

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 distributed to selected Post Offices and 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. 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.

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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), 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, 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, 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 Priority Mail Weighing 16 Ounces or More

[4-5-10] [11-2-09] Regardless of contents, all Priority Mail weighing 16 ounces or more sent from the United States to the ZIP Code destinations listed in the table below, and all Priority Mail sent from these ZIP Code destinations to the United

States, must bear a properly completed PS Form 2976-A, *Customs Declaration and Dispatch Note CP 72*. If PS Form 2976-A will not fit on the address side of the mailpiece, a PS Form 2976, *Customs Declaration CN 22*, must be used.

| ZIP Code | Two-Letter State | | Territory, Possession or Freely Associated State |
|----------|------------------|---------------|--|
| | Abbreviation | City | |
| 96799 | AS | PAGO PAGO | AMERICAM 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 | PW | PALAU | PALAU |
| 96940 | | | |
| 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 | NORTHERN MARIANA ISLANDS |
| 96951 | MP | ROTA | NORTHERN MARIANA ISLANDS |
| 96952 | MP | TINIAN | NORTHERN MARIANA ISLANDS |
| 96960 | MH | MAJURO | MARSHALL ISLANDS |
| 96970 | MH | EBEYE | MARSHALL ISLANDS |

2.4.2 Enter and Deposit—Items Requiring a Completed Customs Declaration

[4-5-10] Except as provided in 2.4.3, a mailer may *not* deposit an item that requires a completed customs declaration into a collection box, Postal Service lobby drop, Automated Postal Center (APC) drop, customer mailbox, or at a Postal Service dock or other unattended location. In addition, these mailpieces are precluded from Pickup on Demand service and Carrier Pickup service under 507.6.0. Customers must present such items to an employee at a Post Office retail service counter. The Postal Service will return improperly presented items to the sender for proper entry and acceptance.

2.4.3 Items Bearing a Completed Customs Declaration with an Electronic Round Date

[4-5-10] Items under 2.4.1 that have the mailing label, customs declaration (including an electronic round date), and postage prepared and paid online through an authorized PC Postage vendor Web site may be deposited only as follows:

- a. At a Postal Service retail counter.

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- b. Through Pickup on Demand service.
- c. Through Carrier Pickup service.
- d. Into a Postal Service lobby drop.
- e. Into an Automated Postal Center (APC) drop.
- f. In a U.S. Postal Service collection box.
- g. In the mailing customer's residential or business mailbox.

2.4.4 Freely Associated States—Items Requiring an Export License

[11-2-09] 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

[11-2-09] 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.

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

[11-2-09] 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 AES*Direct* website for certain or AES*Direct* website for certain shipments of goods. Electronic filing of export information is required when any of the following applies, subject to certain exemptions and exclusions (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

[11-2-09] 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 a PFC *would* be required (unless an exemption or exclusion 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 is valued over \$2500. Consequently, electronic filing and a PFC *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 a PFC *would* be required, unless an exemption or exclusion applies.

2.5.3 How to File Electronic Export Information and Obtain a Proof of Filing Citation

[11-2-09] 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 a PFC, customers should use the following steps:

- a. Go to www.aesdirect.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 PFC consists of the letters "AES" followed by the ITN: for example, "AES X20080930987654".

2.5.4 AES Downtime Citation

[11-2-09] 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 a PFC. 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 Exclusion and Exemption Legends

[11-2-09] In many circumstances, electronic export information filing and a Proof of Filing Citation (PFC) 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 Exemption or Exclusion Legend 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 Exemption or Exclusion Legend on the customs declaration form. Customers must only enter one Exemption or Exclusion Legend per addressed mailpiece. When multiple Exemption or Exclusion Legends may apply, the mailer may select any one that applies. For more information on these and other exemptions and exclusions, 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 Exemption or Exclusion Legends 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 PFC, AES Downtime Citation Placement, or Exemption and Exclusion Legend

