



F000 Basic Services

F010 Basic Information

Summary F010 describes reasons for nondelivery of mail, address adjustments (e.g., renumbering of streets), and how undeliverable-as-addressed mail is handled. It describes treatment of ancillary endorsements for all classes of mail. It also covers treatment of undeliverable mail with enclosures, mixed classes, and dead mail.

1.0 NONDELIVERY OF MAIL

Mail can be undeliverable for these reasons:

- a. No postage.
- b. Incomplete, illegible, or incorrect address.
- c. Addressee not at address (unknown, moved, or deceased).
- d. Mail unclaimed.
- e. Mail refused by the addressee at time of delivery.
- f. Mail refused by the addressee after delivery when permitted.
- g. Minimum criteria for mailability not met.

2.0 USPS ADDRESS ADJUSTMENTS

Types of Adjustments Mail can be undeliverable because of USPS adjustments such as the following:

- 2.1
 - a. Renumbering of houses.
 - b. Renaming of streets.
 - c. Conversion from rural-style addresses (rural route and box number or highway contract route and box number) to city-style addresses (house number and street name).
 - d. Realignment of rural or highway contract routes.
 - e. Conversion from rural or highway contract service to city delivery service.
 - f. Consolidation of routes.
 - g. Consolidation of post offices or adjustment of delivery districts.

Charges For 3 years after the date when the new address information appears in Address Information System (AIS) products, a mailer who regularly sends bulk mailings into an area affected by USPS adjustments is not charged for requested corrections to galley lists when such corrections relate to those adjustments.

Disposal Mail that is undeliverable because of USPS adjustments is redirected and delivered to the destination without an additional postage charge as follows:

- 2.3
 - a. For an adjustment under [2.1a](#) through [2.1c](#), for 1 year from the date when the new address appears in the AIS bimonthly products released in February, April, June, August, October, and December.
 - b. For an adjustment under [2.1d](#) through [2.1g](#), for 1 year from the end of the month in which the adjustment occurs.
 - c. For mail bearing the simplified address “Rural Route Box Customer,” “Highway Contract Route Box Customer,” or “Post Office Box Customer,” either for 90 days or until the next June 30, whichever is later.



Records 2.4 Records of address changes caused by USPS adjustments are kept by the local post office for 3 years.

3.0 DIRECTORY SERVICE

USPS letter carrier offices give directory service to the types of mail listed below that have an insufficient address or cannot be delivered at the address given (the USPS does not compile a directory of any kind):

- a. Mail with special services (certified, COD, registered, special handling).
- b. Foreign, except circulars. (Foreign mail received in quantities with letter-class postage but the general characteristics of circular mail is not given directory service.)
- c. Mail from overseas Armed Forces.
- d. Parcels mailed at any Package Services rate or endorsed by the mailer.
- e. Perishable matter.
- f. Official USPS mail.
- g. Express Mail Next Day Service (Post Office to Addressee only).

4.0 BASIC TREATMENT

General 4.1 Mail that is undeliverable as addressed is forwarded, returned to the sender, or treated as dead mail, as authorized for the particular class of mail. Undeliverable-as-addressed mail is endorsed by the USPS with the reason for nondelivery as shown in [Exhibit 4.1](#). All nonmailable pieces are returned to the sender.

**[4-1-04] USPS
Endorsements for
Mail Undeliverable as
Addressed
Exhibit 4.1**

Endorsement	Reason for Nondelivery
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with D042.2.5 through D042.2.7 .
Illegible*	Address not readable.
In Dispute*	Mail returned to sender by order of chief field counsel (or under D042) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address*	Mail from another post office without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
Moved, Left No Address	Addressee moved and filed no change-of-address order.
No Mail Receptacle*	Addressee failed to provide a receptacle for receipt of mail.
No Such Number*	Addressed to nonexistent number and correct number not known.
No Such Office in State*	Addressed to nonexistent post office.
No Such Street*	Addressed to nonexistent street and correct street not known.
Not Deliverable as Addressed—Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.
Outside Delivery Limits*	Addressed to location outside delivery limits of post office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.



