

509 Other Services

Overview

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1.0 Address Information System Services

1.1 General Information

Address Management provides services that enable customers to manage the quality of their mailing lists while maximizing the Postal Service's ability to efficiently deliver mail. These services are described in [1.2](#) through [1.34](#). Additional information on these services can be found on PostalPro at <http://postalpro.usps.com> or by calling the National Customer Support Center (see [608.8.0](#) for address) at 800-238-3150. See [Notice 123—Price List](#).

1.2 Address Element Correction

Address Element Correction (AEC) service identifies and corrects bad or incomplete addresses using enhanced computer logic.

1.3 Address Matching System Application Program Interface

Address Matching System Application Program Interface (AMS API) is a core set of compiled address-matching software instructions available, for a set fee, to developers to incorporate into their software so that address lists can be updated with address data from the following databases, which are integrated into the AMS-API: City State, ZIP + 4, Five-Digit ZIP, eLOT, DPV, and LACS^{Link}. The following services require payment of separate additional fees:

- a. Installing the AMS-API on multiple computers for its own use.
- b. Reselling its address-matching software.

1.4 AEC II Service

AEC II Service sends addresses with errors that cannot be resolved through other Address Management services to the field for resolution based on knowledge of delivery personnel. The mailer is provided with the correct address or with information that the address is not a recognized deliverable address.

1.5 Address Information Service Viewer

The Address Information Service (AIS) Viewer is an interactive application that provides the ability to retrieve, view, and print accurate and current ZIP Code information for all 50 states on demand. Additional AIS products and report options are available to use with the AIS Viewer and is updated monthly. The AIS Viewer can be obtained by contacting the National Customer Support Center as provided in [1.1](#), or by sending appropriate payment with the completed order form, available on the PostalPro website at <http://postalpro.usps.com/addressquality>, as directed on the form.

**1.6 Carrier Route Information System**

The Carrier Route Information System (CRIS) service provides reference information needed to apply carrier route codes to addresses. Copying is allowed for an additional fee.

1.7 CASS Certification

CASS evaluates and certifies the accuracy of address-matching software that applies ZIP + 4, DPV, LACS^{Link}, Carrier Route Information System (CRIS), DSF2, eLOT, RDI, and Five-Digit ZIP. The Postal Service certifies software meeting its standards until the expiration of the applicable CASS cycle. Software must be re-certified for each CASS cycle. Ordinarily, a CASS testing cycle extends from August 1 through July 31 of the next year, and permits software use until the following July 31.

1.8 Change-of-Address Information for Election Boards and Registration Commissions

Change-of-Address Information for Election Boards and Registration Commissions service provides election boards and voter registration commissions with the current address of a resident addressee, if known to the Postal Service.

1.9 City State

The City State service is a comprehensive ZIP Code list associated with the appropriate city, county, and Post Office names. Copying is allowed for an additional fee.

1.10 Computerized Delivery Sequence (CDS)

CDS service provides and updates delivery sequence address information by carrier route for qualified mailers. The CDS No Stat service provides and updates nondelivery address information about new construction and rural route vacancies by carrier route for qualified mailers.

1.11 Delivery Statistics

Delivery statistics for all city carrier routes, rural routes, highway contract routes, general delivery units, and Post Office Box sections may be obtained from the Delivery Statistics File or through alternate processes as follows:

- a. The Delivery Statistics File database is available via download from the Electronic Product Fulfillment secure web service. Information by states also is available with an annual subscription. For information on charges and an order form, call 1-800-238-3150 or go to the PostalPro website at <http://postalpro.usps.com/address-quality>. To order the products, send a written request and appropriate payment to the USPS Delivery Statistics File, National Customer Support Center (see [608.8.0](#) for address). Copying is allowed for an additional fee.
- b. The Address Information System (AIS) viewer is an interactive application that provides delivery statistics retrieval, and other AIS products, that is updated monthly. See [1.5](#) for information on ordering the AIS viewer.

- c. Delivery statistics may be acquired directly from the Every Door Direct Mail website. This interactive website provides delivery statistics to mailers in accordance with the search functions selected, and is updated monthly. The Every Door Direct Mail website can be accessed at USPS.com.
- d. In Post Offices with rural delivery, highway contract box delivery, and Post Office box delivery, postmasters must provide, at no charge, the following information for their respective offices:
 - 1. Number of Post Office boxes rented.
 - 2. Route numbers, number of boxes, and number of families on each rural and highway contract box delivery route (including seasonal data, if applicable).
 - 3. Number of families served or number of business places served by rural or highway contract box delivery routes within the total delivery area.

