

# 608 Postal Information and Resources

## Overview

- [1.0 About the Domestic Mail Manual](#)
- [2.0 Domestic Mail](#)
- [3.0 Post Offices and Holidays](#)
- [4.0 Philatelic \(Stamp Collecting\) Services](#)
- [5.0 Private Express Statutes](#)
- [6.0 Complaints and Postal Law Violations](#)
- [7.0 Trademarks and Copyrights of the USPS](#)
- [8.0 USPS Contact Information](#)

## 1.0 About the Domestic Mail Manual

### 1.1 Content of the DMM

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

### 1.2 Copies of the DMM

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

### 1.3 Revisions to the DMM

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

### 1.4 Terms in the DMM

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

608.2.4.1

## 2.0 Domestic Mail

### 2.1 Definition of “Domestic”

[3-3-14] Domestic mail is mail transmitted within, among, and between the United States of America, its territories and possessions, Army Post Offices (APOs), Fleet Post Offices (FPOs), Diplomatic Post Offices (DPO), and the United Nations, NY. For this standard, the term “territories and possessions” comprises the following:

---

American Samoa

*Manua Island, Swain’s Island, Tutuila Island*

Guam

Northern Mariana Islands, Commonwealth of the

*Rota Island, Saipan Island, Tinian Island*

Puerto Rico, Commonwealth of

U.S. Virgin Islands

*St. Croix Island, St. John Island,*

*St. Thomas Island*

Wake Atoll

*Wake Island*

---

### 2.2 Mail Treated as Domestic

[3-3-14] Mail originating in the United States of America, its territories and possessions, APOs, FPOs, DPOs, and the United Nations, NY, for delivery in the Freely Associated States, and mail originating in the Freely Associated States for delivery within, among, and between the Freely Associated States and the United States of America, its territories and possessions, APOs, FPOs, DPOs, and the United Nations, NY, is treated as if it were domestic mail. The term “Freely Associated States” comprises the following:

---

Marshall Islands, Republic of the

*Ebeye Island*

*Kwajalein Island*

*Majuro Island*

---

Micronesia, Federated States of

*Chuuk (Truk) Island*

*Kosrae Island*

*Pohnpei Island*

*Yap Island*

---

Palau, Republic of

*Koror Island*

---

### 2.3 International Mail

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

### 2.4 Customs Forms Required

#### 2.4.1 Items Weighing 16 Ounces or More

Except for items sent via Priority Mail Express, or Priority Mail combined with Registered Mail service, any mailpiece (regardless of contents) weighing 16 ounces or more must bear a properly completed PS Form 2976,

*Customs Declaration CN 22*, or, if the customer prefers, a PS Form 2976-A, *Customs Declaration and Dispatch Note – CP 72*, when the item is:

- a. Sent from the United States, Puerto Rico, or the U.S. Virgin Islands to the ZIP Code destinations listed in the table below.
- b. Sent from the ZIP Code destinations listed in the table below to the United States, Puerto Rico, or the U.S. Virgin Islands.
- c. Sent between two different destinations listed in the “Territory, Possession, or Freely Associated States” column in the table below.
- d. Sent within American Samoa, the Federated States of Micronesia, the Commonwealth of the Northern Mariana Islands, or the Republic of the Marshall Islands. This standard does not apply to items sent within Guam or Palau.

ZIP Code	Two-Letter State Abbreviation	CITY	Territory, Possession, or Freely Associated State
96799	AS	PAGO PAGO	AMERICAN SAMOA
96910	GU	HAGATNA	GUAM
96912	GU	DEDEDO	GUAM
96913	GU	BARRIGADA	GUAM
96915	GU	SANTA RITA	GUAM
96916	GU	MERIZO	GUAM
96917	GU	INARAJAN	GUAM
96919	GU	AGANA HEIGHTS	GUAM
96921	GU	BARRIGADA	GUAM
96923	GU	MANGILAO	GUAM
96928	GU	AGAT	GUAM
96929	GU	YIGO	GUAM
96931	GU	TAMUNING	GUAM
96932	GU	HAGATNA	GUAM
96939 96940	PW	PALAU	PALAU
96941	FM	POHNPEI	FEDERATED STATES OF MICRONESIA
96942	FM	CHUUK	FEDERATED STATES OF MICRONESIA
96943	FM	YAP	FEDERATED STATES OF MICRONESIA
96944	FM	KOSRAE	FEDERATED STATES OF MICRONESIA
96950	MP	SAIPAN	COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
96951	MP	ROTA	COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
96952	MP	TINIAN	COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS
96960	MH	MAJURO	REPUBLIC OF THE MARSHALL ISLANDS
96970	MH	EBEYE	REPUBLIC OF THE MARSHALL ISLANDS

#### 2.4.2 Items Containing Goods

Regardless of mail class or weight, items containing goods (i.e., contents other than documents; see IMM 123.63 for “document” eligibility) must bear a properly completed PS Form 2976, *Customs Declaration CN 22*, or, if the customer prefers,

608.2.4.8

a PS Form 2976-A, *Customs Declaration and Dispatch Note – CP 72*, when the items are sent to the United States or Puerto Rico from the ZIP Code destinations listed in the table in [2.4.1](#), or from the U.S. Virgin Islands.