Endorsement	Reason for Nondelivery
Refused*	Addressee refused to accept mail or pay postage charges on it.
Returned for Better Address*	Mail of local origin incompletely addressed for distribution or delivery.
Returned for Postage	Mail without postage or indication that postage fell off.
Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law*	Mail returned to sender under false representation order and lottery order.
Returned to Sender Due to Addressee's Violation of Postal False Representation Law*	Mail returned to sender under false representation order.
Returned to Sender Due to Addressee's Violation of Postal Lottery Law*	Mail returned to sender under lottery order.
Temporarily Away*	Addressee temporarily away and period for holding mail expired.
Unclaimed*	Addressee abandoned or failed to call for mail.
Undeliverable as Addressed, Missing PMB or # Sign	Failure to comply with D042.2.6e .
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

* Alternative addressing formats may not be used on the following: Express Mail pieces; mail with any special service; mail sent with any ancillary service endorsement; mail sent to any overseas military post office. When an alternative addressing format is used on Periodicals pieces, the publisher is notified of nondelivery only for those reasons marked with an asterisk (*).

Official Mail
4.2 Official mail is treated the same as mail for the general public. All fees and services must be paid or collected on delivery of mail or address correction notices.

Mailer Endorsement
4.3 A mailer endorsement is used to request forwarding, return, or address correction service. This endorsement (and other marking) must be prepared under [M012](#). The endorsements authorized for each class of mail and the required wording are listed in the charts according to class of mail.

Order
4.4 The information in the charts in this unit is associated with a customer's change-of-address order. Information on temporary changes of address is not provided.

Special Services
4.5 Mail with special services is treated according to the charts for each class of mail in [5.0](#), except that:

- Undeliverable-as-addressed certified mail is treated as First-Class Mail.
- All insured First-Class Mail is forwarded and returned at no additional cost. All insured Standard Mail and Package Services is forwarded or returned.
- Parcels with special handling that are undeliverable as originally addressed and forwarded to the addressee continue to receive special handling service without an additional special handling fee.
- Undeliverable-as-addressed return receipt for merchandise mail receives the treatment appropriate for the class of mail of the host piece.
- All registered mail items are treated as registered while they are being forwarded or returned.

Metered Pieces
4.6 Mail paid by postage meter that does not have a delivery address and a return address is returned to the post office of mailing. The reason for nondelivery is attached but the address correction fee is not charged. The piece is returned to the meter licensee upon payment of the applicable return postage.



Mailgrams 4.7 Undeliverable-as-addressed Mailgrams are treated as First-Class Mail.

5.0 CLASS TREATMENT FOR ANCILLARY SERVICES

First-Class Mail and Priority Mail 5.1 **[4-1-04]** Undeliverable-as-addressed (UAA) First-Class Mail (including stamped cards and postcards) and Priority Mail are treated as described in [Exhibit 5.1](#), with these additional conditions:

- a. First-Class Mail and Priority Mail cards and unregistered letters that do not appear to contain merchandise and do not bear "Return Service Requested" or "Change Service Requested" (Option 1 only) may be forwarded to international addresses.
- b. Alternative addressing formats under [A020](#) may not be used on mail with any ancillary service endorsement or mail with any special service. Forwarding service is not provided for such mail. Undeliverable First-Class Mail with any alternative addressing format is returned with the reason for nondelivery attached only if the address is incorrect or incomplete or the mail is undeliverable for another reason as shown in [Exhibit 4.1](#).
- c. The Priority Mail portion of a Priority Mail drop shipment receives the forwarding, return, and address correction services described in [Exhibit 5.1](#). The mail enclosed within the drop shipment receives the services appropriate for its class.
- d. First-Class Mail or Priority Mail bearing Standard Mail markings and endorsements permitted by [E600](#) and [P100](#) receives forwarding, return, and address correction services for Standard Mail under [5.3](#).
- e. "Change Service Requested" is not permitted for the following:
 - (1) Priority Mail, other than Priority Mail containing perishable matter under [C022](#) (except for live animals).
 - (2) First-Class Mail or Priority Mail containing hazardous materials under [C023](#).
 - (3) First-Class Mail or Priority Mail with a special service other than Delivery Confirmation or Signature Confirmation.
- f. Address Change Service (ACS) as described in [F030](#) is available for First-Class Mail and Priority Mail displaying the appropriate ACS participant code for an authorized ACS participant in conjunction with a permitted ancillary service endorsement. The only endorsements permitted for use on valid First-Class Mail and Priority Mail ACS pieces are "Address Service Requested" and "Change Service Requested" subject to the following:
 - (1) "Address Service Requested" (Option 1) is valid for use on all mailpieces, including ACS participating pieces. "Address Service Requested" (Option 2) is valid for use only on ACS participating pieces.
 - (2) "Change Service Requested" (Options 1 and 2) are valid for use only on ACS participating pieces.
 - (3) The words "Option 1" or "Option 2" must not be part of the "Address Service Requested" or "Change Service Requested" endorsement on mailpieces.
 - (4) Participating ACS mailers are limited to selecting only one of the two options available for "Address Service Requested" and one of the two options available for "Change Service Requested." The option(s) selected along with the mailer's ACS participant code will be