1.12 Delivery Type

The Delivery Type service provides a file that indicates the type of deliveries (i.e., P.O. Box, street, unique, military, and general deliveries) made within each 5-digit ZIP Code area in the United States. Copying is allowed for an additional fee.

1.13 Delivery Point Validation

The Delivery Point Validation (DPV) service in conjunction with CASS-Certified address matching software validates delivery points. Unlimited sublicensing is allowed by software developers without further payment.

1.14 DSF2 Service

The DSF2 service is used to check mailing address accuracy, identify address types, and obtain walk sequence statistics. The DSF2 database is the most complete Postal Service address database available, containing every deliverable mailing address in the United States, and is used to verify that address lists are correct and complete, identify business versus residential addresses, recognize commercial mail receiving agencies, provide walk sequence numbers and postal codes, identify seasonal addresses, detect addresses vacant for over 90 days, and categorize addresses by delivery type, e.g., curbside, door slot, box, etc. DSF2 processing includes address standardization that may be used to apply for CASS qualification.

1.15 eLine-Of-Travel Service

eLine-of-Travel (eLOT) service gives mailers the ability to sort their mailings in approximate carrier-casing line-of-travel sequence. Copying is allowed for an additional fee.

1.16 Five-Digit ZIP

The Five-Digit ZIP service provides detailed street data for multi-coded cities (i.e., cities that have more than one 5-digit ZIP Code), so that the proper ZIP Code can be identified. Copying is allowed for an additional fee.

1.17 Labeling Lists

Labeling Lists contain destination ZIP Codes with the corresponding Postal Service facility destination information.



1.18 LACS^{Link}

LACS^{Link} service provides mailers an automated method of obtaining new addresses when rural-style addresses are converted to street-style addresses. The three types of licenses are listed in [1.18.1](#) through [1.18.3](#).

1.18.1 Interface Developer

Interface Developer service grants the right to develop an interface between address-matching software and the LACS^{Link} database service.

1.18.2 Interface Distributor

Interface Distributor service grants the right to sublicense the interface and the LACS^{Link} database service to third parties.

1.18.3 End User

End User service grants the right to obtain the LACS^{Link} database service directly from the Postal Service for use in updating mailing lists.

1.19 MAC Batch System Certification

The MAC Batch System Certification service evaluates and certifies that manifest/presort mailing products accurately list and calculate postage for presorted non-identical piece mailings consistent with DMM, IMM, and manifest mailing system processing standards. Software is certified until the expiration of the applicable MAC Batch System cycle.

1.20 MAC Gold System Certification

The MAC Gold System Certification service evaluates and certifies that manifest mailing systems (software, weigh scales, and label printers) accurately list and calculate postage for nonidentical piece mailings consistent with DMM, IMM, and manifest mailing system itemized pricing standards. Software is certified until the expiration of the applicable MAC Gold System cycle.

1.21 MAC System Certification

The MAC System Certification service evaluates and certifies that manifest mailing software accurately lists and calculates postage for nonidentical piece mailings consistent with DMM, IMM, and manifest mailing system standards, until the expiration of the applicable MAC System cycle.

1.22 MASS Certification

MASS (Multiline Accuracy Support System) Certification service provides certification for multiline optical character readers, remote video encoding, local video encoding, and encoding stations (“equipment”). The MASS certification process is designed to evaluate the ability of the equipment to process address information using CASS-Certified software, and apply an accurate delivery point barcode to a mailpiece. The Postal Service separately certifies the equipment for a manufacturer and the user. Certified equipment can be used until the expiration of the applicable MASS cycle. Ordinarily, a MASS testing cycle extends from August 1st through July 31st of the next year, and permits use until the following July 31st.

1.23**NCOA^{Link}**

The NCOA^{Link} service makes change-of-address information for moves available to mailers. The Postal Service tests the systems under the Developer, Full Service Provider, Limited Service Provider, End User, and Mail Processing Equipment licenses to ensure that they meet Postal Service performance requirements. The six types of licenses are listed in [1.23.1](#) through [1.23.6](#).

1.23.1 NCOA^{Link} Interface Developer

NCOA^{Link} Interface Developer service grants the right to develop a software interface between address-matching software and the NCOA^{Link} service database.

1.23.2 NCOA^{Link} Interface Distributor

NCOA^{Link} Interface Distributor service grants the right to unlimited sublicensing of software interfaces developed pursuant to an NCOA^{Link} Interface Developer License.

