "Return Service Requested", and "Change Service Requested" handling instructions are predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type ID in an Intelligent Mail barcode. The service type ID in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
"Address Service Requested"	*(Does not include Shipper Paid Forwarding/Return participants)*	
	OPTION 1	**If no change-of-address order on file:** Parcel returned with reason for nondelivery attached (only weighted fee[2] 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[2] charged). •*After month 18*: Piece returned with reason for nondelivery attached (only weighted fee charged).
	OPTION 2	**If no change-of-address order on file:** Parcel returned with reason for nondelivery attached and separate ACS notice provided. Weighted fee[2] charged for return of piece and address correction fee 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 and separate ACS notice of new address provided. Weighted fee[2] charged for return of piece and address correction fee charged. •*After month 18*: Piece returned with reason for nondelivery attached and separate ACS notice of reason for nondelivery provided. Weighted fee[2] charged for return of piece and address correction fee charged.
"Address Service Requested"	*(Shipper Paid Forwarding/Return participants via ACS only)*	
	Shipper Paid Forwarding/ Return Option 1	**If no change-of-address order on file:** Parcel returned with reason for nondelivery attached; postage due charged as follows: at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel. **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[2] charged). •*After month 18*: Piece returned with reason for nondelivery attached (only weighted fee charged).
	Shipper Paid Forwarding/ Return Option 2	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached; postage due charged as follows: at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel. Separate notice provided (electronic ACS fee is charged). **If change-of-address order on file:** •*Months 1 through 12*: Parcel forwarded. Forwarding postage is charged to the mailer as follows: at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel. Separate notice of new address provided (electronic ACS fee charged). •*Months 13 through 18*: Parcel returned with new address attached (postage charged as above: "If no change-of-address order on file"). Separate notice provided (electronic ACS fee charged). •*After month 18*: Piece returned with reason for nondelivery attached (postage charged as above: "If no change-of-address order on file"). Separate notice provided (electronic ACS fee charged).

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
	Shipper Paid Forwarding/ Return Option 3	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached; postage due charged as follows: at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel. Separate notice provided (electronic ACS fee is charged). **If change-of-address order on file:** •*Months 1 through 12*: Parcel forwarded. Forwarding postage is charged to the mailer as follows: at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel. Separate notice of new address provided (electronic ACS fee charged). •*Months 13 through 18*: Parcel returned with new address attached; return postage is charged to mailer as follows: at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel. Separate notice of new address provided (electronic ACS fee is charged). •*After month 18*: Parcel returned with reason for nondelivery; return postage is charged to mailer as follows: at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel. Separate notice of reason for nondelivery provided (electronic ACS fee is charged).
"Address Service Requested—BPRS"	***(BPRS participants only)*** **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 price or Priority Mail single-piece price, as appropriate for weight of piece, via mailer's 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).	
"Forwarding Service Requested"[3]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (only weighted fee[2] 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[2] charged). • *After month 18:* Piece returned with reason for nondelivery attached (only weighted fee[2] charged).	
"Return Service Requested"	***(Except for BPRS participants)***	
	OPTION 1	Piece returned with new address or reason for nondelivery attached. In either case, only return postage is charged at First-Class Mail or Priority Mail single-piece price, as appropriate for weight of piece.
	OPTION 2	*(Available via ACS only)* *Request must be made via the correct STID embedded in the Intelligent Mail barcode on the mailpiece for Standard Mail letters or flats.* **In all cases (regardless of whether a change-of-address order is on file):** Piece returned with new address or reason for non-delivery attached and separate ACS notice of reason for nondelivery provided. In either case, both the address correction fee is charged, and return postage is charged at First-Class Mail or Priority Mail single-piece price, as appropriate for weight of piece.
"Return Service Requested—BPRS"	***(For BPRS participants only)*** **In all cases:** Piece returned with new address or reason for nondelivery attached (in either case, only Bulk Parcel Return Service fee charged).	

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
"Change Service Requested" [1, 4]	*OPTION 1*	*(Valid for all pieces, including ACS participating pieces)* **If no change-of-address order on file, or if change-of-address order is on file:** Notice of new address or reason for non-delivery provided (address correction fee charged); piece disposed of by USPS. *Restrictions:* The following restrictions apply: (1) USPS Tracking is the only extra services permitted with this endorsement. (2) This endorsement is not permitted for Standard Mail or Parcel Select Lightweight containing hazardous materials.
	OPTION 2	*(Available via ACS only; for Standard Mail letters and flats only)* **If no change-of-address order on file:** Reason for non-delivery provided to mailer (electronic ACS fee charged); piece disposed of by USPS. **If change-of-address order on file:** • *Months 1 through 12*: Piece forwarded; postage due charged to the mailer at applicable Forwarding Fee based on the piece shape (letter or flat); separate notice of new address provided (electronic ACS fee charged). • *Months 13 through 18*: Piece disposed of by USPS; separate notice of new address provided (electronic ACS fee charged). • *After month 18*: Treatment same as noted under "If no change-of-address order on file". *Restrictions:* The following restrictions apply: (1) USPS Tracking is the only extra services permitted with this endorsement. (2) This endorsement is not permitted for Standard Mail containing hazardous materials.
"Change Service Requested"	*(Shipper Paid Forwarding participants via ACS only)* **If no change-of-address order on file:** Reason for nondelivery provided to mailer (electronic ACS fee charged); parcel disposed of by USPS. **If change-of-address order on file:** • *Months 1 through 12*: Parcel forwarded; postage due charged to the mailer as follows; at applicable First-Class Mail or Priority Mail single-piece price for the weight of the parcel; separate notice of new address provided (electronic ACS fee charged). • *Months 13 through 18*: Parcel disposed of by USPS; separate notice of new address provided (electronic ACS fee charged). • *After month 18*: Parcel disposed of by USPS; separate notice of reason for nondelivery provided (electronic ACS fee charged). *Restrictions*: The following restrictions apply: (1) USPS Tracking 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. The weighted (per piece) fee is the First-Class Mail or Priority Mail single-piece price and any nonmachinable surcharge (see 133.1.0), multiplied by 2.472; rounding any fractions to the next whole cent.
3. Does not meet the Move Update requirement.
4. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

1.5.4 USPS Retail Ground, Package Services, and Parcel Select

[1-17-16] Undeliverable-as-addressed (UAA) USPS Retail Ground, Package Services, and Parcel Select (see 1.5.3 for Parcel Select Lightweight) mailpieces are treated as described in Exhibit 1.5.4, with these additional conditions:

a. USPS Retail Ground, Package Services, and Parcel Select mail is forwarded only to domestic addresses.