programmed at the CFS unit to facilitate processing of valid ACS pieces within the conditions that apply to ACS.

**Treatment of
Undeliverable
First-Class Mail and
Priority Mail**
Exhibit 5.1

Mailer Endorsement	USPS Treatment of UAA Pieces
No endorsement	In all cases: Same treatment as "Forwarding Service Requested."
"Address Service Requested"	Option 1¹ If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge); separate notice of new address provided (address correction fee charged). Months 13 through 18: piece returned with new address attached (no charge). After month 18: piece returned with reason for nondelivery attached (no charge). Option 2² If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge); separate notice of new address provided (address correction fee charged). Months 13 through 18: piece returned with new address attached (no charge); separate notice of new address provided (address correction fee charged). After month 18: piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged).
"Forwarding Service Requested"	If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge). Months 13 through 18: piece returned with new address attached (no charge). After month 18: piece returned with reason for nondelivery attached (no charge).
"Return Service Requested"	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, no charge).
"Change Service Requested" ²	Option 1² In all cases (regardless of whether a change-of-address order is on file): Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS. Option 2² If no change-of-address order on file: Piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge); separate notice of new address provided (address correction fee charged). Months 13 through 18: piece disposed of by USPS; separate notice of new address provided (address correction fee charged). After month 18: piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged). Restrictions (for Options 1 and 2) The following restrictions apply: (1) This endorsement is limited to use on valid mailpieces bearing a proper ACS participant code and only for: (a) Priority Mail containing perishable matter (other than live animals) and the marking "Perishable" and; (b) First-Class Mail (excluding hazardous materials). (2) Delivery Confirmation and Signature Confirmation are the only special services permitted with this endorsement.

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Mailer Endorsement	USPS Treatment of UAA Pieces
“Temp—Return Service Requested”	If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge). If permanent change-of-address order on file: Piece returned with new address or reason for nondelivery attached (in either case, no charge). If temporary change-of-address order on file: Piece forwarded to temporary address (no charge); no separate notice of temporary address provided.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces subject to [F030](#).
2. Valid only for ACS participating pieces subject to [F030](#) other than pieces containing hazardous materials.

Periodicals

5.2

[4-1-04] Undeliverable-as-addressed (UAA) Periodicals publications (including publications pending Periodicals authorization) are treated as described in [Exhibit 5.2](#), with these additional conditions:

- a. Periodicals matter is forwarded only to domestic addresses.
- b. Publications with an alternative addressing format under [A020](#) are delivered to the address when possible. Forwarding service is not provided for such mail. Periodicals publishers are notified only when mailpieces with the occupant or exceptional address formats are undeliverable for solely address-related reasons.
- c. When a change of address is filed, copies of Periodicals publications bearing the old address are forwarded to the new address even if the copies show the sender’s request for return.
- d. Address correction service is mandatory for all Periodicals publications, and the address correction service fee must be paid for each notice issued.
- e. Address correction service (including Address Change Service (ACS)) is provided for the first issue after 60 days for all publications, unless copies are to be returned at the publisher’s request. ACS participants may receive the change notice before day 60, if so requested. Copies received after the address correction notice is mailed are disposed of by the USPS. When copies of the publication cannot be forwarded, the address correction notice is prepared for the first undeliverable issue of the publication received. Forms 3579 are mailed to publishers at least once a week.
- f. The publisher may request the return of copies of undelivered Periodicals by printing the endorsement “Address Service Requested” on the envelopes or wrappers, or on one of the outside covers of unwrapped copies, immediately preceded by the sender’s name, address, and ZIP+4 or 5-digit ZIP Code. This endorsement obligates the publisher to pay return postage. Each returned piece is charged the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies (see [E130](#)). When the address correction is provided incidental to the return of the piece, there is no charge for the correction.
- g. A publisher of Periodicals publications may request a refund of the fees paid for duplicate address correction notices on Forms 3579 provided by the USPS if the customer submitted a change-of-address order and the first and duplicate notices are provided on magnetic tape by ACS or as a printed copy by a Computerized Forwarding System (CFS) unit. The refund request must be supported by documentation showing the number of duplicate notices received. The USPS does not process refunds for duplicate notices if:
 - (1) The customer did not submit a change-of-address order.



