

# 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](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”

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:

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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*

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### 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:

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Marshall Islands, Republic of the

*Ebeye Island*

*Kwajalein Island*

*Majuro Island*

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Micronesia, Federated States of

*Chuuk (Truk) Island*

*Kosrae Island*

*Pohnpei Island*

*Yap Island*

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Palau, Republic of

*Koror Island*

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### 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

[11-2-09] Regardless of contents, all Priority Mail weighing 16 ounces or more sent from the United States to ZIP Codes 96910-44, 96950-52, 96960, 96970, and 96799, and all Priority Mail sent from these ZIP Codes to the United States, must bear customs Form 2976-A. If Form 2976-A will not fit on the address side of the

mailpiece, Form 2976 must be used. This mail must be presented to an employee at a Post Office, to a letter carrier when using Click-N-Ship with Carrier Pickup, or to a Postal Service employee designated by the postmaster.

#### **2.4.2 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 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 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](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**

[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](http://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.

### 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	
<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	Express Mail	
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 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 <sup>Link</sup>	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 <sup>TM</sup> 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

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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

608.8.4.1

**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**

[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**

<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>			
Baltimore District: 900 E. Fayette Street, Room 166 Baltimore, MD 21233-9706 Phone: 410-347-4248 Fax: 410-234-8553	210-212, 214-219	Cincinnati District: 990 Dalton Avenue Cincinnati, OH 45203-9651 Phone: 513-684-5588 Fax: 513-684-5691	410, 434-436, 450-455, 458, 459, 470
Capital District: 900 Brentwood Road, NW Washington, DC 20066-7204 Phone: 202-636-2177 Fax: 202-636-4367	200, 202-209	Columbus District: 2323 Citygate Drive Columbus, OH 43218-9651 Phone: 614-472-0386 Fax: 614-472-0387	430-433, 437, 438, 456, 457
Greater South Carolina District: 2001 Dixiana Road West Columbia, SC 29172-3098 Phone: 803-926-6329 Fax: 803-926-6326	290-296	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
Greensboro District: 418 Gallimore Dairy Road Greensboro, NC 27409-9651 Phone: 336-668-1250 Fax: 336-668-1266	270-279, 286	Northern Ohio District: 2400 Orange Avenue, Room 24 Cleveland, OH 44101-9603 Phone: 216-443-4100 Fax: 216-443-4186	439-449
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	Philadelphia Metro District: 3190 S. 70th Street, Room 502 Philadelphia, PA 19153-9651 Phone: 215-863-5061 Fax: 215-863-6074	189-194
Northern Virginia District: 8409 Lee Highway Merrifield, VA 22081-9651 Phone: 703-698-6380 Fax: 703-207-3660	201, 220-223, 226-227	South Jersey District: 501 Benigno Boulevard Bellmawr, NJ 08031-9651 Phone: 856-933-4262 Fax: 856-933-4241	077, 080-087, 197-199
Richmond District: 1801 Brook Road Richmond, VA 23232-9650 Phone: 804-775-6235 Fax: 804-698-4711	224-225, 228-239, 244	Western New York District: 55 Msgr. Valente Drive Buffalo NY 14206-9651 Phone: 716 846 2562 Fax: 716 846 2586	140-149
<b>Eastern Area</b>		Western Pennsylvania District: 1001 California Avenue, Room 2027 Pittsburgh, PA 15290-9651 Phone: 412-359-1468 Fax: 412 359-7108	
Appalachian District: 1002 Lee Street Charleston, WV 25301-1700 Phone: 304-561-1060 Fax: 304-561-1033	240-243, 245-259, 261-268	<b>Great Lakes 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	Central Illinois District: 6801 W. 73rd Street Bedford Park, IL 60499-9651 Phone: 703-563-7772 Fax: 708-563-7703	604, 605, 609, 613-619, 625-627

<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>
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
<b>Northeast Area</b>		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	<b>Pacific Area</b>	
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

## 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>
Honolulu District: 3600 Aolele Street Honolulu, HI 96820-9651 Phone: 808-423-3928 Fax: 808-423-3759	967-969	North Florida District: 3650 Southside Boulevard Jacksonville, FL 32216-9651 Phone: 904-645-3220 Fax: 904-641-7925	320-326, 344
Los Angeles District: 7001 S. Central Avenue Los Angeles, CA 90052-9614 Phone: 323-586-4481 Fax: 323-586-3702	900-904	South Florida District: 16000 Pines Boulevard Pembroke Pines, FL 33027-9990 Phone: 954-450-3016 Fax: 954-436-4350	330-334, 340, 349
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	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
San Diego District 11251 Rancho Carmel Drive San Diego, CA 92199-9651 Phone: 858-674-0417 Fax: 858-573-0566	919-925	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
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	Tennessee District: 525 Royal Parkway Nashville, TN 37229-9651 Phone: 615-885-9103 Fax: 615-885-9287	307, 370-385
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	<b>Southwest Area</b>	
Sierra Coastal District 28201 Franklin Parkway Santa Clarita, CA 91383-9650 Phone: 661-775-6663 Fax: 661-775-7114	910-916, 930-935	Albuquerque District: 1135 Broadway Boulevard, NE Albuquerque, NM 87101-9651 Phone: 505-346-8105 Fax: 505-346-8135	865, 870-875, 877-884
<b>Southeast Area</b>		Arkansas District: 420 Natural Resources Drive Little Rock, AR 72205-9651 Phone: 501-228-4121 Fax: 501-228-4299	716-729
Alabama District 351 24th Street N. Birmingham, AL 35203-9651 Phone: 205-521-0217 Fax: 205-254-0176	350-352, 354-368	Dallas District: 951 W. Bethel Road Coppell, TX 75099-9996 Phone: 972-462-2208 Fax: 972-462-2219	750-759
Atlanta District: 1605 Boggs Road North Metro, GA 30026-9651 Phone: 770-717-3435 Fax: 770-717-3405	300-303, 305, 306, 311, 399	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
Mississippi District: 401 E. South Street Jackson, MS 39201-9998 Phone: 601-351-7125 Fax: 601-351-7501	369, 386-397	Houston District: 401 Franklin Street, Room 115 Houston, TX 77201-9653 Phone: 713-226-3201 Fax: 713-226-3041	770-778

<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>
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	Mid-America District: 300 W. Pershing, Street 100 Kansas City, MO 64108-9995 Phone: 816-374-9358 Fax: 816-374-9701	636-641, 644-649, 654-658, 660-662, 667
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	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
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	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	840-847, 832-834, 836, 837
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	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
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		
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		