#### **2.4.3 Improperly Prepared Items**

Mailpieces deposited without a properly completed customs form under [2.4.1](#) and [2.4.2](#) will be returned to the sender.

#### **2.4.4 Overseas Military Mail**

For determining customs declarations' required usage when mailing to or from APO, FPO, or DPO addresses, see [703.2.3.6](#) through [703.2.3.8](#).

#### **2.4.5 Items Eligible for Deposit or Pickup**

Items under [2.4.1](#) bearing a computer-generated customs form (e.g., using Click-N-Ship service, an authorized PC Postage vendor, or the USPS Web Tools system) may be deposited through any of the following methods, provided postage is paid by a means other than the use of postage stamps:

- a. In a mailbox bearing a return address that matches the address at the point of pickup, when the customer or business is known to reside or do business at that location.
- b. Through Pickup on Demand service.
- c. Through Package Pickup service.
- d. At a Postal Service retail counter.
- e. Into a Postal Service lobby drop.
- f. In a collection box.
- g. At a Contract Postal Unit (CPU).
- h. At a USPS Approved Shipper location.

#### **2.4.6 Items Not Eligible for Deposit or Pickup**

Except for items under [2.4.7](#), customers must present the following items requiring a customs form to an employee at a Post Office retail service counter. Deposit and pickup methods listed items under [2.4.5](#) are prohibited. The Postal Service will return these improperly presented items to the sender for proper entry and acceptance:

- a. Any item bearing a customs form and paid with only postage stamps.
- b. Any item bearing a handwritten customs form.
- c. Any item bearing a customs form that was not computer-generated.

#### **2.4.7 Items Paid with a Permit Imprint**

Items requiring a customs form and paid with permit imprint may be entered at a business mail entry unit (BMEU) regardless if the customs form is computer-generated or handwritten.

#### **2.4.8 Freely Associated States—Items Requiring an Export License**

Items sent to the Freely Associated States listed in [2.2](#) that require an export license under [2.5.8](#), regardless of weight or class of mail, always require a PS Form 2976-A. See [IMM 530](#) for additional information on export licenses.

## 2.5 Foreign Trade Regulations—U.S. Department of Commerce, U.S. Bureau of the Census

This section describes the various U.S. Department of Commerce, U.S. Bureau of the Census requirements when shipping goods to, from, and between U.S. territories, possessions, and Freely Associated States. Shipments to APO/FPO/DPO addresses are not subject to these requirements. Customers may be subject to civil and criminal penalties if they fail to electronically file their export information when required, or if they fail to comply with the Foreign Trade Regulations in any other way. Refer to [IMM 520](#) for additional standards about the Census Bureau's requirements. The following are not subject to these requirements:

- a. Items mailed to or from APO/FPO/DPO addresses.
- b. Items mailed from the Freely Associated States (see [608.2.2](#)).
- c. Items mailed from the U.S. Virgin Islands to the United States or Puerto Rico.
- d. Items mailed to or from American Samoa, Guam, or the Commonwealth of the Northern Mariana Islands.

### 2.5.1 Mandatory Electronic Filing—U.S. Territories, Possessions, and Freely Associated States

Under the authority of 13 U.S.C. Chapter 9, as amended by the Foreign Relations Authorization Act of 2002, P.L. 107-228, U.S. Census Bureau regulations require electronic filing of export information through the U.S. Census Bureau's Automated Export System or AESDirect website for certain or AESDirect website for certain shipments of goods. Electronic filing of export information is required when any of the following applies, subject to certain exemptions (see [2.5.4](#)):

- a. The item requires an export license under U.S. law when sent to the Freely Associated States. See [2.5.5](#) and [2.5.6](#).
- b. One or more classes of goods (per Schedule B Export Codes at [www.census.gov/foreign-trade/schedules/b](http://www.census.gov/foreign-trade/schedules/b)) within the item is valued at more than \$2,500 and the item is mailed as follows:
  1. From Puerto Rico to the United States or U.S. Virgin Islands.
  2. From the United States to Puerto Rico or the U.S. Virgin Islands.
  3. From the United States, Puerto Rico, or the U.S. Virgin Islands to the Freely Associated States.

### 2.5.2 Value Criterion

Following are three examples to illustrate the value criterion defined in [2.5.1](#):

- a. A package contains one *mechanically* operated watch (Schedule B item # 9101.11.0000) valued at \$2600. The total value of goods to be mailed is \$2600, and the value of all items within the same Schedule B number is over \$2500. Consequently, electronic filing and an ITN *would* be required (unless an exemption applies).
- b. A package contains one *mechanically* operated watch (Schedule B item # 9101.11.0000) valued at \$2400, and one *electronically* operated watch (Schedule B item # 9101.91.0000) valued at \$2400. The total value of goods to be mailed is \$4800, but no group of items within the same Schedule B number

608.2.5.5

is valued over \$2500. Consequently, electronic filing and an ITN *would not* be required, because the mechanical watch and electronic watch are in different Schedule B groups,

- c. A package contains two *mechanically* operated watches (Schedule B item # 9101.11.0000) one valued at \$1400 and one valued at \$1500. The total value of goods to be mailed is \$2900 and the value of all items within the same Schedule B number is over \$2500. Consequently, electronic filing and an ITN *would* be required, unless an exemption applies.