b. Except for Bound Printed Matter pieces including USPS Tracking, 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 (see 263.2.4). Forwarding service is not provided for such mail. Undeliverable USPS Retail Ground, Parcel Select, 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 address-related reason. Undeliverable Bound Printed Matter with this address format is disposed of by the USPS.

c. The endorsement “Change Service Requested” is not permitted for USPS Retail Ground, Package Services, or Parcel Select mailpieces containing hazardous materials under 601.9.0.

d. If a USPS Retail Ground, Package Services (except for unendorsed Bound Printed Matter), or Parcel Select mailpiece and any attachment are not opened by the addressee, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage. Pieces endorsed “Change Service Requested” are not returned to sender. If a USPS Retail Ground, Package Services, or Parcel Select piece or any attachment to that piece is opened by the addressee, the addressee must affix the applicable postage to return the piece to the sender.

e. An undeliverable USPS Retail Ground, Package Services (except for unendorsed Bound Printed Matter), or a Parcel Select mailpiece that bears postage with a postage evidencing imprint and that has an illegible (or no) return address is returned to the meter licensee or PC Postage customer upon payment of the return postage. The reason for nondelivery is attached, with no address correction fee. All USPS Retail Ground, Package Services (except unendorsed Bound Printed Matter), and Parcel Select pieces must have a legible return address.

f. Bound Printed Matter with no ancillary service endorsement and with an extra service other than USPS Tracking or Signature Confirmation service is treated as though endorsed “Forwarding Service Requested.”

Exhibit 1.5.4 Treatment of Undeliverable USPS Retail Ground, Package Services, and Parcel Select

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No Endorsement	**In all cases:** Same treatment as "Forwarding Service Requested." *Exception:* Bound Printed Matter with USPS Tracking or Signature Confirmation service, but with no other extra service is disposed of by USPS.
"Electronic Service Requested"	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested", "Return Service Requested", and "Change Service Requested" handling instructions are predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type ID in an Intelligent Mail barcode. The service type ID in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.
"Address Service Requested"[1]	*(Except for Shipper Paid Forwarding participants)* **If no change-of-address order on file:** Piece is returned with reason for nondelivery attached (only return postage charged) as follows:. •Parcel Select: at the Parcel Select Ground price plus the additional service fee. •USPS Retail Ground and Package Services: at the appropriate single-piece price for the specific class of mail. **If change-of-address order on file:** •*Months 1 through 12*: USPS Retail Ground or Package Services forwarded postage due at the single-piece price for the class of mail. Parcel Select forwarded as postage due to addressee at the Parcel Select Ground price plus the additional service fee. In both cases, separate notice o f new address is provided (address correction fee charged). If addressee refuses to pay postage due, piece is returned with reason for nondelivery attached and postage charged as follows: a. Parcel Select: at the Parcel Select Ground price plus the additional service fee. b. USPS Retail Ground and Package Services: at the single-piece price for the class of mail. •*Months 13 through 18*: Piece returned with new address attached (postage charged as noted in items a and b under "Months 1 through 12.") •*After month 18*: Piece returned with reason for nondelivery attached (postage charged as noted in items a and b under "Months 1 through 12.")

MAILER ENDORSEMENT		USPS TREATMENT OF UAA PIECES
"Address Service Requested"	*Shipper Paid Forwarding/ Return Option 1*	*(Shipper Paid Forwarding/Return participants via ACS only)* **If no change-of-address order on file:** Parcel returned with reason for nondelivery attached; postage due charged as follows: at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee. **If change-of-address order on file:** •*Months 1 through 12*: Parcel forwarded. Forwarding postage is charged to the mailer as follows; at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the ACS & Shipper Paid Forward/Return additional service fee. Separate notice of new address provided (electronic ACS fee charged). •*Months 13 through 18*: Parcel returned with new address attached; (postage due charged as above: see "If no change-of-address order on file"). •*After month 18*: Piece returned with reason for nondelivery attached; (postage due charged as above: see "If no change-of-address order on file").
	Shipper Paid Forwarding/ Return Option 2	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached; Postage due charged as follows: at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee. Separate notice provided (electronic ACS fee is charged). **If change-of-address order on file:** •*Months 1 through 12*: Parcel forwarded. Forwarding postage is charged to the mailer as follows; at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the ACS & Shipper Paid Forward/Return additional service fee. Separate notice of new address provided (electronic ACS fee charged). •*Months 13 through 18*: Parcel returned with new address attached (postage charged as above: see "If no change-of-address order on file"). Separate notice provided (electronic ACS fee charged). •*After month 18*: Piece returned with reason for nondelivery attached (postage charged as above: see "If no change-of-address order on file"). Separate notice provided (electronic ACS fee charged).
	Shipper Paid Forwarding/ Return Option 3	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached; Return postage is charged to the mailer as follows: at the USPS Retail Ground or Package Services single-piece price, or the Parcel Select Ground price plus the ACS & Shipper Paid Forward/Return additional service fee. Separate notice provided (electronic ACS fee is charged). **If change-of-address order on file:** •*Months 1 through 12*: Parcel forwarded. Forwarding postage is charged to the mailer as follows: at the USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the ACS & Shipper Paid Forward/Return additional service fee. Separate notice of new address provided (electronic ACS fee is charged). •*Months 13 through 18*: Parcel returned with new address attached; return postage is charged to mailer as above: see "If no change-of-address order on file"). Separate notice provided (electronic ACS fee is charged). •*After month 18*: Parcel returned with reason for nondelivery; return postage is charged to mailer as above: see "If no change-of-address order on file"). Separate notice provided (electronic ACS fee is charged).