- (2) The original and duplicate notices are not provided both by ACS or both by CFS.
- (3) The publisher does not submit documentation to support the refund amount.

**Treatment of
Undeliverable
Periodicals**
Exhibit 5.2

Mailer Endorsement	USPS Treatment of UAA Pieces
No endorsement ¹	If no change-of-address order on file: Separate notice of reason for nondelivery provided (address correction fee charged); piece disposed of by USPS. If change-of-address order on file: First 60 days: piece forwarded (no charge). After 60-day period: separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS.
“Address Service Requested” ¹	If no change-of-address order on file: Piece returned with reason for nondelivery attached (only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece). If change-of-address order on file: First 60 days: piece forwarded (no charge). After 60-day period: piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece).
“Forwarding Service Requested”	Not available for Periodicals.
“Return Service Requested”	Not available for Periodicals.
“Change Service Requested”	Not available for Periodicals.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

Standard Mail
5.3

Undeliverable-as-addressed (UAA) Standard Mail is treated as described in [Exhibit 5.3a](#) and [Exhibit 5.3b](#), with these additional conditions:

- a. Standard Mail is forwarded only to domestic addresses.
- b. The exceptional address format under [A020](#) may not be used on mail with any ancillary service endorsement or mail with any special service. Forwarding service and address correction service are not provided for undeliverable Standard Mail with this address format.
- c. The endorsement “Change Service Requested” is not permitted for Standard Mail containing hazardous materials under [C023](#). Standard Mail containing hazardous materials must bear the endorsement “Address Service Requested,” “Forwarding Service Requested,” or “Return Service Requested.”
- d. Standard Mail can be forwarded or returned at the appropriate Media Mail or Library Mail rate if the content of the mail qualifies as Media Mail under [E713](#) or Library Mail under [E714](#) and the mail is marked “Media Mail” or “Library Mail” directly below the ancillary service endorsement.
- e. Mail that can qualify for Shipper Paid Forwarding under the applicable standards in [F020](#) is forwarded or returned at the First-Class Mail single-piece rate or Priority Mail single-piece rate applicable for the weight of the piece.
- f. If a Standard Mail piece and any attachment to that piece are not opened by the addressee and the sender has guaranteed forwarding and return postage, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage. If a Standard Mail piece or any



- attachment to that piece is opened by the addressee, the addressee must affix the required postage to return the piece to the sender.
- g. Standard Mail with insurance or return receipt for merchandise must be endorsed “Address Service Requested,” “Forwarding Service Requested,” or “Return Service Requested.” Standard Mail with Delivery Confirmation must be endorsed “Address Service Requested,” “Forwarding Service Requested,” “Return Service Requested,” or “Change Service Requested.”
 - h. When a large volume of identical-weight pieces originates from a single mailer and is endorsed “Return Service Requested,” the USPS may weigh a sample of at least 25 pieces and divide that weight by the number of pieces to determine the weight of a single piece. After the per piece weight is determined, all the pieces are weighed in bulk and divided by the per piece weight to determine the total number of pieces. The return postage is calculated using these numbers. Pieces of identical weight counted in this manner are returned to the sender with the new address or the reason for nondelivery endorsed on the piece.
 - i. A weighted fee is charged when an unforwardable or undeliverable piece is returned to the sender and the piece is endorsed “Address Service Requested” or “Forwarding Service Requested.” The weighted fee is the First-Class Mail or Priority Mail single-piece rate and, if applicable, the nonmachinable surcharge (see [E130](#)), multiplied by 2.472 and rounded up to the next whole cent (if the computation yields a fraction of a cent). The weighted fee is computed (and rounded if necessary) for each piece individually. Using “Address Service Requested” or “Forwarding Service Requested” obligates the sender to pay the weighted fee on all returned pieces.
 - j. Returned pieces endorsed “Return Service Requested” are charged the First-Class Mail single-piece rate or Priority Mail single-piece rate and, if applicable, the nonmachinable surcharge (see [E130](#)).
 - k. Mail sent as Bulk Parcel Return Service (BPRS) under [S924](#) is returned at the BPRS per piece fee if one of the endorsements includes “— BPRS” as shown in [Exhibit 5.3b](#).
 - l. Customized MarketMail under [E660](#) is not eligible to use ancillary service endorsements.