1.23.3 NCOA^{Link} Full Service Provider (FSP)

NCOA^{Link} FSP service grants the right to perform address list updating services for both the licensee and third party mailers using 48 months of change-of-address data. Postal Service database services such as DPV and LACS^{Link} are included.

1.23.4 NCOA^{Link} Limited Service Provider (LSP)

NCOA^{Link} LSP service grants the right to perform address list updating services for third-party mailers, as well as for the licensee's own mail using 18 months of change-of-address data.

1.23.5 NCOA^{Link} End User Mailer

NCOA^{Link} End User Mailer service grants a mailer the right to perform address list updating for its own mail using 18 months of change-of-address data.

1.23.6 NCOA^{Link} Mail Processing Equipment

NCOA^{Link} Mail Processing Equipment service grants a mailer the right to either perform address updating directly onto its mailpieces using 18 months of change-of-address data and a MLOCR or to create an electronic file for address updating using other mail processing equipment.

1.24**NCOA^{Link} — ANK^{Link} Service Option**

ANK^{Link} provides an option for NCOA^{Link} LSP and End User Mailer licensees to acquire an additional 30 months of change-of-address information. ANK^{Link} informs mailers that a customer has moved, along with the move effective date. It does not provide the new address.

1.25**Official National Zone Charts**

The Official National Zone Charts identify the appropriate distance code assigned to each originating and destination pairing for every ZIP Code in the nation.

**1.26 Periodicals Accuracy, Grading, and Evaluation System Certification**

The Periodicals Accuracy, Grading, and Evaluation (PAGE) system evaluates and certifies the accuracy of publication and print planning (PPP) software that calculates virtual copy weight and the percentage of advertising consistent with Periodicals computation standards, and certifies users of PPP software who demonstrate knowledge of the software for Periodicals mailings based on DMM standards and applicable USPS Customer Support Rulings. Software and users are certified until the expiration of the applicable PAGE cycle.

1.27 PAVE System Certification

The PAVE (presort accuracy validation evaluation) system evaluates and certifies the accuracy of presort software that sorts mailing lists consistent with DMM mail preparation standards. Software is certified until the expiration of the applicable PAVE cycle.

1.28 RDI Service

The RDI service verifies whether a delivery type is classified as residential or business.

1.29 Z4CHANGE

The Z4CHANGE service provides the information necessary to facilitate frequent and cost-effective updating of very large computerized mailing lists for automation compatibility and improved deliverability. Copying is allowed for an additional fee.

1.30 Z4INFO

Z4INFO is an add-on utility to the ZIP+4 service that can be integrated into address-matching software to improve address quality. There is no charge for this service.

1.31 ZIP+4 Service

The ZIP+4 service is the base reference that can be used to assign the correct ZIP+4 code associated with a physical address. Copying is allowed for an additional fee.

1.32 ZIPMove

The ZIPMove data file assists address-matching software in providing up-to-date, accurate ZIP+4 codes.

1.33 ZIP Code Sortation of Address Lists

ZIP Code Sortation of Address Lists service provides sortation of addresses to the finest possible ZIP Code level.

1.34 99 Percent Accurate Method

The 99 Percent Accurate Method provides testing of mailers' address lists to determine whether they are at least 99 percent accurate.

2.0 Nonpostal Services

2.1 Bird Hunting Stamps

Migratory bird hunting and conservation stamps (“bird stamps”) are required by federal law for the hunting of migratory birds, such as ducks and geese. As a public convenience, these stamps are sold at all Post Offices in CAGs A through J and, based on demand, at designated offices in CAGs K and L. These Post Offices act as agents of the federal government for this function. Migratory bird stamps are nonredeemable and all sales are final.

2.2 U.S. Savings Stamps

Post offices no longer redeem U.S. savings stamps posted in albums, previously acceptable as postal funds. Customers should contact a Federal Reserve Bank or branch, or mail albums at their own risk to the Bureau of the Public Debt, U.S. Department of the Treasury.

2.3 U.S. Savings Bonds

The USPS discontinued over-the-counter sales of U.S. savings bonds on March 26, 1977, at the request of the Treasury Department. Inquiries should be made to local financial institutions or the Treasury Department.

2.4 Postal Savings

The Postal Savings System was discontinued by Public Law 89-377, approved March 28, 1966. The effective date for closing the system was April 27, 1966. The final expiration date was July 13, 1985, for inquiries that could lead to recovery of money invested in Postal Savings Accounts and/or Postal Savings Certificates.