MAILER ENDORSEMENT		USPS TREATMENT OF UAA PIECES
"Forwarding Service Requested"[2]		**If no change-of-address order on file:** Piece returned with reason for nondelivery attached; return postage charged as follows at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee. **If change-of-address order on file:** • *Months 1 through 12*: USPS Retail Ground or Package Services forwarded postage due at the single-piece price for the class of mail. Parcel Select forwarded as postage due to addressee at the Parcel Select Ground price plus the additional service fee. If addressee refuses to pay postage due, piece is returned with reason for nondelivery attached; postage charged as follows: at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee. • *Months 13 through 18:* Piece returned with new address attached (postage charged as noted under "Months 1 through 12.") • *After month 18:* Piece returned with reason for nondelivery attached (postage charged as noted under "If no change-of-address order on file.")
"Return Service Requested"	*Option 1*	**In all cases (regardless of whether a change-of-address order is on file):** Piece returned with new address or reason for nondelivery attached. In either case, only return postage is charged as follows: at the USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee.
	Option 2	*(Available via ACS only* **In all cases (regardless of whether a change-of-address order is on file):** Piece returned with new address or reason for non-delivery attached, return postage is charged as follows: at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee. Separate ACS notice of reason for nondelivery provided (electronic ACS fee charged).
"Change Service Requested" [3]	*Option 1*	*(Valid for all pieces, including ACS participating pieces)* **If no change-of-address order on file, or if change-of-address order is on file:** Notice of new address or reason for non-delivery provided (address correction charged): piece disposed of by USPS. *Restrictions:* The following restrictions apply: (1) USPS Tracking and Signature Confirmation are the only extra services permitted with this endorsement. (2) This endorsement is not permitted for USPS Retail Ground or Package Services containing hazardous materials. .
	Option 2	*(Available via ACS only; for Bound Printed Matter flats only)* **If no change-of-address order on file:** Reason for non-delivery provided to mailer (electronic ACS fee charged); piece disposed of by USPS. **If change-of-address order on file:** •*Months 1 through 12:* Piece forwarded; postage due charged to the mailer at applicable Forwarding Fee based on the piece shape (flat); separate notice of new address provided (electronic ACS fee charged). •*Months 13 through 18:* Piece disposed of by USPS; separate notice of new address provided (electronic ACS fee charged). •*After month 18:* Treatment same as noted under "If no change-of-address order on file".

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
"Change Service Requested"	*(For Shipper Paid Forwarding/Return participants via ACS only)* **If no change-of-address order on file:** Reason for nondelivery provided (electronic ACS fee charged); parcel disposed of by USPS. **If change-of-address order on file:** • *Months 1 through 12*: Parcel forwarded; postage due charged to the mailer as follows: at the USPS Retail Ground or Package Services single-piece price for the specific class of mail or the Parcel Select Ground price plus the ACS & Shipper Paid Forward/Return additional service fee; separate notice of new address provided (electronic ACS fee charged). • *Months 13 through 18*: Parcel disposed of by USPS; separate notice of new address provided (electronic ACS fee charged). • *After month 18*: Parcel disposed of by USPS; separate notice or reason for nondelivery is provided (electronic ACS fee charged). *Restrictions*: The following restrictions apply: (1) USPS Tracking and Signature Confirmation services are the only extra services permitted with this endorsement. (2) This endorsement is not permitted for USPS Retail Ground or Package Services containing hazardous materials.

1. Does not meet the Move Update Requirement.
2. Does not meet the Move Update Requirement.
3. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

1.5.5 Priority Mail Express

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

a. Priority Mail Express is forwarded only to domestic addresses.

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

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

d. Undeliverable or unclaimed Priority Mail Express is held by the USPS for 5 calendar days 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 calendar days.

   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 102.4.0 or 202.4.0, directing the return of undeliverable mail after fewer than 5 calendar days.

Exhibit 1.5.5 Treatment of Undeliverable Priority Mail Express

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 Priority Mail Express.

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 price for the weight and shape of the piece, and the nonmachinable surcharge if applicable, or Priority Mail price for the weight and destination of the piece. 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 price for the weight and shape of the piece or Priority Mail price for the weight and destination of the piece. 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 and Parcel Select

[1-17-16] Undeliverable, unendorsed mailpieces with a First-Class Mail attachment or enclosure are forwarded or returned as follows:

a. Parcel Select at the Parcel Select Ground price plus the additional service fee.

b. Package Services at the single-piece price for the specific class of mail.

c. For both types of host pieces, if the attachment or enclosure is a nonincidental First-Class Mail attachment or enclosure, the weight of the attachment or enclosure is not included when computing charges.

1.7 Mixed Classes

1.7.1 Combination With First-Class Mail

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 Mail 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 Mail 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 Mail 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, Package Services, or Parcel Select with other classes of mail attached or enclosed (other than incidental First-Class Mail attachments or enclosures) must be forwarded under standards for the host piece. 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 Mail 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 USPS Retail Ground price 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 Priority Mail Express, Priority Mail, First-Class Mail, and First-Class Package Service

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

a. Priority Mail pieces with a valid Address Change Service (ACS) participant code marked “Perishable” and endorsed “Change Service Requested.”

b. First-Class Mail or First-Class Package Service pieces with a valid 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 Priority Mail Express 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 Priority Mail Express, Registered Mail, COD articles, Adult Signature services, and mail insured for more than $200. Returned Priority Mail Express (when waiver of signature is requested by the sender), Certified Mail, and mail with Signature Confirmation or return receipt for merchandise service may be returned to the sender without obtaining a signature when those mailpieces are returned as undeliverable.

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, Adult Signature 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 undeliverable and cannot be returned to the sender. A reasonable effort is made to match articles found loose in the mail with the envelope or wrapper and to return or forward the articles. The disposition of dead mail items is as follows:

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 price 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 $25 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, undeliverable Standard Mail, USPS Retail Ground, Package Services, and insured First-Class Mail or First-Class Package Service pieces containing Standard Mail, USPS Retail Ground, 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 priced postage due at the zone price 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 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 period of time, not to exceed 12 months (364 total consecutive days). The Postal Service provides temporary forwarding service for a period of two weeks to six months (15 to 185 days) in response to an initial temporary change-of-address order. Customers may extend the temporary forwarding period up to a maximum of 12 months (364 days), by filing a second change-of-address order to begin on the first day of the second six-month period (the 186th day), and expiring on the desired date, up to and including the last day of the second six-month period (364th day). Every temporary change-of-address order must specify both beginning and end dates.

2.1.4 Methods of Filing

Customers may use one of the following methods to file a change-of-address with the Post Office:

a. Mail or submit Form 3575 or other written notice to any Post Office, or as otherwise directed by the Postal Service.

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 a credit card authentication fee, see Notice 123—Price List.