### **2.5.3 How to File Electronic Export Information and Obtain an Internal Transaction Number**

For additional information on electronic filing, call the U.S. Census Bureau's toll-free information hotline at 800-549-0595, option #3. To file electronic export information through *AESDirect* and obtain an Internal Transaction Number (ITN), customers should use the following steps:

- a. Go to <http://aesdirect.census.gov>.
- b. Register for an *AESDirect* account or log into your existing account.
- c. Follow the instructions for the Automated Export System Certification Quiz.
- d. The Port of Export code for shipping through the Postal Service is 8000.
- e. The Mode of Transport is Mail.
- f. Leave the carrier as 'SCAC/IATA' and the conveyance name fields blank.
- g. After successfully filing electronic export information, *AESDirect* will provide an alphanumeric Internal Transaction Number (ITN) as confirmation. The ITN consists of the letters AES followed by the ITN: for example, AES X20080930987654.

### **2.5.4 AES Downtime Citation**

If electronic information filing is required but U.S. Census Bureau's Automated Export System or *AESDirect* website is unavailable, the goods may be shipped but the customer is responsible for providing the appropriate AES Downtime Citation instead of an ITN. This citation includes the word "AESDOWN," the customer's AES filer identification number, and the date: for example, "AESDOWN 123456789 09/30/2009." If the Automated Export System system is down, call 800-549-0595, option 1.

### **2.5.5 AES Exemption**

In many circumstances, electronic export information filing and an Internal Transaction Number (ITN) may not be required. In these circumstances, and only when a customs declaration form is required under 2.4, customers are responsible for presenting an applicable AES Exemption on the customs declaration form upon mailing. Customers may forgo this requirement if no customs declaration form is required. When a customs declaration form is used, customers should enter the applicable AES Exemption on the customs declaration form. Customers must only enter one AES Exemption per addressed mailpiece. When multiple AES Exemptions may apply, the mailer may select any one that applies. For more information on these and other exemptions, customers should consult Appendix C of the Foreign

Trade Regulations, 15 C.F.R. Part 30. The following is a list of the most commonly applicable AES Exemption for items mailed to, from, or between destinations under 2.0.

- a. Regardless of value, for all goods shipped to, from, or between the following U.S. Territories, use NOEEI 30.2(d)(2):
  1. American Samoa.
  2. Guam Island.
  3. Northern Mariana Islands.
- b. For items destined to the Freely Associated States listed in 2.2, customers may apply “NOEEI 30.37(a)” if the value of each class of goods is \$2,500 or less, provided an export license is not required (see 2.5.7 and 2.5.8).

### **2.5.6 Placement of ITN, AES Downtime Citation, or AES Exemption**

If no customs declaration form is required (e.g., items sent between the United States, Puerto Rico, and the U.S. Virgin Islands), no other action for recording the ITN or AES Downtime Citation on the package is required. However, when a shipment requires an ITN, or AES Downtime Citation, or AES Exemption, and a PS Form 2976-A is used under 2.4, it is the customer’s responsibility to legibly write one ITN, AES Downtime Citation, or applicable AES Exemption in block 10 of PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*. The only authorized editions for this form are September 2012 and July 2013.

### **2.5.7 Additional Standards for the Freely Associated States**

The Freely Associated States listed in 2.2 are foreign destinations for the purposes of the Foreign Trade Regulations and other laws and regulations governing imports and exports. As such, certain goods shipped to these destinations from the United States, Puerto Rico, the U.S. Virgin Islands, or other U.S. territories may require an export license. To determine if an export license is required, go to <http://www.export.gov/regulation/index.asp> or call: 1-800-USA-TRAD(E) (1-800-872-8723).

### **2.5.8 When an Export License Is Required**

When an export license is required under 2.5.7, a PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*, is always required. The only authorized editions for this form are September 2012 and July 2013. The electronically generated License Number must appear in Block 16, and an ITN or AES Downtime Citation (see 520) must appear in block 10 of the form. See IMM 520 and 530 for complete requirements. In addition, it is the mailer’s responsibility to comply with the U.S. Census Bureau’s requirements for filing electronic export information, as described in 2.5.1 and 2.5.2.

608.3.2

## 3.0 Post Offices and Holidays

### 3.1 Management of Post Offices

#### 3.1.1 Establishment of Post Offices

The USPS establishes and maintains Post Offices, stations, and branches for customer convenience.

#### 3.1.2 Closing or Consolidation of Post Offices

Under 39 U.S. Code (USC) 404(b), any decision to close or consolidate a Post Office must be based on certain criteria. These include the effect on the community served; the effect on employees of the Post Office; compliance with government policy established by law that the USPS must provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where Post Offices are not self-sustaining; the economic savings to the USPS; and other factors that the USPS determines necessary. In addition, certain mandatory procedures apply.