3.0 Money Orders

3.1 Fees for Money Orders

Money order fees are charged per each money order. See [Notice 123—Price List](#).

3.2 Issuing Money Orders

3.2.1 Availability

Domestic money orders may be purchased from:

- a. All Post Offices, branches, and stations in the United States and its territories and possessions.
- b. Money order facilities for members of the U.S. Armed Forces.
- c. Rural route carriers and authorized highway contract route carriers. A customer fills out Form 6387 (available from the carrier) and gives it and the payment to the carrier. Unless the customer provides a preaddressed envelope and pays postage and any required fees for mailing, the carrier delivers the money order on the next trip.



509.3.2.2

3.2.2 Purchase Restrictions

A postal customer may buy multiple money orders at the same time, in the same or differing amounts, subject to these restrictions:

- a. The maximum amount of any single money order is \$1,000.
- b. Any customer whose daily total of purchased money orders is \$3,000 or more, regardless of the number of visits the customer makes to one or more postal facilities, must complete PS Form 8105-A, *Funds Transaction Report (FTR)*, and show an acceptable primary form of identification as specified under [608.10.3](#).

3.2.3 Purchase Method

Money orders must be paid for in one of these ways:

- a. In U.S. currency and coins (in any amount).
- b. With established traveler's checks payable in U.S. dollars if the purchase is for at least 50 percent of the value of the traveler's checks.
- c. With ATM/debit cards at locations approved by USPS Corporate Treasury where the customer's personal identification number must be entered on a keypad connected to a credit/debit terminal.

3.2.4 Purchaser

The purchaser must complete the money order and customer's receipt by filling in the names and addresses of the payee and purchaser. Money orders must be made payable to a single identifiable party, which can be the purchaser. USPS does not guarantee a 100 percent refund on a stolen money order if the customer's receipt is not presented with the claim for refund.

3.2.5 Replacement

USPS replaces without charge a defective money order or one that is spoiled during imprinting or customer completion if the customer returns the negotiable portion of the money order and the matching customer receipt.

3.3 Cashing Money Orders

3.3.1 Validity and Value

Domestic money orders are paid regardless of their age. Money orders are not interest-bearing instruments; they are paid only in the exact amount imprinted up to the authorized maximum amount. USPS records serve as the basis for adjudicating claims for payment of money orders.

3.3.2 Redemption

All U.S. money orders, including military, may be cashed at any U.S. Post Office or bank. Subject to funds availability, money orders may be cashed by rural carriers. Any customer whose daily total of cashed money orders exceeds \$10,000, regardless of the number of Post Offices the customer visits to cash the money orders, must also complete PS Form 8105-A, *Funds Transaction Report (FTR)*, and show an acceptable primary form of identification as specified under [608.10.3](#).

3.3.3 Identification

When presenting a money order for payment, customers seeking payment must sign in the presence of a USPS employee. An acceptable primary form of identification as specified under [608.10.3](#) can be required. USPS may refuse payment on any money order when the identity of the customer seeking payment is not proved to the satisfaction of the employee.

3.3.4 Acceptable Signature

The paying Post Office may accept any signature of the payee, purchaser, or endorsee that is not different from the name shown on the money order, subject to these conditions:

- a. A customer who cannot write may sign by using a mark, if a witness (who may not be a USPS employee) is present at the time of cashing.
- b. All money orders payable to a business firm, an organization, society, institution, or government agency must be signed in the name of the organization by an authorized representative (who must also sign with his or her own name and organizational title). Evidence of the representative's authority may be required.
- c. If the money order is drawn in favor of an official by name and presented by a successor, the successor must sign accordingly (e.g., "William Jones, treasurer, successor to George Thompson").
- d. Use of a title (e.g., Mrs., M.D.) is not required in signing a money order for payment, whether such title is used on the face of the money order.
- e. A stamped signature is an acceptable endorsement on a money order drawn in favor of a firm, corporation, association, society, or individual, when the money order is presented to a bank for payment. A Post Office accepts a stamped signature only if an agreement is on file specifying the individual responsible for the correctness of such payments.

3.3.5 More Than One Payee

A money order completed by the purchaser to show more than one firm or person as payee is paid to either payee if the conjunction "or" is used to connect the payees. If no conjunction is used, or if the conjunction "and" is used to connect the payees, then all the listed payees must endorse the money order.