2.1.5 Restricted or Prohibited Use

A change-of-address order cannot be filed or is restricted 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. Individuals may not file a change-of-address order for mail originally addressed to the individuals at Department of State ZIP Code 20521. Additionally, individuals may not file a change-of-address order to have mail forwarded to Department of State ZIP Code 20521.

c. Individuals may file a change-of-address order for mail addressed to or from Department of State ZIP Code 20189 only under the following conditions:

   1. The change-of-address order is submitted through the Internet Change of Address (ICOA) entry under 2.1.4b. All other change-of-address methods are prohibited.

   2. Only “Individual” orders are permitted.

   3. Only “Permanent” orders are permitted.

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 Priority Mail Express, Priority Mail, First-Class Mail, First-Class Package Service, Periodicals, USPS Retail Ground, and Package Services pieces 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 Priority Mail Express, Priority Mail, First-Class Mail, First-Class Package Service, Periodicals, USPS Retail Ground, and Package Services pieces forwarded to the latter office for delivery 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 Priority Mail Express, First-Class Mail, First-Class Package Service, Periodicals, USPS Retail Ground, and Package Services mailpieces 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 or DPO 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 Priority Mail Express
Priority Mail Express is forwarded without charge.

2.3.3 Priority Mail, First-Class Mail, and First-Class Package Service
Priority Mail, First-Class Mail (including postcards), and First-Class Package Service mailpieces 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 and Parcel Select Lightweight
Generally, Standard Mail and Parcel Select Lightweight are 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/Return (under 4.2.9) provides mailers of Standard Mail and Parcel Select Lightweight parcels an option of paying forwarding postage on those parcels, or return postage if undeliverable, at the applicable single-piece First-Class Mail or Priority Mail price, instead of the addressee paying postage due charges. 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 USPS Retail Ground, Package Services, and Parcel Select
USPS Retail Ground, Package Services, and Parcel Select pieces are subject to the collection of additional postage at the applicable price for forwarding; Parcel Select at the Parcel Select Ground price plus the additional service fee and USPS Retail Ground or Package Services at the single-piece price for the specific class of mail. See 2.3.5 for forwarding instructions for Parcel Select Lightweight. The addressee may refuse any piece of USPS Retail Ground, Package Services or Parcel Select that has been forwarded. Shipper Paid Forwarding, under provisions in 4.2.9, provides mailers of Package Services and Parcel Select parcels an option of paying forwarding postage on those parcels, or return postage if undeliverable, instead of the addressee paying postage due charges.

2.3.7 Extra Services
Certified, collect on delivery (COD), USPS Tracking, insured, registered, Signature Confirmation, Adult Signature, return receipt for merchandise, and special handling mail, is forwarded to a domestic address only without additional extra service fees, subject to the applicable postage charge.

3.0 Premium Forwarding Services

3.1 Premium Forwarding Service Residential

3.1.1 Description

Premium Forwarding Service Residential (PFS-Residential) provides certain residential customers (see 3.1.4), an option to have all mail addressed to their primary address shipped to a temporary address by a weekly Priority Mail shipment. Service is available for a period of not less than 2 weeks and not more than 1 year. This optional service is separate from the forwarding service offered in 2.0. Customers must pay a nonrefundable enrollment fee and a weekly charge for each Priority Mail shipment for each week of service requested. Except under 3.1.4b, the amount due for the total weeks requested must be paid in full. See Notice 123—Price List.

3.1.2 Extension of Service

Customers may extend PFS-Residential for up to 1 year maximum service from the initial start date, by contacting the Post Office of the primary address, or, for customers enrolled online, at *www.usps.com/manage/forward.htm*. Except under 3.1.4b, an extension is processed only after the Post Office receives payment of the shipment charges due for the total weeks of extension requested.

3.1.3 Early Termination of Service

Except under 3.1.4b, a customer who terminates service early may request a refund for any unused pre-paid weekly shipment charges from the Post Office serving the primary address.

3.1.4 Use

Participation in PFS-Residential is subject to the following additional standards:

a. Service is available to residential street delivery customers or residential/personal PO Box customers with a size-one or size-two PO Box who submit a completed Form 8176 at the Post Office serving the primary delivery address.

b. Service is available to residential street delivery (not PO Box delivery) customers who submit an application online at *www.usps.com/manage/forward.htm*. The enrollment fee and weekly shipment charges are processed as services are rendered and must be paid by credit card. Modification or cancelation of the service can only be made online when the initial request was completed online.

c. Customers must designate whether the order is for an “Individual” or an “Entire Household.”

d. For customers whose primary address is a PO Box, only the box customer is authorized to initiate the application, and “Entire Household” must be designated on the application.

3.1.5 Prohibited Use

PFS-Residential is available only from and to domestic addresses, cannot be combined with any ancillary or extra services, and is not available for:

a. Customers who have an active change-of-address (COA).

b. Customers who have an active Hold Mail Authorization (Form 8076). Mail that has previously been held at the primary address Post Office cannot be included in the shipments.

c. Customers whose residential use PO Box is larger than a size-two box, unless their larger size PO Box is being used due to the unavailability of smaller boxes.

d. Customers whose primary delivery address is that of a business or organization.

e. Customers whose primary address is a central point to which the USPS provides delivery in bulk to a third party, such as a commercial mail receiving agency (CMRA), RV park, trailer park, hospitals, hotels, and U.S. Department of State (see 703.3.0) addresses.

f. Customers whose primary address or temporary address is an APO/FPO or DPO.

g. Customers whose temporary address is within the 969 3-digit ZIP Code area or is otherwise in a U.S. territory or possession that requires a customs declaration.

3.2 Preparation

3.2.1 Weekly Priority Mail Shipments

Premium Forwarding Service Residential shipments are dispatched weekly (on Wednesday) as Priority Mail with USPS Tracking service. Regardless of any mailer's ancillary service endorsement on a mailpiece, and provided it fits within the shipment container, all mail is included in the weekly Priority Mail shipment, except as follows:

a. Any mailpiece arriving at the primary address that indicates surface only transportation such as Label 127, “Surface Mail Only” or bears other hazardous materials markings such as “Consumer Commodity ORM-D”, is not included in the weekly Priority Mail shipment and must be rerouted separately via surface transportation.

b. Mailpieces that do not fit in the shipment container, or that require a scan or signature at delivery, are scanned (when applicable) and then rerouted separately to the temporary address, subject to the following:

   1. Priority Mail Express, Priority Mail, First-Class Mail parcels, First-Class Package Service pieces and Periodicals parcels are rerouted separately at no additional charge.

