507 Mailer Services

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1.0 Treatment of Mail

1.1 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.

1.2 USPS Address Adjustments

1.2.1 Types of Adjustments

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

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.

1.2.2 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.

1.2.3 Disposal

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

a. For an adjustment under 1.2.1a through 1.2.1c, 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 1.2.1d through 1.2.1g, for 1 year from the end of the month in which the adjustment occurs.

c. For mail bearing the simplified address “Postal Customer,” “Residential Customer,” “Rural Route Box Holder,” “Highway Contract Route Box Holder,” or “Post Office Box Holder,” for 90 days or until the next June 30, whichever is later.

1.2.4 Records

Records of address changes caused by USPS adjustments are kept by the local Post Office for 3 years.

1.3 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 extra 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 or Parcel Select price.

e. Perishable matter.

f. Official USPS mail.

g. Express Mail Next Day Service (Post Office to Addressee only).

1.4 Basic Treatment

1.4.1 General

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 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed*. All nonmailable pieces are returned to the sender.

Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed

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 508.1.8.1 through 508.1.8.3.
Illegible*	Address not readable.
In Dispute*	Mail returned to sender by order of chief field counsel (or under 508.1.0 and 508.2.0) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address*	Mail 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.
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, Mailpiece Contains Nonmailable Contents.	Mail returned to sender due to contents that are nonmailable.
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.

* Alternative addressing formats may not be used on the following: Express Mail pieces; mail with any extra service listed in 602.3.1.2e; mail sent with any ancillary service endorsement; and 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 (*).

ENDORSEMENT	REASON FOR NONDELIVERY
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 508.1.8.2e..
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 extra service listed in 602.3.1.2e; mail sent with any ancillary service endorsement; and 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 (*).

1.4.2 Official Mail

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.

1.4.3 Mailer Endorsement

A mailer endorsement is used to request forwarding, return, or address correction service. This endorsement (and other marking) must be prepared under 102, 202, 302, or 402. The endorsements authorized for each class of mail and the required wording are listed in the charts according to class of mail.

1.4.4 Order

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.

1.4.5 Extra Services

Mail with extra services is treated according to the charts for each class of mail in 1.5, except that:

a. Undeliverable-as-addressed Certified Mail is treated as First-Class Mail.

b. All insured First-Class Mail. First-Class Package Service and Priority Mail pieces are forwarded and returned at no additional charge. All insured Standard Mail, Package Services, and Parcel Select pieces are forwarded or returned.

c. 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.

d. Undeliverable-as-addressed return receipt for merchandise mail receives the treatment appropriate for the class of mail of the host piece.

e. All Registered Mail items are treated as registered while they are being forwarded or returned.

1.4.6 Metered Pieces

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.

1.5 Treatment for Ancillary Services by Class of Mail

1.5.1 First-Class Mail, First-Class Package Service, and Priority Mail

Undeliverable-as-addressed First-Class Mail (including postcards), First-Class Package Service, and Priority Mail pieces are treated under Exhibit 1.5.1, 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 602.3.0 may not be used on mail with any ancillary service endorsement or mail with any extra 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 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed*.

c. The Priority Mail portion of a Priority Mail drop shipment receives the forwarding, return, and address correction services described in Exhibit 1.5.1. The mail enclosed within the drop shipment receives the services appropriate for its class.

d. First-Class Mail, First-Class Package Service or Priority Mail pieces bearing Standard Mail markings and endorsements under 202 and 244.5.1 for letters, 302 and 344.5.1 for flats, and 402 and 444.4.1 for parcels receives forwarding, return, and address correction services for Standard Mail under 1.5.3.

e. "Change Service Requested" is not permitted for the following:

   1. Priority Mail, other than Priority Mail containing perishable matter under 601.9.0 (except for live animals).

   2. First-Class Mail, First-Class Package Service, or Priority Mail pieces containing hazardous materials under 601.10.0.

   3. First-Class Mail, First-Class Package Service or Priority Mail pieces with an extra service other than Delivery Confirmation or Signature Confirmation.

f. Address Change Service under 4.0 is available for First-Class Mail, First-Class Package Service, and Priority Mail pieces with the ACS participant code for an authorized ACS participant and a valid ancillary service endorsement. Mailers participating in OneCode ACS under 4.2.6 may print an Intelligent Mail barcode on First-Class Mail automation letters instead of a participant code and endorsement. The only endorsements permitted on First-Class Mail, First-Class Package Service and Priority Mail valid ACS pieces are "Address Service Requested", "Change Service Requested" or "Electronic 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.