3.3.6 Payment to Another Party

Money orders may be paid to another party under these conditions:

- a. Only the payee of a money order may endorse it to any other person or firm. A person with power of attorney, when a copy is filed at the office of payment, may cash money orders for a payee who gave the person that authority. A payee may file a separate written order with the Post Office authorizing payment to another person, designated by name as the one to receive payment. The person who is designated to receive payment must sign the money order and write below the signature the capacity in which he or she acts.



- b. To an executor or court-appointed administrator of the estate of the deceased person who was entitled to payment, provided that a copy of the appointment is filed with the local postmaster. Such payments are made pursuant to the law of the state in which the deceased was a resident.
- c. To the legal representative of a firm, association, or company that has ceased to exist. Appropriate documents proving legal representation must be provided to USPS.
- d. To the committee, guardian, or other duly authorized person responsible for a ward declared incompetent by a court. Appropriate proof of authority must be provided to USPS. Money orders are not issued or paid to the ward.
- e. A money order payable to a minor may be paid to the father or mother as natural guardian, unless prohibited by court order. Proof of parenthood may be required.

3.3.7 Second Endorsement

A money order with more than one endorsement is invalid, except under [3.3.5](#).

3.3.8 COD Parcel

No payment is made when a money order is issued in return for a COD parcel, and is presented by the addressee (purchaser), and the money order is not endorsed by the payee (shipper) or the payee has not authorized payment to the purchaser by written approval.

3.3.9 Payment Inquiry

A purchaser, payee, or endorsee may, at any time, inquire about payment of a domestic money order by completing, signing, and filing PS Form 6401 and paying the appropriate fee; a separate form and fee are required for each money order. The fee is not required if PS Form 6401 is filed by a bank, other financial institution, government agency that processes money orders directly with the Federal Reserve Bank, or postal official engaged in official USPS business. Customers may check the status of their money order inquiry or issued money order through “Money Orders Application” at *USPS.com*.

3.4 Federal Reserve System

3.4.1 General

All money orders are forwarded through the Federal Reserve Banking System, to which commercial banks have access. For this standard:

- a. *Money order* means a U.S. Postal Money Order.
- b. *Federal Reserve Bank* means a Federal Reserve Bank or branch thereof that presents a money order for payment by the postmaster general.
- c. *Presenting bank* means a bank that presents a money order to and receives credit for the money order from a Federal Reserve Bank.
- d. *Reclamation* means the action taken by the postmaster general to obtain refund of the amounts of paid money orders.

- e. *Examination* includes examination of money orders for indicia of theft, forged endorsements, forged signatures or initials of issuing employees, raised amounts, and other material defects by electronic methods and visual inspection for defects that cannot be discovered electronically.
- f. *Stolen money order* means a U.S. Postal Money Order stolen from a Post Office, classified or contract station or branch, or USPS employee before it is officially issued by the Post Office, classified or contract station or branch, or by a USPS employee discharging his or her official duties.

3.4.2 Payment

The postmaster general has the usual right of a drawee to examine money orders presented for payment by banks through the Federal Reserve System and to refuse payment of money orders, and has a reasonable time after presentation to make each examination. Provisional credit is given to the Federal Reserve Bank when it furnishes the money orders for payment by the postmaster general. Money orders are deemed paid only after examination is completed, subject to the postmaster general's right to make reclamation under [3.4.4](#).

3.4.3 Endorsement

The presenting bank and the endorser of a money order presented for payment are deemed to guarantee to the postmaster general that all prior endorsements are genuine, whether an express guarantee to that effect is placed on the money order. When an endorsement is made by a person other than the payee personally, the presenting bank and the endorser are deemed to guarantee to the postmaster general, in addition to other warranties, that the person who so endorsed had capacity and authority to endorse the money order for the payee.

3.4.4 Reclamation

The postmaster general has the right to demand refund from the presenting bank of the amount of a paid money order if, after payment, the money order is discovered to be counterfeit, forged, or fraudulent; found to be stolen or lost, or to have a forged or unauthorized endorsement; or to contain any material defect or alteration not discovered on examination. Such right includes, but is not limited to, the right to make reclamation of the amount by which a genuine money order with a proper and authorized endorsement has been raised. Such right must be exercised within a reasonable time after the postmaster general discovers that the money order is counterfeit, forged, or fraudulent, stolen or lost, bears a forged or unauthorized endorsement, or is otherwise defective. If refund is not made by the presenting bank within 60 days after demand, the postmaster general takes such actions as may be necessary to protect the interests of the United States.