   2. Standard Mail parcels and Parcel Select Lightweight pieces are rerouted separately and charged postage due at the appropriate 1-pound USPS Retail Ground price.

   3. USPS Retail Ground, Bound Printed Matter, Media Mail, Library Mail, and Parcel Select pieces are rerouted separately and charged postage due at the appropriate single-piece price for the class or subclass of mail in which the piece was originally shipped.

c. Priority Mail is not included in the shipment if such inclusion may delay its delivery to the temporary address.

d. Any mailpiece arriving postage due at the Post Office serving a customer's primary address is not included in the weekly Priority Mail shipment and will be rerouted separately as follows:

1. First-Class Mail, First-Class Package Service, and Priority Mail pieces are charged only for the original postage due amount.
2. USPS Retail Ground, Bound Printed Matter, Media Mail, Library Mail, and Parcel Select pieces are rerouted postage due at the appropriate single-piece price for the class, or subclass, of mail the mailpiece was originally shipped plus the postage due amount already indicated on the mailpiece.

3.3 Premium Forwarding Service Commercial

3.3.1 Description

Premium Forwarding Service Commercial (PFS-Commercial) provides business commercial customers the option to have USPS gather their mail addressed to business PO Boxes (including Caller Service) or business street addresses within the same servicing postal facility, and dispatch the mail as Priority Mail Express or Priority Mail shipments to a new address in bulk. An annual enrollment fee is required, and applicable postage is charged for each shipment of mail under 3.3.3b. Email notifications are sent with the USPS Tracking number for the expected delivery date or when there is no mail available to forward. See Notice 123—Price List for postage prices and fees.

3.3.2 Activation

Customers must enroll for PFS-Commercial and pay the annual enrollment fee online via the Business Customer Gateway at *https://gateway.usps.com/eAdmin/view/signin*. Customers must specify the business PO Boxes (or Caller Service) or business street delivery addresses, destination address, and frequency (Monday through Saturday). Service is activated electronically, upon receipt of an email confirmation.

3.3.3 Conditions

Only the authorized recipient (or legal agent) of the business' (or organization's) mail may activate the request for PFS-Commercial service. PFS-Commercial service is subject to these conditions:

a. Customers must pay an annual enrollment fee to establish service, regardless of the number of individual business PO Boxes, Caller Service numbers, or business street delivery addresses included for each servicing Post Office. The enrollment fee is refundable only if the request is denied.

b. The annual enrollment fee and applicable Priority Mail Express or Priority Mail postage for each shipment container is paid using an eVS account linked to the Centralized Account Processing System (CAPS).

c. The postage is charged per shipment container as follows:

1. A sack or tray box and its contents are considered one piece for calculation of the price of postage and must not exceed 70 pounds. Postage is calculated by the weight of the container and the zone, based on the ZIP Code of the servicing Post Office and the delivery address for the shipment, minus the tare weight.
2. A Flat Rate envelope and its contents are considered one piece for the applicable Flat Rate price.

d. If no mail is collected for a shipment on a designated frequency day, no postage is charged.

e. Except under 3.3.3g, the following products may be included in a PFS-Commercial service container: Priority Mail, First-Class Mail, and First-Class Package Services pieces.

f. The mailer must keep a postage-due merchandise return service (MRS) account or business reply mail (BRM) account at the originating postal facility where the PO Box or business street address is located. Any short paid, MRS, or BRM pieces will be charged to the mailer's account prior to shipment.

g. Priority Mail Express, or mailpieces with USPS Tracking, Certified Mail, COD, insurance, Signature Confirmation, or Adult Signature are shipped to the destination delivery office Postmaster separately, for proper handling.

h. Registered Mail is not eligible for PFS-Commercial service.

i. Business customers may cancel their PFS-Commercial service effective 24 hours after the USPS receives the customer's request for cancellation through the Business Customer Gateway. The customer must pay all postage and fees as applicable for any shipments already scheduled before cancellation of service is made effective.

j. USPS may cancel a customer's PFS-Commercial service request effective 24 hours after the customer receives written notice of cancellation from the serving Post Office. Cancellation is based upon the customer's failure to pay postage and fees, failure to meet the standards for PFS-Commercial service, or when there is substantial reason to believe that the service is being or will be used for unlawful activities (in this case, cancellation within less than 24-hours may be granted by USPS). The customer may appeal this cancellation of services to the Manager, Post Office Operations, but must pay for all postage and fees as applicable for any service provided during the appeal period.

4.0 Address Correction Services

4.1 Address Correction Service

4.1.1 Address Correction Service Fee

See Notice 123—Price List.

4.1.2 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.

4.1.3 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 USPS Retail Ground, Media Mail, Library Mail, and Parcel Select pieces that bear invalid or conflicting ancillary service endorsements are treated as if endorsed "Forwarding Service Requested."

4.1.4 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.

4.1.5 Other Classes

When possible, "on-piece" address correction is provided for Priority Mail Express, Priority Mail, First-Class Mail, First-Class Package Service, Standard Mail, USPS Retail Ground, Package Services, and Parcel Select pieces. If the piece cannot be forwarded, it is returned with new address information or reason for nondelivery attached. When separate corrections are necessary, Form 3547 is mailed to the sender with the address correction fee charged and the mail is forwarded. This service is not available for mailpieces to be delivered by military personnel at any military installation, including APOs and FPOs.

4.1.6 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.

4.2 Address Change Service (ACS)

4.2.1 Description

[1-17-16] Address Change Service (ACS) is an automated or electronic process providing mailers with notices of address correction or reason for nondelivery. ACS is designed to reduce the volume of manual notifications provided for valid participating ACS mailpieces, but it does not completely eliminate manual notifications. Mailers must keep their address records in electronic format and mark or encode their mailpieces with the correct ACS symbology under 4.2 and the correct ancillary service endorsement under 1.5 to obtain address corrections. See

4.2.6 for an option to use OneCode ACS with an Intelligent Mail barcode for letters and flats in First-Class Mail, Periodicals, and Standard Mail. To obtain nondelivery information under 1.4.1, mailers must use an ACS keyline or an Intelligent Mail barcode on mailpieces. Mailers also can use traditional ACS, along with Shipper Paid Forwarding under 4.2.9, to pay forwarding postage on most Standard Mail and Package Services pieces. Mailers can find additional information about traditional ACS and OneCode ACS in Publication 8, *ACS Product Information Guide*.

