

608 Postal Information and Resources

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1.0 About the Domestic Mail Manual

1.1 Content of the DMM

Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM) contains the basic standards of the United States Postal Service (USPS) governing its domestic mail services; descriptions of the mail classes and extra services and conditions governing their use; and standards for 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 available online on Postal Explorer (pe.usps.com). Copies of the DMM may be inspected during normal business hours at USPS Headquarters; area and district offices. A copy is also filed at the Office of the Federal Register, National Archives and Records Administration.

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 and, in district host cities, to the district manager.

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2.0 Domestic Mail

2.1 Definition of “Domestic”

Domestic mail is mail transmitted within, among, and between the United States of America, its territories and possessions, Army Post Offices (APOs), Fleet Post Offices (FPOs), 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

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,

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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 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) 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

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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. 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 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.

2.6 Alaska Bypass Service

2.6.1 Prices

Alaska Bypass Service prices are calculated based on the zone to which the shipment is addressed and the weight of the shipment. See [Notice 123—Price List](#) for prices.

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2.6.2 Price Eligibility

Requirements for Alaska Bypass Service are provided in Handbook PO 508.

3.0 Post Offices and Holidays

Information on discontinuing, consolidating, and suspending services can be found in *United States Code* 39 U.S. C. §404(b), and the *Postal Operations Manual* (POM). Information on holidays observed by the USPS can be found in the POM and online at USPS.com.

4.0 Philatelic (Stamp Collecting) Services

Information on philatelic (stamp collecting) services and special cancellations can be found in the *Code of Federal Regulations* (39 CFR Part 123).

5.0 Private Express Statutes

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. Information on the Private Express Statutes can also be found in Publication 542, *Understanding the Private Express Statutes*.

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

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7.0 Trademarks and Copyrights of the USPS

7.1 **USPS Trademarks**

Information on USPS trademarks can be found on [USPS.com](https://www.usps.com) or by contacting General Counsel, USPS Headquarters (see [8.1](#) for address).

7.2 **Inquiries about Copyrights and Use of USPS Trademarks**

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 (see [8.1](#) for address). 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	Citizens Stamp Advisory Committee Stamp Services US Postal Service 1735 North Lynn Street, Room 5013 Arlington, VA 22209-6432
Business Mailer Support US Postal Service 475 L'Enfant Plz SW, Rm 3676 Washington DC 20260-0911	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	Material Distribution Center US Postal Service 500 SW Gary Ormsby Dr Topeka KS 66624-9502 (800) 332-0317
Customer Service Standardization US Postal Service 475 L'Enfant Plz SW Rm 6816 Washington DC 20260-6816	Money Order Branch Accounting Service Center US Postal Service PO Box 82450 St Louis MO 63182-2450
Domestic Claims Accounting Services US Postal Service PO Box 80143 St Louis MO 63180-0143	National Customer Support Center US Postal Service 225 N. Humphreys Blvd, Ste 501 Memphis, TN 38188-1001
Domestic Claims Appeals Accounting Services US Postal Service PO Box 80141 St Louis MO 63180-0141	National Print Center (NPC) US Postal Service 500 SW Gary Ormsby Dr Topeka KS 66624-9502 (800) 332-0317
Domestic Products US Postal Service 475 L'Enfant Plz SW Room 5337 Washington DC 20260-5337	Network Distribution Center Operations US Postal Service 475 L'Enfant Plz SW Rm 7631 Washington DC 20260-2806
Distribution Operations Washington DC Post Office 900 Brentwood Rd NE Washington DC 20066-9704	Network Integration Support 475 L' Enfant Plz SW Rm 7536 Washington DC 20260-2806
Engineering US Postal Service 8403 Lee Hwy Merrifield VA 22082-8101	Payment Technology US Postal Service 475 L'Enfant Plz SW Rm 3660 Washington DC 20260-4110