[11-2-09] 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 PFC or AES Downtime Citation on the package is required. However, when a shipment requires a PFC, or AES Downtime Citation, or Exemption and Exclusion Legend, and a PS Form 2976-A is used under 2.4; it is the customer's responsibility to legibly write the PFC, AES Downtime Citation, or Exemption or Exclusion Legend as follows:

- a. On PS Form 2976-A, *Customs Declaration and Dispatch Note - CP72* (large white form) customers should write one PFC, AES Downtime Citation, or Exemption or Exclusion Legend in Block 11.
- b. On older versions of PS Form 2976-A printed prior to January 2009 customers should write one PFC, AES Downtime Citation, or Exemption or Exclusion Legend at the top of the form or in any clear space. Avoid writing over the barcode on the form.

2.5.7 Additional Standards for the Freely Associated States

[11-2-09] 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

[11-2-09] When an export license is required under 2.5.7, a PS Form 2976-A is always required. The electronically generated License Number must appear in Block 13, and a PFC or AES Downtime Citation must appear in Block 11 of the customs declaration 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. A PFC or AES Downtime Citation should appear on the customs declaration form as described in 2.5.6.

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.

608.3.2

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 | Express Mail | |
| Friday (holiday) | 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 |
| Saturday (holiday) | 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 |
| Sunday (holiday) | None | Normal | None | None | None | Normal | None |
| Monday | None | Holiday | None | None | None | Holiday | Time decal ¹ |
| Saturday | Limited | Normal | Normal | Normal | Normal | Normal | Normal |
| Sunday | None | Normal | None | None | None | Normal | None |
| Monday (holiday) | None | Holiday | None | None | None | Holiday | Time decal ¹ |
| Tuesday, Wednesday, or Thursday (holiday) | 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 | Express Mail | |
| Saturday | Normal | Normal | Normal | Normal | Normal | Normal | Normal |
| Sunday | None | Normal | None | None | None | Normal | None |
| Monday (holiday)¹ | Limited | Sunday | Limited | None | None | Holiday | Time decal ² |

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 of Mailing Standards (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

[11-29-09] 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 of Mailing Standards, 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

[11-29-09] 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 of Mailing Standards.

5.1.5 Violations of Private Express Statutes

[11-29-09] Mailing Standards, 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

[11-29-09] 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 |

7.0 Trademarks and Copyrights of the USPS

7.1 Trademarks and Service Marks

7.1.1 Registered Marks

The following are among the registered USPS trademarks and service marks:

| | |
|-----------------------------------|---|
| 1-800-ASK-USPS | Planet Code |
| Business Reply Mail | Planet Code USPS and Design |
| Carrier Pickup | P.O. Box |
| Certified Mail | Postal Explorer |
| Click-N-Ship | <i>PostalOne!</i> |
| Confirm | Priority Mail |
| Customized MarketMail | Priority Mail United States Postal Service Design |
| Delivery Confirmation | Registered Mail |
| DMM | Returns@Ease |
| The Eagle Logo | Signature Confirmation |
| Express Mail | Stamps By Mail |
| <i>FASTforward</i> | Stamps to Go |
| First-Class Mail | Standard Mail |
| IMM | U.S. Mail and Design |
| Intelligent Mail barcode | U.S. Postal Service |
| Media Mail | United States Post Office |
| NCOA ^{Link} | United States Postal Service |
| Official Election Mail and Design | United States Postal Service and Design (with the Eagle Logo) |
| The Old Eagle Design | USPS |
| Parcel Post | usps.com |
| PC Postage | We Deliver |
| pcpostage.com | We Deliver For You |
| Pickup on Demand | ZIP+4 |
| Planet | ZIP Code |

7.1.2 Use of Registered Marks

USPS trademarks must be used in the form listed in [7.1.1](#). Proper use of USPS registered marks requires capitalizing the initial letters of the marks to distinguish them from terms not used as trademarks. Words and phrases that are registered trademarks may also use the registration symbol ®. Figures that are registered marks must always use the registration symbol. (An exception to this rule is the USPS emblem used on letterheads and business cards. All other uses of the emblem must include the ®.)