4.2.2 Service Options

ACS offers three levels of service, as follows:

a. An automated option for letters and flat-size mailpieces bearing an Intelligent Mail barcode, mailed as First-Class Mail, Standard Mail, and Periodicals, with electronic notices processed using Intelligent Mail technology (see 4.2.6). Only automated First-Class Mail and Standard Mail letters qualify for automated address correction prices when using the Intelligent Mail barcode (see 4.1.1).

b. An electronic option for notices processed electronically, except automated notices under 4.2.2a.

c. A default manual process for notices generated manually.

4.2.3 Participant Code and Mailer ID

[1-17-16] Participant codes or Mailer IDs are used on ACS mailpieces as follows:

a. Traditional Address Change Service (ACS) human-readable participant codes are provided to authorized mailers by the National Customer Support Center (NCSC) (see 608.8.0 for address). A participant code consists of seven alpha characters, aligned left, and must be preceded by a single pound sign (#) delimiter on the top or OEL line of the address block. Additional information for using the human-readable option is available in Publication 8, *ACS Product Information Guide*.

b. When using Intelligent Mail barcodes, mailers can participate in the OneCode ACS option of ACS (see 4.2.6 for restrictions). The NCSC provides the numeric OneCode ACS Mailer ID, the equivalent of a participant code, to authorized mailers using an Intelligent Mail barcode (see 708.4.3). As part of the application process, a Mailer ID is assigned to identify the participant, or mailers can choose to register one or more of their existing Mailer IDs for use with OneCode ACS. Mailers must incorporate the Mailer ID in the Mailer Identifier field, the unique mailpiece identifier in the Serial Number field, and the appropriate service in the Service Type Identifier field of the Intelligent Mail barcode according to Specification USPS B-3200. Customers can access the Intelligent Mail barcode specification at http://ribbs.usps.gov/.

4.2.4 Basic Standards for All ACS Mailpieces

Mailers preparing ACS mailpieces must meet these specifications:

a. When using a window envelope, maintain a clearance between the top line of the address block and the top edge of the address window of at least 1/25 inch. This clearance must be maintained during the insert's range of movement in the envelope.

b. When using an address label, maintain a clearance between the top line of the address block and the top edge of the address label of at least 1/25 inch.

4.2.5 Additional Standards—When Using Human-Readable ACS Participant Codes

Mailers must use human-readable ACS participant codes according to the following specifications:

a. Print and place the ancillary service endorsement according to the requirements in 102.4.0 and 1.5.

b. Print the ancillary service endorsement and the participant code in a non-narrow variant of Helvetica or Arial sans serif font in the range of 10 to 12 points.

c. Use equal line spacing in the address block, including the participant code line and mailer keyline.

d. When placing the participant code in an optional endorsement line (OEL), the participant code must occupy the first eight positions in the left part of the OEL and be formatted as indicated in 708.7.2.3.

e. When placing the participant code in the address block, place it on the top line. The address block information may be on an insert in a window, on an address label, or preprinted on the mailpiece.

f. Mailers preprinting the participant code on an envelope (rather than printing it in the address block or on a label) must meet the conditions in 4.2.4 in addition to the following:

   1. The participant code must be left-justified with the address block, with a tolerance of 1/4 inch left or right. Place the participant code not more than two line spaces above the top line of the address block (using the same line spacing size as used in the address block).

   2. When using a mailer keyline, place it in the top line of the address block (but below the preprinted participant code).

   3. OELs are prohibited when a mailer keyline is used.

g. If using delivery point barcodes in the address block, mailers must place them in one of the following positions:

   1. When using a mailer keyline, place the barcode between the top line of the address information and the mailer keyline.

   2. When not using a mailer keyline, place the barcode between the top line of the address information and the participant code.

   3. Below the City-State-ZIP Code line.

   4. Above the participant code and OEL, except when placing the participant code under 4.2.5f.

4.2.6 Additional Standards—When Using Intelligent Mail Barcodes

Mailers can access OneCode ACS using an Intelligent Mail barcode, which is capable of encoding a valid Service Type Identifier indicating the ancillary service requested; a numeric Mailer ID; and the Serial Number, a unique numeric mailpiece

identifier (keyline equivalent). This option is available for letters and flat-size mailpieces mailed as First-Class Mail, Standard Mail, and Periodicals. Address Service and Change Service ancillary services are available for letters and flat-sized mailpieces mailed as First-Class Mail or Standard Mail by choosing the appropriate Service Type Identifier and registering the same choice in the mailer profile maintained by the NCSC, ACS Department. In order to receive requested information, mailers wishing to change their ancillary service choice or endorsement must notify the NCSC, ACS Department in Memphis, TN, in writing, seven days prior to the mailing. Periodicals mailers not requesting Address Service will receive their current address correction notification option. The Service Type Identifier will indicate the ancillary service requested, and this choice must be indicated in the mailer's ACS profile maintained at the NCSC, ACS Department. In order to receive requested information, mailers wishing to change their ancillary service endorsement must notify the NCSC, ACS Department in Memphis, TN, in writing, seven days prior to the mailing. Standard Mail pieces with OneCode ACS using an Intelligent Mail barcode require the use of a printed on-piece endorsement. ACS mailers are encouraged to use the “Electronic Service Requested” text endorsement. Other printed endorsements are not required to request ancillary services in conjunction with an Intelligent Mail barcode used on First-Class Mail or Periodicals mailpieces, and their use may produce unintended results. Mailpieces must meet the following specifications:

a. Letter-size mailpieces must be automation-compatible.

b. Flat-size mailpieces may be mailed at nonautomation or automation prices. The Intelligent Mail barcode may appear anywhere a POSTNET barcode can be placed.

c. If using a window envelope, maintain a clearance between the leftmost and rightmost bars and any printing or window edge of at least 0.125 (1/8) inch, and maintain a clearance between the Intelligent Mail barcode and the top and bottom window edges of at least 0.040 (1/25) inch. These clearances must be maintained during the insert's range of movement in the envelope.

d. The Intelligent Mail barcode must contain an 11-digit delivery point code that correctly corresponds to the delivery address.

e. The Intelligent Mail barcode must meet the technical specifications as described in 708.4.3 and USPS Specification USPS-B-3200.

4.2.7 Periodicals

Address correction by ACS is provided based on the mailer profile option chosen by participating Periodicals publications (including publications pending Periodicals authorization).

4.2.8 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. Once the ACS fee charges have been invoiced, any unpaid fees for the prior invoice cycle (month) will be assessed an annual administrative fee of 10% for the overdue amount.