Treatment of Undeliverable Standard Mail
Exhibit 5.3a

Mailer Endorsement	USPS Treatment of UAA Pieces
No endorsement ¹	In all cases: Piece disposed of by USPS. Restrictions: Standard Mail containing hazardous materials must bear a permissible endorsement (see 5.3e).
“Address Service Requested” ²	If no change-of-address order on file: Piece returned with reason for nondelivery attached (only weighted fee charged). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge); separate notice of new address provided (address correction fee charged). Months 13 through 18: piece returned with new address attached (only weighted fee charged). After month 18: piece returned with reason for nondelivery attached (only weighted fee charged).



Mailer Endorsement	USPS Treatment of UAA Pieces
“Forwarding Service Requested”	If no change-of-address order on file: Piece returned with reason for nondelivery attached (only weighted fee charged). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge). Months 13 through 18: piece returned with new address attached (only weighted fee charged). After month 18: piece returned with reason for nondelivery attached (only weighted fee charged).
“Return Service Requested”	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece).
“Change Service Requested”^{1,3}	In all cases: Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS. Restrictions The following restrictions apply: (1) Delivery Confirmation is the only special service permitted with this endorsement. (2) This endorsement is not permitted for Standard Mail containing hazardous materials.

1. Not valid for pieces containing hazardous materials.
2. Valid for all pieces, including Address Change Service (ACS) participating pieces.
3. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

**Treatment of
Undeliverable BPRS
Standard Mail**
Exhibit 5.3b

Mailer Endorsement	USPS Treatment of UAA Pieces
“Return Service Requested — BPRS”	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, only Bulk Parcel Return Service fee charged).
“Address Service Requested — BPRS”	If no change-of-address order on file: Piece returned with reason for nondelivery attached (only Bulk Parcel Return Service fee charged). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge to addressee); separate ACS notice of new address provided (ACS address correction fee and forwarding postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece, via ACS participant code). Months 13 through 18: piece returned with new address attached (only Bulk Parcel Return Service fee charged). After month 18: piece returned with reason for nondelivery attached (only Bulk Parcel Return Service fee charged).

Package Services
5.4

Undeliverable-as-addressed (UAA) Package Services mail is treated as described in [Exhibit 5.4](#), with these additional conditions:

- a. Package Services mail is forwarded only to domestic addresses.
- b. The exceptional address format under [A020](#) may not be used on mail with any ancillary service endorsement or mail with any special service. Forwarding service is not provided for such mail. Undeliverable Parcel Post, Media Mail, and Library Mail with this address format are returned with the reason for nondelivery attached only if the address is incorrect or incomplete or the mail is undeliverable for another reason as shown in [Exhibit 4.1](#). Undeliverable Bound Printed Matter with this address format is disposed of by the USPS.



- c. The endorsement “Change Service Requested” is not permitted for Package Services mail containing hazardous materials under C023.
- d. If a Package Services piece and any attachment to that piece are not opened by the addressee and the sender has guaranteed forwarding and return postage, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage and still have other Package Services pieces forwarded to the addressee. If a Package Services piece or any attachment to that piece is opened by the addressee, the addressee must affix the required postage to return the piece to the sender. If the addressee does not want to pay forwarding postage for all Package Services mail, the postmaster of the new address must use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package Services mail.
- e. Package Services mail bearing a postage meter indicia from a customer meter that is unaddressed and without a return address (undeliverable) is returned to the post office of mailing. The reason for nondelivery is attached without charging the address correction fee. The piece is returned to the meter licensee on payment of the return postage.
- f. Bound Printed Matter with no ancillary service endorsement and:
 - (1) With Delivery Confirmation, with Signature Confirmation, or with no other special service, is disposed of by USPS.
 - (2) With a special service other than Delivery Confirmation or Signature Confirmation is treated as though endorsed “Forwarding Service Requested.”