#### 3.1.3 Procedures for Post Offices

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

#### 3.1.4 Military Post Offices

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

### 3.2 Holiday Service

[Exhibit 3.2a](#) and [Exhibit 3.2b](#) shows the national holidays observed by the USPS and the service levels provided on those holidays for retail window, Post Office box, firm call, delivery, and collection services.

- a. Holidays widely observed:



**Exhibit 3.2a Holidays Widely Observed**

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

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

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

b. Holidays not widely observed:

**Exhibit 3.2b Holidays Not Widely Observed**

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

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

1. Veterans' Day, November 11, is the only movable holiday in the group of holidays designated as not widely observed; the other three holidays listed in section B are always observed on Mondays. When Veterans' Day falls on any day except Sunday, the services provided on that holiday are the same as those shown for Monday. When Veterans' Day falls on Sunday, the service levels are the same as those shown for Sunday; the USPS, however, observes the holiday on Monday and treats it as a Monday holiday.

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

608.4.2.2

## 4.0 Philatelic (Stamp Collecting) Services

### 4.1 Basic Standards

#### 4.1.1 Philatelic Policy

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

#### 4.1.2 Stamp Subjects

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

#### 4.1.3 Philatelic Availability

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

#### 4.1.4 Philatelic Mail Orders

Mail orders for postage stamps and other philatelic items must be directed to Stamp Fulfillment Services (see 8.1 for address). Post Offices do not fill mail orders for stamps and other philatelic items other than orders under the stamps-by-mail program and for locally precanceled stamps. Customers must provide a self-addressed stamped envelope for the return of precanceled stamps.

#### 4.1.5 Philatelic Postmarking

Postmarking for philatelic (stamp collecting) purposes is provided at the request of collectors or cover servicers. The *Postal Operations Manual* contains USPS policy on philatelic postmarking, including cancellation devices, types of postmarks or cancellations, first day covers, and service conditions.

### 4.2 Special Cancellations

#### 4.2.1 Description of Special Cancellations

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

#### 4.2.2 Prohibitions for Special Cancellations

Special cancellations are not authorized for events of interest primarily to a particular local group; for fraternal, political, religious, service, commercial, or trade organizations; for campaigns or events promoting the sale or use of private products or services; for idea or slogan promotions not directly connected with the

event of general public interest and importance; for Post Office anniversaries; for recruitment programs; or for events that occur when all canceling machines in the Post Office are scheduled for other special cancellations.

#### **4.2.3 Applying to Use Special Cancellations**

Submit a written letter of request, on the requesting organization's letterhead, to the manager, Product Classification (see 8.1 for address) at least 4 months before the special cancellation will be used. The letter must include the following information:

- a. The name, address, and telephone number of the sponsor.
- b. Advance promotional materials that include a complete description and schedule of the event.
- c. Evidence that the event is not conducted for private gain or profit.
- d. The wording of the special cancellation, which must be standardized and approved by the sponsor's national headquarters. Space available for the wording is limited to three lines of not more than 20 letters, numbers, or spaces each. Illustrations or designs cannot be used. The wording must directly reflect the event to be commemorated.
- e. The Post Office name(s) where the cancellation is to be used.
- f. The requested time period of use.

#### **4.2.4 Sponsor Payment for Special Cancellations**

The sponsor must pay the costs incurred for installing and maintaining the special cancellation.

#### **4.2.5 Time Limit on Use of Special Cancellations**

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

#### **4.2.6 Revocation of Special Cancellations**

The USPS may curtail or revoke the use of any special cancellation when it is necessary to use special postmarking for USPS purposes.

#### **4.2.7 Information about Special Cancellations**

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

#### **4.2.8 Mail Submitted for Special Cancellations**

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

608.5.1.5

## 5.0 Private Express Statutes

### 5.1 Private Express Statutes

#### 5.1.1 Legal Foundation

By the laws known as the Private Express Statutes, Congress has generally conferred on the USPS the exclusive right to carry letters for others over post routes. USPS regulations under the Private Express Statutes are in the Code of Federal Regulations, 39 CFR 310 and 320, as amended by final rules published in the *Federal Register*. These regulations take precedence over all prior rulings and USPS publications. Copies of the regulations are available from the manager, Product Classification, USPS Headquarters (see 8.1 for address).

#### 5.1.2 Definition of a Letter for Private Express

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

#### 5.1.3 Postage for Private Express

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

#### 5.1.4 Suspensions of Private Express Statutes

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

#### 5.1.5 Violations of Private Express Statutes

Product Classification, USPS Headquarters, is responsible for reviewing initial reports of possible violations of the Private Express Statutes. When warranted by the facts, possible violations are forwarded to the USPS General Counsel for further action.

**5.1.6 Legal Advice for Private Express**

The public and USPS employees can obtain authoritative advice on the Private Express Statutes, including written advisory opinions, by contacting the Senior Counsel, Ethics and Information, USPS Headquarters (see 8.1 for address and telephone number).