4.2.9 Shipper Paid Forwarding/Return

Shipper Paid Forwarding/Return is an ACS fulfillment vehicle which allows mailers of Standard Mail, Package Services and Parcel Select (including Parcel Select Lightweight) parcels to pay forwarding and/or return charges via approved ACS participant code(s) when used with "Address Service Requested" or "Change Service Requested" endorsements. For information about Shipper Paid Forwarding/Return, contact the National Customer Support Center (see 608.8.0 for address). Mailers opting to pay forwarding charges through a (postage due) advance deposit account must pay an annual account maintenance fee (See Notice 123—Price List).

4.3 Sender Instruction

4.3.1 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.

4.3.2 Extra Services

A change-of-address order to a domestic address covers Certified Mail, COD, insured, Registered Mail, Signature Confirmation, Adult Signature services, and return receipt for merchandise mail unless the sender gives other instructions. This mail is treated as follows:

a. COD mail is not forwarded to overseas military Post Offices.

b. Ordinary and insured parcels marked with the mailer's instructions are treated following instructions, such as: "Do not forward or return. If not accepted within _____ days, treat as abandoned. Notify mailer of disposition."

c. COD mail will be handled as requested when marked under 503.9.0.

4.3.3 Priority Mail Express Pouch

The USPS opens an undeliverable-as-addressed Priority Mail Express 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 Priority Mail Express article in the pouch. If no address information is found, the pouch is treated as dead mail. Priority Mail Express is held no more than 5 calendar days unless the sender sets a shorter period.

4.3.4 Holding Mail

At the sender's request, the delivery Post Office holds mail, other than Registered Mail, insured, Certified Mail, COD, Adult Signature, Signature Confirmation 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).

5.0 Package Intercept

5.1 Description of Service

5.1.1 Basic Standards

Package Intercept service provides a method for customers to authorize redirection of any mailable domestic mailpiece with a tracking barcode under 5.1.2, unless otherwise ineligible under 5.1.3. Only the sender or authorized representative can request Package Intercept. If the item is found and redirected to the sender, to a new delivery address, or to a Post Office as Hold For Pickup, the Package Intercept fee is collected and the item is subject to additional postage charged under 5.2. Package Intercept requests are active for 7 business days from the date of the request. Interception of eligible mailpieces is not guaranteed. Requests must be made as provided under 5.4.

5.1.2 Eligibility

Except under 5.1.3, Package Intercept service is available for Priority Mail Express, Priority Mail, First-Class Mail, First-Class Package Service, Parcel Select, USPS Retail Ground, Bound Printed Matter, Media Mail, or Library Mail mailpieces with a tracking barcode, addressed to, from, or between domestic destinations (608.2.0) that do not require a customs declarations label, and measuring not more than 108 inches in length and girth combined. Package Intercept, redirect to sender option only, is available for eligible matter mailed using Registered Mail service.

5.1.3 Ineligible

Package Intercept is not available for:

a. Mailpieces sent to or from International destinations..

b. Mailpieces sent to or from APO/FPO/DPO destinations (703.2.0).

c. Domestic mailpieces requiring a customs declarations label (see 608.2.4).

d. Mailpieces that indicate surface-only transportation such as Label 127, “Surface Mail Only” or that bear other hazardous materials markings such as “Limited Quantity,” “Consumer Commodity” or “ORM-D”.

e. Mailpieces that do not contain a tracking barcode (including those for extra services).

f. Redirecting matter mailed using Registered Mail service to a new delivery address, or to a Post Office as Hold For Pickup

5.2 Postage and Fees

Customers must pay a nonrefundable per-piece fee once the USPS successfully intercepts the mailpiece. Priority Mail Express, Priority Mail, and First-Class Mail pieces being redirected to the sender are not relabeled or subject to additional postage. Intercepted Parcel Select, USPS Retail Ground, Bound Printed Matter, Media Mail or Library Mail pieces that are redirected to the sender, and all

intercepted mailpieces that are redirected to a new delivery address or a Post Office as Hold For Pickup (508.7.0), are relabeled and handled as a new Priority Mail piece. The new Priority Mail piece is charged Priority Mail Commercial Base prices from the location where intercepted to the new destination based on the dimensions, weight, and zone of the piece or the flat rate price, if applicable, along with any applicable extra services fees. Postage and fee payments are as follows:

a. For retail customers, the Package Intercept fee may be paid by credit or debit card at www.usps.com. Payment of any applicable postage and fees for the new mailpiece will be charged at the time of the intercept when possible, or otherwise will be collected from the recipient as postage due upon delivery.

b. For commercial customers, payment of the Package Intercept fee and any applicable postage and fees for the new mailpiece must be processed through the mailer's Centralized Account Processing System (CAPS) account.

5.3 Adding Extra Services

Customers may request, and pay additional postage under 5.2, for extra services on the new Priority Mail piece being redirected to a new address or a Post Office for Hold For Pickup. Extra services may not be added to items being redirected to the sender. The relabeled item will be assigned a new Intelligent Mail package barcode (IMpb) applicable to the extra service purchased. All available USPS scans for the extra service will be available to the customer at no charge. Only the following extra services may be added:

a. Adult Signature Required.

b. Adult Signature Restricted Delivery.

c. Insurance (if the original shipment included insurance and only for the original value stated).

d. Signature Confirmation.

5.4 Request for Intercept

Retail customers may register and make their request at *www.usps.com* to have their package intercepted. Commercial customers may register and make their request at *https://gateway.usps.com*. Packages designated for redirection to a new address provided by the mailer that are undeliverable as addressed will be returned to sender as provided in 2.0.

6.0 Requesting Withdrawal and Disposal of a Mailing

6.1 Request Process

6.1.1 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).

6.1.2 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.

6.1.3 No Guarantee

The USPS does not guarantee success in preventing delivery of all pieces in a withdrawn mailing.

6.1.4 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.

7.0 Pickup on Demand Service

7.1 Postage and Fees

7.1.1 Postage

The correct amount of postage must be affixed to each piece except for a Priority Mail Express label paid with a corporate account, items with a merchandise return service or Parcel Return Service permit label (under 505) affixed, and manifest mailings paid by permit imprint indicia approved by Business Mailer Support (BMS).