7.1.3 Proposed or Pending Registration

The USPS has additional trademarks not yet registered. The rules in [7.1.2](#) apply to these common law marks, except that such marks are not to be identified by the symbol ®. Instead, the superscript initials TM may be used to identify these marks.

7.2 Copyrights

7.2.1 Copyrighted Material

The USPS secures copyrights in its philatelic designs and certain publications. The designs of postage stamps, stamped envelopes, stamped cards, aerogrammes, souvenir cards, and other philatelic items issued on or after January 1, 1978, are copyrighted by the USPS under title 17 USC.

7.2.2 Permitted Use of Copyrighted Material

The use of illustrations of the designs covered by such copyrights is permitted:

- a. In editorial matter in newspapers, magazines, journals, books, philatelic catalogs, and philatelic albums.
- b. In advertising matter, circulars, or price lists for the sale of the postal items illustrated.
- c. In advertising matter, circulars, or price lists for the sale of newspapers, magazines, journals, books, philatelic catalogs, and philatelic albums containing illustrations of philatelic designs.
- d. In motion-picture films, microfilms, slides, or electronic tape for projection on a screen or for use in telecasting. No print or other reproduction from such films, slides, or tapes may be made except for the uses permitted in this section.

7.2.3 Design Reproductions of Copyrighted Material

Illustrations permitted by 7.2.2a. through 7.2.2d may be in color or in black and white, and may depict philatelic items as uncanceled or canceled. When depicting uncanceled items in color, illustrations must be less than 75% or more than 150% in linear dimension of the size of the design of the philatelic items as issued. Color illustrations of canceled philatelic items and black and white illustrations of uncanceled or canceled philatelic items may be in any size.

7.2.4 License Request for Copyrighted Material

The USPS may grant licenses for the use of illustrations of its copyright designs and registered trademarks outside the scope of the above permission. A request for such a license must be sent to the manager, Licensing, Public Affairs and Communications (see 8.1 for address).

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).

608.8.1

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 2P846
Washington DC 20260-0846

Citizens Stamp Advisory Committee
Stamp Services
US Postal Service
1735 North Lynn Street, Room 5013
Arlington, VA 22209-6432

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

Consumer Advocate
US Postal Service
475 L'Enfant Plz SW
Washington DC 20260-2200

Customer Service Support
US Postal Service
475 L'Enfant Plz SW Rm 5621
Washington DC 20260-5621

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

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

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

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

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

Mailing Standards
US Postal Service
475 L'Enfant Plz SW Rm 3436
Washington DC 20260-3436

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
6060 Primacy Pkwy Ste 201
Memphis TN 38188-0001

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

Postage Technology Management
US Postal Service
475 L'Enfant Plz SW NB Ste 4200
Washington DC 20260-4200

608.8.1

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

Post Office Accounting Manager
US Postal Service
475 L'Enfant Plz SW Rm 8831
Washington DC 20260-5241

Pricing and Classification
US Postal Service
475 L'Enfant Plz SW Rm 5014
Washington DC 20260-5014
(see 8.4.1 for Pricing and Classification Service Center (PCSC) address)

Pricing Strategy
US Postal Service
475 L'Enfant Plz SW Rm 3616
Washington DC 20260-3616

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

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

Sales and Communication, Expedited Shipping
US Postal Service
475 L'Enfant Plz SW NB Ste 4039
Washington DC 20260-4000

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

Stamp Services
 US Postal Service
 1735 North Lynn Street
 Room 5018
 Arlington
 VA 22209-6432

Stamp Fulfillment
 Services
 US Postal Service
 PO Box 7247
 Philadelphia, PA
 19101-7097

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 Rate 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
 (For subscription to the
Domestic Mail Manual)

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

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

Uniform Code Council
 INC
 7887 Washington Village
 Dr Ste 300

Dayton OH 45459
(937) 435-3870
www.uc-council.org

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

[7-1-09] 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.)