**6.0 Complaints and Postal Law Violations**

**6.1 Consumer Complaints and Inquiries**

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

**6.2 Postal Law Violations**

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

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

608.7.1

## 7.0 Trademarks and Copyrights of the USPS

### 7.1 Use of USPS Trademarks

USPS trademarks must be used in the form listed in this section. Proper use of any USPS trademarks may require capitalizing the initial letters, or all the letters of the acronym, to distinguish them from terms not used as trademarks. Words and phrases that are registered trademarks may also use the registration symbol ®; words and phrases that are not registered but are still USPS trademarks may use the TM symbol. If the registration or TM symbol is not used, a reference should be placed at the beginning or end of the document, indicating the marks that are used in the publication with the following notation preceding the marks: "The following marks are among the many marks belonging to the U.S. Postal Service and are not an exhaustive list". Registered USPS marks include, but are not limited to:

1-800-Ask-USPS	Parcel Post
Air Mail	Parcel Select
Business Reply Mail	Parcel Select Lightweight
Certified Mail	PC Postage
Click-N-Ship	PFS
Click-N-Ship for Business	Pickup on Demand
Commercial Base	Postal Explorer
Commercial Plus	Premium Forwarding Service
Critical Mail	Priority Mail
DMM	Priority Mail Flat Rate
EDDM	Priority Mail International
EDDM Retail	Priority Mail Open and Distribute
ePacket	Priority Mail Regional Rate
EVS	Priority Mail Regional Rate Box
e-VS	Priority Mail Returns
Express Mail	Return to Sender
Express Mail International	RIBBS
FAST	Stamps by Mail
FastForward	Stamps to Go
First-Class Mail	Standard Mail
First-Class Mail International	U.S. Postage Paid
First-Class Package	The Postal Service
Forever	The Postal Store
Global Express Guaranteed	U.S. Postal Service
GXG	United States Postal Service
IMb	USPS
IMb Tracing	USPS Delivery Confirmation
IMM	USPS Electronic Postmark
Intelligent Mail	USPS ePacket
International Surface Air Lift	USPS Package Intercept
IPA	USPS Returns
ISAL	USPS Web Tools
Market Mail	USPS.com
Media Mail	ZIP
MERLIN	ZIP+4

**7.2 Common Law Marks or USPS Marks with Pending Trademark Applications**

The following is a list of Common Law Marks or USPS marks with pending trademark applications that appear throughout the DMM. The TM may be used after these marks and the same trademark rules apply whenever these services or terms appear in the DMM (note: this list changes frequently and some of these marks may become registered and will require the ®):

ACS	Priority Mail 2-Day
Carrier Pickup	Priority Mail 3 Day Delivery
CASS	Priority Mail 3 Day Delivery Guaranteed
CASS Certified	Priority Mail 3-Day
Courtesy Reply Mail	Priority Mail Express
Delivery Confirmation	Priority Mail Express 1-Day
FCPIS	Priority Mail Express 2-Day
First-Class	Priority Mail Express 3-Day
First-Class Package International Service	Priority Mail Express DPO
First-Class Package Service	Priority Mail Express Flat Rate Box
IMRS	Priority Mail Express International
International Business Reply	Priority Mail Express Military
International Priority Airmail	Priority Mail Express Offshore
M-Bag	Priority Mail Express Open and Distribute
Open and Distribute	Priority Mail Intl
Parcel Select Regional Ground	QBRM
P.O. Box	Qualified Business Reply
PO Box	Registered Mail
Post Office	Signature Confirmation
Post Office Box	Standard Post
Postal Service	U.S. Mail
Postmaster General	US Postage Paid
POSTNET	US Postal Service
Priority Mail 1 Day Delivery	USPSCA
Priority Mail 1 Day Delivery Guaranteed	USPS Picture Permit
Priority Mail 1-Day	USPS Tracking
Priority Mail 2 Day Delivery	ZIP Code
Priority Mail 2 Day Delivery Guaranteed	

### 7.3 Inquiries about USPS Trademarks and Copyrights

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



## 8.0 USPS Contact Information

### 8.1 Postal Service

Business Mail Acceptance

US Postal Service

475 L'Enfant Plz SW Rm 2P846

Washington DC 20260-0846

Business Mailer Support

US Postal Service

475 L'Enfant Plz SW, Rm 3676

Washington DC 20260-0911

Citizens Stamp Advisory Committee

Stamp Services

US Postal Service

1735 North Lynn Street, Room 5013

Arlington, VA 22209-6432

Consumer Advocate

US Postal Service

475 L'Enfant Plz SW

Washington DC 20260-2200

Corporate Accounting Manager

US Postal Service

475 L'Enfant Plz SW Rm 8831

Washington DC 20260-5241

Customer Service Standardization

US Postal Service

475 L'Enfant Plz SW Rm 6816

Washington DC 20260-6816

Domestic Claims

Accounting Services

US Postal Service

PO Box 80143

St Louis MO 63180-0143

Domestic Claims Appeals

Accounting Services

US Postal Service

PO Box 80141

St Louis MO 63180-0141

Domestic Products

US Postal Service

475 L'Enfant Plz SW Room 5337

Washington DC 20260-5337

608.8.1

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

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

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

Integrated Business Solutions, Shipping Services  
US Postal Service  
475 L'Enfant Plz SW Rm 5149  
Washington DC 20260-5149