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General Counsel US Postal Service 475 L'Enfant Plz SW Washington DC 20260-1100	Postal Inspection Service 222 S Riverside Plz Ste 1250 Chicago IL 60606-6100
Integrated Business Solutions, Shipping Services US Postal Service 475 L'Enfant Plz SW Rm 5149 Washington DC 20260-5149	Postal Inspection Service PO Box 2613 Jersey City NJ 07303-2613
Licensing Marketing US Postal Service 475 L'Enfant Plz SW Rm 1P801 Washington DC 20260-0801	Postal Inspection Service 225 N Humphreys Blvd Memphis TN 38120-2149
Mail Entry and Payment Technology US Postal Service 475 L'Enfant Plz SW, Rm 3707 Washington, DC 20260-0911	Pricing US Postal Service 475 L'Enfant Plz SW Rm 4016 Washington DC 20260-4016 <i>(see 8.4.1 for Pricing and Classification Service Center (PCSC) address)</i>
Pricing Strategy US Postal Service 475 L'Enfant Plz SW Rm 4316 Washington DC 20260-4316	Senior Counsel Ethics and Information US Postal Service 475 L'Enfant Plz SW Washington DC 20260-1127
Product Classification (formerly Mailing Standards) US Postal Service 475 L'Enfant Plz SW Rm 4446 Washington DC 20260-5015	Shipping Support, Shipping Services US Postal Service 475 L'Enfant Plz SW NB Ste 5437 Washington DC 20260-0001
Product Development US Postal Service 475 L'Enfant Plz SW Rm 5012 Washington DC 20260-5012	Stamp Services US Postal Service 475 L'Enfant Plz SW Rm 3300 Washington DC 20260-3501
Prohibitory Order Processing Center PO Box 1500 New York NY 10008-1500	Stamp Fulfillment Services US Postal Service 8300 NE Underground Dr. Pillar 210 Kansas City MO 64144-0011
Recorder Judicial Officer US Postal Service 2101 Wilson Blvd Ste 600 Arlington VA 22201-3078	Transactions and Correspondence US Postal Service 475 L'Enfant Plz SW Rm 5621 Washington DC 20260-0230
Revenue Assessment and Control US Postal Service 475 L'Enfant Plaza SW Rm 8430 Washington DC 20260-8430	

8.2 Federal Agencies

Bureau of Alcohol Tobacco and Firearms US Department of the Treasury 1200 Pennsylvania Ave NW Washington DC 20226-0001	Plant Protection and Quarantine Programs Animal and Plant Health Inspection Service US Department of Agriculture 4700 River Rd Riverdale MD 20737-1228
Bureau of the Public Debt US Department of the Treasury PO Box 1328 Parkersburg WV 26106-1328	Postal Regulatory Commission 901 New York Ave NW Ste 200 Washington DC 20268-0001
Diplomatic Pouch Division US Department of State 1375 K St NW Washington DC 20522-0508	Superintendent of Documents US Government Printing Office 732 N Capitol St NW Washington DC 20401-0003
Office of the Federal Register National Archives and Records Administration 1100 L St NW Rm 8401 Washington DC 20005-0001	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	Uniform Code Council INC 7887 Washington Village Dr Ste 300 Dayton OH 45459 (937) 435-3870 www.uc-council.org
Automatic Identification Manufacturers (AIM) 634 Alpha Dr Pittsburgh PA 15238-2802 (412) 963-8588 www.aimusa.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. Questions about mail classification and special mail services should be directed to local postal officials. The PCSC can help local officials by providing guidance in answer these questions.

8.4.1 Pricing and Classification Service Center (PCSC)

Pricing and Classification Service Center contact information is as follows:

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

For return receipts mailed under the provisions in 601.8.0 use the following address:

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

8.4.2 District Business Mail Entry Offices

For District Business Mail Entry contact information use the District Business Mail Entry Locator tool on RIBBS at ribbs.usps.gov.