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

[11-29-09]
90 Church St Ste 3100
New York
NY 10007-2951
Telephone: (212)
330-5300 / Fax: (212)
330-5320

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

| MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA | MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA |
|--|--|--|--|
| Capitol Metro Area | | Cincinnati District: | |
| Baltimore District: | 210-212, 214-219 | 990 Dalton Avenue | 410, 434-436, 450-455, 458, 459, 470 |
| 900 E. Fayette Street, Room 166 | | Cincinnati, OH 45203-9651 | |
| Baltimore, MD 21233-9706 | | Phone: 513-684-5588 | |
| Phone: 410-347-4248 | | Fax: 513-684-5691 | |
| Fax: 410-234-8553 | | Columbus District: | |
| Capital District: | 200, 202-209 | 2323 Citygate Drive | 430-433, 437, 438, 456, 457 |
| 900 Brentwood Road, NW | | Columbus, OH 43218-9651 | |
| Washington, DC 20066-7204 | | Phone: 614-472-0386 | |
| Phone: 202-636-2177 | | Fax: 614-472-0387 | |
| Fax: 202-636-4367 | | Kentuckiana District: | |
| Greater South Carolina District: | 290-296 | 4440 Crittenden Drive | 400-409, 411-418, 420-427, 471, 476, 477 |
| 2001 Dixiana Road | | Louisville, KY 40221-9998 | |
| West Columbia, SC 29172-3098 | | Phone: 502-375-8540 | |
| Phone: 803-926-6329 | | Fax: 502-375-8549 | |
| Fax: 803-926-6326 | | Northern Ohio District: | |
| Greensboro District: | 270-279, 286 | 2400 Orange Avenue, Room 24 | 439-449 |
| 418 Gallimore Dairy Road | | Cleveland, OH 44101-9603 | |
| Greensboro, NC 27409-9651 | | Phone: 216-443-4100 | |
| Phone: 336-668-1250 | | Fax: 216-443-4186 | |
| Fax: 336-668-1266 | | Philadelphia Metro District: | |
| Mid-Carolinas District: | 280-285, 287-289, 297 | 3190 S. 70th Street, Room 502 | 189-194 |
| 1820 W. Pointe Drive, Suite A | | Philadelphia, PA 19153-9651 | |
| Charlotte, NC 28214-9106 | | Phone: 215-863-5061 | |
| Phone: 704-398-5521 | | Fax: 215-863-6074 | |
| Fax: 704-398-5555 | | South Jersey District: | |
| Northern Virginia District: | 201, 220-223, 226-227 | 501 Benigno Boulevard | 077, 080-087, 197-199 |
| 8409 Lee Highway | | Bellmawr, NJ 08031-9651 | |
| Merrifield, VA 22081-9651 | | Phone: 856-933-4262 | |
| Phone: 703-698-6380 | | Fax: 856-933-4241 | |
| Fax: 703-207-3660 | | Western New York District: | |
| Richmond District: | 224-225, 228-239, 244 | 55 Msgr. Valente Drive | 140-149 |
| 1801 Brook Road | | Buffalo NY 14206-9651 | |
| Richmond, VA 23232-9650 | | Phone: 716 846 2562 | |
| Phone: 804-775-6235 | | Fax: 716 846 2586 | |
| Fax: 804-698-4711 | | Western Pennsylvania District: | |
| Eastern Area | | 1001 California Avenue, Room 2027 | 150-168, 260 |
| Appalachian District: | 240-243, 245-259, 261-268 | Pittsburgh, PA 15290-9651 | |
| 1002 Lee Street | | Phone: 412-359-1468 | |
| Charleston, WV 25301-1700 | | Fax: 412 359-7108 | |
| Phone: 304-561-1060 | | Great Lakes Area | |
| Fax: 304-561-1033 | | Central Illinois District: | 604, 605, 609, 613-619, 625-627 |
| Central Pennsylvania District: | 169-188, 195, 196 | 6801 W. 73rd Street | |
| 1425 Crooked Hill Road, 3rd Floor | | Bedford Park, IL 60499-9651 | |
| Harrisburg, PA 17107-9651 | | Phone: 703-563-7772 | |
| Phone: 717-257-4819 | | Fax: 708-563-7703 | |
| Fax: 717-257-2152 | | | |

| MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA | MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA |
|---|--|---|--|
| Chicago District: 433 W. Harrison Chicago, IL 60607-9651 Phone: 312-983-8627 Fax: 312-983-8433 | 606-608 | Connecticut Valley District 141 Weston Street Hartford CT 06101-9451 Phone: 860-524-6311 Fax: 860-524-6482 | 010-013, 060-069 |
| Detroit District: 1401 W Fort Street, Room M-156 Detroit, MI 48233-9651 Phone: 313-226-8678 Fax: 313-226-8124 | 481, 482, 492 | Greater Boston District 25 Dorchester Avenue, Room 1004 Boston, MA 02205-9651 Phone: 617-654-5443 Fax: 617-654-5026 | 014-019, 021, 022, 024, 055 |
| Gateway District: 1720 Market Street, Room 1013 St. Louis, MO 63155-9651 Phone: 314-436-4103 Fax: 314-436-4565 | 620, 622-624, 628-631, 633-635, 650-653 | Long Island District: 160 Duryea Road Melville, NY 11747-8040 Phone: 631-755-2939 Fax: 631-755-2940 | 005, 115, 117-119 |
| Greater Indiana District: 3939 Vincennes Road Indianapolis, IN 46298-9651 Phone: 317-870-8504 Fax: 317-870-8684 | 460-469, 472-475, 478, 479 | 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 |
| Greater Michigan District 4800 Collins Road Lansing, MI 48924-9655 Phone: 517-337-8734 Fax: 517-337-8734 | 486-491, 493-497 | 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 |
| Lakeland District: 350 W. St. Paul Avenue Milwaukee, WI 53203-9651 Phone: 414-287-1971 Fax: 414-287-2515 | 498, 499, 530-532, 534, 535, 537-539, 541-545, 549 | 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 |
| Northern Illinois District: 500 East Fullerton Avenue Carol Stream, IL 60199-9651 Phone: 630-260-5387 Fax: 630-260-5149 | 600-603, 610, 611 | Southeast New England District: 181 Corliss Street Providence, RI 02904-9998 Phone: 401-752-5640 Fax: 401-752-5699 | 020, 023, 025-029 |
| Southeast Michigan District 2351 Bellingham Drive, Room 1707 Troy, MI 48083 Phone: 248-497-4526 Fax: 651-456-5968 | 480, 483-485 | Triboro District: 1050 Forbell Street Brooklyn, NY 11256-9602 Phone: 718-348-3760 Fax: 718-348-3753 | 103, 110-114, 116 |
| Northeast Area | | Westchester District: 1000 Westchester Avenue White Plains, NY 10610-9651 Phone: 914-697-7013 Fax: 914-697-7022 | 105-109, 124-127 |
| Albany District: 30 Old Karner Road Albany, NY 12288-9601 Phone: 518-452-4034 Fax: 518-464-7451 | 120-123, 128-139 | Pacific Area | |
| Caribbean District: 585 Ave FD Roosevelt, Suite 125 San Juan, PR 00936-9651 Phone: 787-622-1795 Fax: 787-622-1788 | 006-009 | Bay Valley District: 1750 Lundy Avenue San Jose, CA 95101-7024 Phone: 408-437-6811 Fax: 408-437-6832 | 939, 945-948, 950-951 |

| MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA |
|---|---|
| Honolulu District: 3600 Aolele Street Honolulu, HI 96820-9651 Phone: 808-423-3928 Fax: 808-423-3759 | 967-969 |
| Los Angeles District: 7001 S. Central Avenue Los Angeles, CA 90052-9614 Phone: 323-586-4481 Fax: 323-586-3702 | 900-904 |
| 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 |
| San Diego District 11251 Rancho Carmel Drive San Diego, CA 92199-9651 Phone: 858-674-0417 Fax: 858-573-0566 | 919-925 |
| 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, 962-966 |
| 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 |
| Sierra Coastal District 28201 Franklin Parkway Santa Clarita, CA 91383-9650 Phone: 661-775-6663 Fax: 661-775-7114 | 910-916, 930-935 |
| Southeast Area | |
| Alabama District 351 24th Street N. Birmingham, AL 35203-9651 Phone: 205-521-0217 Fax: 205-254-0176 | 350-352, 354-368 |
| Atlanta District: 1605 Boggs Road North Metro, GA 30026-9651 Phone: 770-717-3435 Fax: 770-717-3405 | 300-303, 305, 306, 311, 399 |

| MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA |
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|--|--|
| Mississippi District: 401 E. South Street Jackson, MS 39201-9998 Phone: 601-351-7125 Fax: 601-351-7501 | 369, 386-397 |
| North Florida District: 3650 Southside Boulevard Jacksonville, FL 32216-9651 Phone: 904-645-3220 Fax: 904-641-7925 | 320-326, 344 |
| South Florida District: 16000 Pines Boulevard Pembroke Pines, FL 33027-9990 Phone: 954-450-3016 Fax: 954-436-4350 | 330-334, 340, 349 |
| South Georgia District: 451 College Street Macon, GA 31213-9651 Phone: 478-752-8720 Fax: 478-752-8602 | 298, 299, 304, 308-310, 312-319, 398 |
| Suncoast District: 5433 W. Sligh Avenue, Suite C Tampa, FL 33634-9654 Phone: 813-243-5960 Fax: 813-243-7453 | 327-329, 335-339, 341, 342, 346, 347 |
| Tennessee District: 525 Royal Parkway Nashville, TN 37229-9651 Phone: 615-885-9103 Fax: 615-885-9287 | 307, 370-385 |

Southwest Area

| | |
|--|------------------------------------|
| Albuquerque District: 1135 Broadway Boulevard, NE Albuquerque, NM 87101-9651 Phone: 505-346-8105 Fax: 505-346-8135 | 865, 870-875, 877-884 |
| Arkansas District: 420 Natural Resources Drive Little Rock, AR 72205-9651 Phone: 501-228-4121 Fax: 501-228-4299 | 716-729 |
| Dallas District: 951 W. Bethel Road Coppell, TX 75099-9996 Phone: 972-462-2208 Fax: 972-462-2219 | 750-759 |
| 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 |

| MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA |
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| | |
|--|---|
| Houston District: 401 Franklin Street, Room 115 Houston, TX 77201-9653 Phone: 713-226-3201 Fax: 713-226-3041 | 770-778 |
| 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 |
| 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 |

Western Area

| | |
|--|---------------------------------------|
| Alaska District: 4141 Postmark Drive Anchorage, AK 99530-9651 Phone: 907-266-3277 Fax: 907-266-3178 | 995-999 |
| 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, 863-864 |
| Big Sky District: 841 South 26th Street Billings, MT 59101-9651 Phone: 406-657-5780 Fax: 650-577-4142 | 590-599 |
| Central Plains District: 5303 N. 91st Avenue Omaha, NE 68134-9651 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 |

| MANAGER BUSINESS MAIL ENTRY | 3-DIGIT ZIP CODE SERVICE AREA |
|--|---|
| 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 |
| 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 |
| 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 |
| 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 |
| Portland District 715 NW Hoyt Street Portland, OR 97208-9651 Phone: 503-294-2456 Fax: 503-294-2358 | 970-979, 986 |
| Salt Lake City District: 1760 W. 2100 S. Salt Lake City, UT 84199-9651 Phone: 801-974-2507 Fax: 801-974-2513 | 840-847, 832-834, 836, 837 |
| 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 |