Licensing  
Marketing  
US Postal Service  
475 L'Enfant Plz SW Rm 1P801  
Washington DC 20260-0801

Mail Entry and Payment Technology  
US Postal Service  
475 L'Enfant Plz SW, Rm 3707  
Washington, DC 20260-0911

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

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

National Customer Support Center  
US Postal Service  
225 N. Humphreys Blvd, Ste 501  
Memphis, TN 38188-1001

National Print Center (NPC)  
US Postal Service  
500 SW Gary Ormsby Dr  
Topeka KS 66624-9502  
(800) 332-0317

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

Network Integration Support  
475 L'Enfant Plz SW Rm 7536  
Washington DC 20260-2806

Payment Technology  
US Postal Service  
475 L'Enfant Plz SW Rm 3660  
Washington DC 20260-4110

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

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

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

Pricing  
US Postal Service  
475 L'Enfant Plz SW Rm 4016  
Washington DC 20260-4016  
*(see 8.4.1 for Pricing and Classification Service Center (PCSC) address)*

Pricing Strategy  
US Postal Service  
475 L'Enfant Plz SW Rm 4316  
Washington DC 20260-4316

Product Classification (formerly Mailing Standards)  
US Postal Service  
475 L'Enfant Plz SW Rm 4446  
Washington DC 20260-5015

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

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

608.8.2

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

Revenue Assessment and Control  
US Postal Service  
475 L'Enfant Plaza SW Rm 8430  
Washington DC 20260-8430

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

Shipping Support, Shipping Services  
US Postal Service  
475 L'Enfant Plz SW NB Ste 5437  
Washington DC 20260-0001

Stamp Services  
US Postal Service  
475 L'Enfant Plz SW Rm 3300  
Washington DC 20260-3501

Stamp Fulfillment Services  
US Postal Service  
8300 NE Underground Dr. Pillar 210  
Kansas City MO 64144-0011

Transactions and Correspondence  
US Postal Service  
475 L'Enfant Plz SW Rm 5621  
Washington DC 20260-0230

## **8.2 Federal Agencies**

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

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

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

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

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

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

Superintendent of Documents  
US Government Printing Office  
732 N Capitol St NW  
Washington DC 20401-0003

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

### **8.3 Other Agencies**

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

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

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

### **8.4 PCSC and District Business Mail Entry Offices Contact Information**

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

608.8.4.1

**8.4.1 Pricing and Classification Service Center (PCSC)**

For return receipts mailed under the provisions in [601.11.5](#), [601.11.7](#), and [601.11.8](#), use the following address:

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

PCSC, PACT MAILING OFFICE  
USPS ELIGIBILITY NO. XX-00-0000  
90 Church Street Suite 3100  
New York, NY 10007-2951

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

<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>	<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>
<b>Capitol Metro Area</b>		Central Pennsylvania District: 1425 Crooked Hill Road, 3rd Floor Harrisburg, PA 17107-9651 Phone: 717-257-4819 Fax: 717-257-2152	169-188, 195-196
Atlanta District: 1605 Boggs Road North Metro, GA 30026-9651 Phone: 770-717-3435 Fax: 770-717-3405	300-303, 305, 306, 311, 399	Cincinnati District: 990 Dalton Avenue Cincinnati, OH 45203-9651 Phone: 513-684-5588 Fax: 513-684-5691	410, 430-433, 437-438, 450-457, 459, 470
Baltimore District: 900 E. Fayette Street, Room 166 Baltimore, MD 21233-9706 Phone: 410-347-4248 Fax: 410-234-8553	210-212, 214-219	Kentuckiana District: 4440 Crittenden Drive Louisville, KY 40221-9998 Phone: 502-375-8540 Fax: 502-375-8549	400-409, 411-418, 420-427, 471, 476-477
Capital District: 900 Brentwood Road, NW Washington, DC 20066-7204 Phone: 202-636-2177 Fax: 202-636-4367	200, 202-209	Northern Ohio District: 2400 Orange Avenue, Room 24 Cleveland, OH 44101-9603 Phone: 216-443-4100 Fax: 216-443-4186	434-436, 439-449, 458
Greater South Carolina District: 2001 Dixiana Road West Columbia, SC 29172-3098 Phone: 803-926-6329 Fax: 803-926-6326	290-296	Philadelphia Metro District: 3190 S. 70th Street, Room 502 Philadelphia, PA 19153-9651 Phone: 215-863-5061 Fax: 215-863-6074	189-194
Greensboro District: 418 Gallimore Dairy Road Greensboro, NC 27409-9651 Phone: 336-668-1250 Fax: 336-668-1266	270-279, 286	South Jersey District: 501 Benigno Boulevard Bellmawr, NJ 08031-9651 Phone: 856-933-4262 Fax: 856-933-4241	077, 080-087, 197-199
Mid-Carolinas District: 1820 W. Pointe Drive, Suite A Charlotte, NC 28214-9106 Phone: 704-398-5521 Fax: 704-398-5555	280-285, 287-289, 297	Tennessee District: 525 Royal Parkway Nashville, TN 37229-9651 Phone: 615-885-9103 Fax: 615-885-9287	307, 370-385
Northern Virginia District: 8409 Lee Highway Merrifield, VA 22081-9651 Phone: 703-698-6380 Fax: 703-207-3660	201, 220-223, 226-227	Western New York District: 55 Msgr. Valente Drive Buffalo NY 14206-9651 Phone: 716 846 2562 Fax: 716 846 2586	140-149
Richmond District: 1801 Brook Road Richmond, VA 23232-9650 Phone: 804-775-6235 Fax: 804-698-4711	224-225, 228-239, 244	Western Pennsylvania District: 1001 California Avenue, Room 2027 Pittsburgh, PA 15290-9651 Phone: 412-359-1468 Fax: 412 359-7108	150-168, 260
<b>Eastern Area</b>			
Appalachian District: 1002 Lee Street Charleston, WV 25301-1700 Phone: 304-561-1060 Fax: 304-561-1033	240-243, 245-259, 261-268		