Treatment of
Undeliverable
Package Services
Mail
Exhibit 5.4

Mailer Endorsement	USPS Treatment of UAA Pieces
No endorsement	In all cases: Same treatment as “Forwarding Service Requested.” Exception: Bound Printed Matter with Delivery Confirmation, with Signature Confirmation, or with no other special service is disposed of by USPS.
“Address Service Requested” ¹	If no change-of-address order on file: Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate). If change-of-address order on file: Months 1 through 12: piece forwarded locally (no charge); forwarded out of town (as postage due for addressee at appropriate Package Services single-piece rate); separate notice of new address provided (address correction fee charged). If addressee refuses to pay postage due, piece returned with reason for nondelivery attached (only forwarding postage, where attempted, and return postage charged at appropriate Package Services single-piece rate). Months 13 through 18: piece returned with new address attached (only return postage charged at appropriate Package Services single-piece rate). After month 18: piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate).



Mailer Endorsement	USPS Treatment of UAA Pieces
“Forwarding Service Requested”	If no change-of-address order on file: Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate). If change-of-address order on file: Months 1 through 12: piece forwarded locally (no charge); forwarded out of town (as postage due for addressee at appropriate Package Services single-piece rate). If addressee refuses to pay postage due, piece returned with reason for nondelivery attached (only forwarding postage, where attempted, and return postage charged at appropriate Package Services single-piece rate). Months 13 through 18: piece returned with new address attached (only return postage charged at appropriate Package Services single-piece rate). After month 18: piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate).
“Return Service Requested”	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at appropriate Package Services single-piece rate).
“Change Service Requested” ²	In all cases: Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS. Restrictions The following restrictions apply: (1) Delivery Confirmation and Signature Confirmation are the only special services permitted with this endorsement. (2) This endorsement is not permitted for Package Services mail containing hazardous materials.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.

2. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

Express Mail

5.5

Undeliverable-as-addressed (UAA) Express Mail is treated as described in [Exhibit 5.5](#), with these additional conditions:

- a. Express Mail is forwarded only to domestic addresses.
- b. Directory service is provided for Express Mail that cannot be delivered because of an incorrect or incomplete address.
- c. The Express Mail portion of an Express Mail drop shipment receives the forwarding, return, and address correction services described in [Exhibit 5.5](#). The mail enclosed within the drop shipment receives the services appropriate for its class.
- d. Undeliverable or unclaimed Express Mail is held by the USPS for 5 workdays before it is returned to the sender at no additional postage, unless either of the following applies:
 - (1) The mail is refused before the end of the 5 workdays.
 - (2) The mail is not refused and the sender has specified in the return address a longer holding period (not to exceed 30 days). The sender may also place an instruction above the return address, subject to [M012.4.0](#), directing the return of undeliverable mail after fewer than 5 workdays.



**Treatment of
Undeliverable
Express Mail**
Exhibit 5.5

Mailer Endorsement	USPS Treatment of UAA Pieces
No endorsement	In all cases: Same as USPS treatment for “Forwarding Service Requested.”
“Address Service Requested”	If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge); separate notice of new address provided (address correction fee charged). Months 13 through 18: piece returned with new address attached (no charge). After month 18: piece returned with reason for nondelivery attached (no charge).
“Forwarding Service Requested”	If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge). If change-of-address order on file: Months 1 through 12: piece forwarded (no charge). Months 13 through 18: piece returned with new address attached (no charge). After month 18: piece returned with reason for nondelivery attached (no charge).
“Return Service Requested”	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, no charge).
“Change Service Requested”	Not available for Express Mail.

6.0 ENCLOSURES AND ATTACHMENTS

Periodicals

6.1

Undeliverable Periodicals (including publications pending Periodicals authorization) with a nonincidental First-Class Mail attachment or enclosure are returned at the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies (see E130). The weight of the attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable Periodicals (including publications pending Periodicals authorization) with an incidental First-Class Mail attachment or enclosure are treated as dead mail unless endorsed “Address Service Requested.”