7.1.2 Fee

The Pickup on Demand fee is listed in Notice 123—Price List. A customer is charged the required fee for each time Pickup on Demand service is provided, regardless of the number of pieces or combination of classes of mail, and for additional trips to pick up exceptional volume of which the serving Post Office was not notified. The Pickup on Demand fee must be paid online at *www.usps.com*.

7.1.3 Fee Not Charged

The customer is not charged for:

a. A scheduled Pickup on Demand that is canceled under the cancellation requirements.

b. A package pickup that occurs as part of a regularly scheduled delivery or collection stop.

c. A Pickup on Demand when the item bears a merchandise return service label that indicates that the permit holder will pay for Pickup on Demand service.

d. A minimum of seven pieces of the eligible types of mailpieces in 7.2.1 from a customer who has an authorized signed agreement (Form 5543) with the local Post Office. This agreement must be completed and signed in advance of any pickup request made under this standard.

7.2 Basic Standards

7.2.1 Availability

Pickup on Demand service is available for certain domestic and international mail meeting all applicable eligibility and preparation standards. Incidental amounts of other postage-affixed, full-price mail also may be collected when Pickup on Demand service is provided for:

a. Priority Mail Express.

b. Priority Mail.

c. First-Class Mail parcels.

d. First-Class Package Service.

e. Parcel Select Ground.

f. Package Services parcels.

g. USPS Retail Ground.

h. Parcel Return Service.

i. Priority Mail Express and Priority Mail Open and Distribute shipments.

j. Global Express Guaranteed.

k. Priority Mail Express International.

l. Priority Mail International.

m. First-Class Package International Service

7.2.2 Stamped Pieces over 13 Ounces

Mailpieces weighing more than 13 ounces bearing only postage stamps as postage cannot be picked up by letter carriers and must be presented to an employee at a retail service counter in a Postal Service facility.

7.2.3 Extra Services

Certified Mail, USPS Tracking, Adult Signature (not allowed for certain items under 503.8.0), insurance, Signature Confirmation, and return receipt, are the only extra postal services that may be used with pieces that are picked up.

7.2.4 Volume

There are no limits 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.

7.2.5 Service Changes

The USPS may suspend or refuse Pickup on Demand 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).

7.2.6 Requesting Pickup on Demand Service

A customer can request Pickup on Demand service and schedule a pickup at *www.usps.com*. Pickup on Demand service allows a customer to have pickup on a specific date within a two-hour timeframe. Customers can schedule Pickup on Demand service up to one year in advance. A same day request must be made before 5:00 A.M. local time on the requested day of pickup.

7.3 Scheduled Service

7.3.1 Availability

Pickup on Demand service is available from Post Offices with city delivery and from other Post Offices where the customer's address is within the servicing area of that post office.

7.3.2 Service Agreement

A customer requesting scheduled Pickup on Demand service must enter into a service agreement as follows:

a. Use PS Form 5542, *Scheduled Pickup on Demand Service Agreement*, to specify the time, place, day or date, frequency of service, and approximate volume per pickup.

b. The terms of the service agreement may be amended with the consent and approval of both parties.

7.3.3 Service hours

Scheduled Pickup on Demand service may be requested during the regular business hours of the serving Post Office. Scheduled Pickup on Demand service begins the day after the service agreement is finalized and continues until the service agreement's stated end date or termination.

7.3.4 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 terminate scheduled Pickup on Demand service, effective 24 hours

after the USPS receives customer's written notice of termination at the serving Post Office. The customer must pay all fees for Pickup on Demand service provided before termination of service. Customers should make notifications of change to their requests through the *www.usps.com* Pickup on Demand application.

7.3.5 USPS Changes

The USPS may terminate Pickup on Demand service, effective 24 hours after the customer receives written notice of termination from the serving Post Office. Termination is based upon the customer's failure to pay postage and fees or to meet the standards for Pickup on Demand service in 7.0. The customer may appeal this termination of services to the manager, Post Office Operations, but must pay for all fees for Pickup on Demand service provided during the appeal period.

8.0 Mailing List Services

8.1 Mailing List Service Fees

Available for correction of name and address on occupant lists; for sorting mailing lists on cards by 5-digit ZIP Code; and for address changes provided to election boards and voter registration commission. See Notice 123—Price List.

8.2 General Information

8.2.1 Definition

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

8.2.2 Carrier Route Information System

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

8.2.3 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.

8.2.4 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.

8.2.5 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.

8.3 Fee Assessment

8.3.1 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 8.1 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.

8.3.2 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.

8.3.3 Cards

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

8.3.4 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.

8.3.5 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.

8.3.6 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.

8.4 Name and Address List Correction

8.4.1 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.

8.4.2 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.

8.4.3 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 http://ribbs.usps.gov.) Unless directed otherwise by the district, the customer must address the submission as follows:

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

8.4.4 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 price. The submitted items are returned free of postage.

8.4.5 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.

8.4.6 No Additions

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

8.5 Occupant Lists

8.5.1 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.

8.5.2 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.

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

8.6.1 Coding

The customer must code mailing lists by 5-digit ZIP Code for single 5-digit ZIP Code Post Offices.

8.6.2 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.

8.6.3 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.

8.7 Election Boards and Voter Registration Commissions

8.7.1 General

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.

8.7.2 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.

9.0 Address Sequencing Services

9.1 Address Sequencing Service Fees

See Notice 123—Price List.

9.2 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.

9.3 Card Preparation and Submission

9.3.1 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.

9.3.2 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 9.2c 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.

9.3.3 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.

9.3.4 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 9.3.1). 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).

9.3.5 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).

9.3.6 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.

9.3.7 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
   225 N. HUMPHREYS BLVD, STE 501
   MEMPHIS TN 38188-1001

9.3.8 Postage

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

9.3.9 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.

9.3.10 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.

9.3.11 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.

9.4 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.)

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

9.5.1 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.

9.5.2 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.

9.5.3 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.

9.5.4 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.

9.5.5 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.

9.5.6 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, for information on obtaining delivery statistics.

9.6 Service Charges

9.6.1 Basic Service

For sequencing of address cards or address files, the fee in 9.1 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.

9.6.2 Blanks for Missing Addresses

For sequencing of address cards or address files with total possible deliveries shown, the fee in 9.1 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.

9.6.3 Missing or New Addresses

For sequencing of address cards or address files with missing or new addresses added, the fee in 9.2 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.

9.6.4 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.

9.6.5 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.

9.7 Submitting Properly Sequenced Mailings

9.7.1 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.

9.7.2 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.

9.7.3 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.

9.7.4 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.