<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>	<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>
<b>Great Lakes Area</b>		<b>Northeast Area</b>	
Central Illinois District: 6801 W. 73rd Street Bedford Park, IL 60499-9651 Phone: 708-563-7772 Fax: 708-563-7703	601, 603-605, 609, 613-617	Albany District: 30 Old Karner Road Albany, NY 12288-9601 Phone: 518-452-4034 Fax: 518-464-7451	120-123, 128-139
Chicago District: 433 W. Harrison Chicago, IL 60607-9651 Phone: 312-983-8627 Fax: 312-983-8433	606-608	Caribbean District: 585 Ave FD Roosevelt, Suite 125 San Juan, PR 00936-9651 Phone: 787-622-1795 Fax: 787-622-1788	006-009
Detroit District: 1401 W Fort Street, Room M-156 Detroit, MI 48233-9651 Phone: 313-226-8678 Fax: 313-226-8124	480-485, 492	Connecticut Valley District 141 Weston Street Hartford CT 06101-9451 Phone: 860-524-6311 Fax: 860-524-6482	010-013, 027-029, 060-069
Gateway District: 1720 Market Street, Room 1013 St. Louis, MO 63155-9651 Phone: 314-436-4103 Fax: 314-436-4565	618-620, 622-631 633-635, 650-653	Greater Boston District 25 Dorchester Avenue, Room 1004 Boston, MA 02205-9651 Phone: 617-654-5443 Fax: 617-654-5026	014-026, 055
Greater Indiana District: 3939 Vincennes Road Indianapolis, IN 46298-9651 Phone: 317-870-8504 Fax: 317-870-8684	460-469, 472-475, 478-479	Long Island District: 160 Duryea Road Melville, NY 11747-8040 Phone: 631-755-2939 Fax: 631-755-2940	005, 115, 117-119
Greater Michigan District 4800 Collins Road Lansing, MI 48924-9655 Phone: 517-337-8705 Fax: 517-337-8734	486-491, 493-499	New York District: 421 8th Avenue, Room 3212 New York, NY 10199-9651 Phone: 212-330-4225 Fax: 212-330-3801	090-099, 100-102, 104
Lakeland District: 350 W. St. Paul Avenue Milwaukee, WI 53203-9651 Phone: 414-287-1971 Fax: 414-287-2515	530-532, 534-535, 537-539, 541-545, 549, 600, 602, 610-611	Northern New England District: 151 Forest Avenue, Suite 7023 Portland ME 04101-7023 Phone: 207-482-7186 Fax: 207-482-7265	030-054, 056-059
		Northern New Jersey District 494 Broad Street, Room 223 Newark, NJ 07102-9334 Phone: 973-468-7075 Fax: 973-468-7027	070-076, 078-079, 088-089
		Triboro District: 1050 Forbell Street Brooklyn, NY 11256-9602 Phone: 718-348-3760 Fax: 718-348-3753	103, 110-114, 116
		Westchester District: 1000 Westchester Avenue White Plains, NY 10610-9651 Phone: 914-697-7013 Fax: 914-697-7022	105-109, 124-127