Standard Mail

6.2

Undeliverable, unendorsed Standard Mail with a nonincidental First-Class Mail attachment or enclosure is returned at the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies (see E130). The weight of the First-Class Mail attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Standard Mail with an incidental First-Class Mail attachment or enclosure is treated as dead mail.

Package Services

6.3

Undeliverable, unendorsed Package Services with a nonincidental First-Class Mail attachment or enclosure is either forwarded or returned at the single-piece Package Services rate. The weight of the First-Class attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Package Services with incidental First-Class attachments or enclosures is returned at the single-piece Package Services rate.



7.0 MIXED CLASSES

Combination With First-Class

7.1

Combination mailings of First-Class Mail with Standard Mail or Package Services are provided the forwarding and return service of Standard Mail, as appropriate:

- a. An undeliverable combination mailpiece, including a piece that cannot be forwarded, one part of which is First-Class Mail (other than an incidental First-Class attachment or enclosure), must be returned to the sender, subject to the charge for return according to its class. The weight of the First-Class piece is not included when computing the charge for return of the Periodicals, Standard Mail, or Package Services part.
- b. Items with incidental First-Class enclosures or attachments are returned according to the class of the host piece.
- c. An undeliverable combination mailpiece *that is not returnable to the sender*, of which one part is First-Class Mail, is given the treatment that applies to the class of the other part.

Other Combinations

7.2

Pieces of Periodicals, Standard Mail, or Package Services with other classes of mail attached or enclosed (other than incidental First-Class attachments or enclosures) must be forwarded as specified for the host piece by the applicable standards. Neither the enclosures nor the host piece are provided the forwarding service of First-Class Mail.

Host Piece

7.3

Any undeliverable combination mailpiece that does not include First-Class matter is given the treatment applicable to the host piece.

Parcel

7.4

A combination parcel containing Media Mail and Bound Printed Matter is charged postage at the Parcel Post Inter-BMC rate when forwarded or returned.

8.0 DEAD MAIL

Basic Information

8.1

Dead mail is matter deposited in the mail that is or becomes undeliverable and cannot be returned to the sender from the last office of address. Every reasonable effort is made to match articles found loose in the mail with the envelope or wrapper from which lost and to return or forward the articles.

- a. Nonmail matter (e.g., wallets and bank deposits) found in collection boxes or at other points within USPS jurisdiction is returned postage due at the single-piece First-Class Mail or Priority Mail rate for keys and identification devices that is applicable based on the weight of the matter.
- b. Undeliverable, unendorsed Standard Mail, printed matter, circulars, newspapers, magazines, and other publications, and unidentified articles that have no value are disposed of as waste.
- c. Undeliverable articles of \$10 or more in value are treated as dead mail.
- d. Dead letters are opened at mail recovery centers to determine the name and address of the addressee or sender to permit delivery or return.
- e. Except for unendorsed Standard Mail, all undeliverable Standard Mail and Package Services, and insured First-Class Mail containing Standard Mail or Package Services enclosures, that cannot be returned because of an incorrect, incomplete, illegible, or missing return address is opened and examined to identify the sender or addressee.
- f. Dead parcels are opened at mail recovery centers to determine name and address of the addressee or sender to permit delivery or return. Dead parcels returned to the sender or delivered to the addressee are rated postage due at



the zone rate from the dead parcel branch. If parcels are endorsed to show that they are USPS property, or that the sender refused to pay postage due on return as undelivered, the parcels are considered USPS property.

**Books and Sound
Recordings**

8.2

Books and sound recordings are disposed of by the USPS under [8.1](#) and [8.3](#), unless the publisher or distributor requests that books and sound recordings bearing specific trade names, company names, or other organizational identifications be released to the requester or its representative. The requester must submit a written application to the Manager, Policy and Program Development, Office of the Consumer Advocate, USPS Headquarters. The application must state that the requester is the publisher or distributor of the books and sound recordings listed. The request may specify only one location where the books and sound recordings are to be picked up. If the request is approved, instructions and conditions for release are established. The approval stays in effect for 5 years or until canceled in writing by the requester or the USPS.

**USPS Policy and
Procedures**

8.3

The *Postal Operations Manual* contains USPS policy and procedures for handling and disposing of dead mail (including through sale at auction or by donation to institutions).