## Postal Information and Resources: USPS Contact Information

<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>	<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>
<b>Pacific Area</b>		<b>Southwest Area</b>	
Bay Valley District: 1750 Lundy Avenue San Jose, CA 95101-7024 Phone: 408-437-6811 Fax: 408-437-6832	939, 945-948, 950-951	Alabama District 351 24th Street N. Birmingham, AL 35203-9651 Phone: 205-521-0217 Fax: 205-254-0176	350-352, 354-368
Honolulu District: 3600 Aolele Street Honolulu, HI 96820-9651 Phone: 808-423-3928 Fax: 808-423-3759	967-969	Arkansas District: 420 Natural Resources Drive Little Rock, AR 72205-9651 Phone: 501-228-4121 Fax: 501-228-4299	716-729
Los Angeles District: 7001 S. Central Avenue Los Angeles, CA 90052-9614 Phone: 323-586-4481 Fax: 323-586-3702	900-904, 962-966	Dallas District: 951 W. Bethel Road Coppell, TX 75099-9996 Phone: 972-462-2208 Fax: 972-462-2219	750-759
Sacramento District: 3775 Industrial Boulevard W. Sacramento, CA 95799-0070 Phone: 916-373-8723 Fax: 651-675-1556	936-938, 942, 952-953, 956-960	Fort Worth District: 4600 Mark IV Parkway Fort Worth, TX 76161-9621 Phone: 817-317-3635 Fax: 817-317-2777	739, 760-764, 768-769, 790-796
San Diego District 11251 Rancho Carmel Drive San Diego, CA 92199-9651 Phone: 858-674-0417 Fax: 858-573-0566	919-925	Houston District: 401 Franklin Street, Room 115 Houston, TX 77201-9653 Phone: 713-226-3201 Fax: 713-226-3041	770-778
San Francisco District 1300 Evans Avenue San Francisco, CA 94124-1769 Phone: 415-550-5716 Fax: 415-550-5770	940-941, 943-944, 949, 954-955	Louisiana District: 701 Loyola Avenue, Room 1101 New Orleans, LA 70113-9651 Phone: 504-589-1104 Fax: 651 406-4177	700-701, 703-708, 710-714
Santa Ana District 3101 W. Sunflower Avenue Santa Ana, CA 92799-9324 Phone: 714-662-6447 Fax: 714-966-2004	905-908, 917-918, 926-928	Mississippi District: 401 E. South Street Jackson, MS 39201-9998 Phone: 601-351-7125 Fax: 601-351-7501	369, 386-397
Sierra Coastal District 28201 Franklin Parkway Santa Clarita, CA 91383-9650 Phone: 661-775-6663 Fax: 661-775-7114	910-916, 930-935	North Florida District: 3650 Southside Boulevard Jacksonville, FL 32216-9651 Phone: 904-645-3220 Fax: 904-641-7925	298-299, 304, 308-310, 312-320, 326, 344, 398
		Oklahoma District: 4025 W Reno Avenue, Room 2044 Oklahoma City, OK 73125-9996 Phone: 405-815-2320 Fax: 405-815-2013	730, 731, 734-738, 740, 741, 743-749
		Rio Grande District: 10410 Perrin Beitel, Room 1069 San Antonio, TX 78284-9651 Phone: 210-368-8316 Fax: 210-368-8463	733, 765-767, 779-789, 797-799, 885



608.8.4.1

<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>	<b>MANAGER BUSINESS MAIL ENTRY</b>	<b>3-DIGIT ZIP CODE SERVICE AREA</b>
South Florida District: 16000 Pines Boulevard Pembroke Pines, FL 33027-9990 Phone: 954-450-3016 Fax: 954-436-4350	330-334, 340, 349	Nevada-Sierra District 1001 E. Sunset Road Las Vegas, NV 89199-9651 Phone: 702-361-9281 Fax: 702-361-9406	889-891, 893-895, 897-898, 961
Suncoast District: 5433 W. Sligh Avenue, Suite B Tampa, FL 33634-9654 Phone: 813-243-5960 Fax: 813-243-7453	321, 327-329, 335-339, 341-342, 346-347	Northland District: 100 S. 1st Street, Room 115 Minneapolis, MN 55401-9651 Phone: 612-349-6395 Fax: 612-349-3576	540, 546-548, 550-551, 553-564, 566
<b>Western Area</b>		Portland District 715 NW Hoyt Street Portland, OR 97208-9651 Phone: 503-294-2456 Fax: 503-294-2358	970-979, 986
Alaska District: 4141 Postmark Drive Anchorage, AK 99530-9651 Phone: 907-266-3277 Fax: 907-266-3178	995-999	Salt Lake City District: 1760 W. 2100 S. Salt Lake City, UT 84199-9651 Phone: 801-974-2507 Fax: 801-974-2513	832-834, 836-837, 840-847
Arizona District: 4949 E. Van Buren Street, Room 190 Phoenix, AZ 85026-9651 Phone: 602-225-3148 Fax: 602-225-3909	850-853, 855-857, 859-860, 863-865, 870-884	Seattle District: 415 First Avenue N, 2nd Floor Seattle, WA 98109-9432 Phone: 206-378-2612 Fax: 206-378-2546	835, 838, 980-985, 988-994
Central Plains District: PO Box 199513 Omaha, NE 68119-9513 Phone: 402-573-2117 Fax: 402-573-2131	515-516, 664-666, 668-681, 683-693		
Colorado/Wyoming District: 7500 E. 53rd Place, Room 2213 Denver, CO 80266-9651 Phone: 303-853-6134 Fax: 303-853-6194	800-816, 820-831		
Dakotas District: 2801 S. Kiwanis Avenue Sioux Falls, SD 57105-9651 Phone: 605-333-2650 Fax: 605-333-2777	565, 567, 570-577, 580-588, 590-599		
Hawkeye District District: 7900 Hickman Road Des Moines, IA 50318-9651 Phone: 515-251-2359 Fax: 515-251-2052	500-514, 520-528, 612		
Mid-America District: 300 W. Pershing, Street 100 Kansas City, MO 64108-9995 Phone: 816-374-9358 Fox: 816-374-9701	636-641, 644-649, 654-658, 660-662, 667		