Exhibit 1.5.1 Treatment of Undeliverable First-Class Mail, First-Class Package Service and Priority Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
No Endorsement	**In all cases:** Same treatment as "Forwarding Service Requested."	
"Electronic Service Requested"	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested" and "Change Service Requested" handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.	
"Address Service Requested"	*OPTION 1* [1]	**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 2 [2]	**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"[3]	**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).	

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES	
"Change Service Requested"	*OPTION 1* [2]	**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 2 [2]	**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 and First-Class Package Service (excluding hazardous materials). (2) Delivery Confirmation and Signature Confirmation are the only extra services permitted with this endorsement.
"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 507.4.0.
2. Valid only for ACS participating pieces subject to 507.4.0 other than pieces containing hazardous materials.
3. Does not meet Move Update requirement.

1.5.2 Periodicals

Undeliverable-as-addressed (UAA) Periodicals publications (including publications pending Periodicals authorization) are treated as described in Exhibit 1.5.2, with these additional conditions:

a. Periodicals matter is forwarded only to domestic addresses.

b. Publications with an alternative addressing format under 602.3.0 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 price for the weight and shape of the piece, and the nonmachinable surcharge if applicable, or the Priority Mail price for the weight and destination of the piece. 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 on 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.

Exhibit 1.5.2 Treatment of Undeliverable Periodicals

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.
“Electronic Service Requested”	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. Handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
"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 price or Priority Mail single-piece price, 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 price or Priority Mail single-piece price, 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.

1.5.3 Standard Mail and Parcel Select Lightweight

[1-22-12] Undeliverable-as-addressed (UAA) Standard Mail and Parcel Select Lightweight is treated as described in Exhibit 1.5.3a and Exhibit 1.5.3k, with these additional conditions:

a. Standard Mail and Parcel Select Lightweight are forwarded only to domestic addresses.

Exhibit 1.5.3a Treatment of Undeliverable Standard Mail and Parcel Select Lightweight

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 507.1.5.3c.).
"Electronic Service Requested"	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested" and "Change Service Requested" handling instructions are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.
"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).
"Address Service Requested" [3]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached (First-Class Mail price charged). **If change-of-address order on file:** • *Months 1 through 12:* Piece forwarded (letter or flat postage charged to mailer); separate notice of new address provided (address correction fee charged). • *Months 13 through 18:* Piece returned with new address attached (First-Class Mail price charged). • *After month 18:* Piece returned with reason for nondelivery attached (First-Class Mail price charged).
"Forwarding Service Requested"[4]	**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 price or Priority Mail single-piece price, as appropriate for weight of piece).

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
"Change Service Requested" [1, 5]	**If no change-of-address order on file, or if change-of-address order is on file and mailer does not participate in Shipper Paid Forwarding:** Notice of new address or reason for nondelivery provided (address correction fee charged); piece disposed of by USPS. **If change-of-address order on file and mailer participates in Shipper Paid Forwarding:** • *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:* The following restrictions apply: (1) Delivery Confirmation is the only extra 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 not using Address Change Service electronic and automated options under footnote 3.
3. Valid only for pieces using Address Change Service electronic and automated options as automated postage due transactions are implemented.
4. Does not meet the Move Update requirement.
5. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

b. The exceptional address format under 602.3.0 may not be used on mail with any ancillary service endorsement or mail with any extra 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 or Parcel Select Lightweight pieces containing hazardous materials under 601.10.0. Standard Mail containing hazardous materials must bear the endorsement "Address Service Requested," "Forwarding Service Requested," or "Return Service Requested."

d. Standard Mail or Parcel Select Lightweight pieces can be forwarded or returned at the appropriate Media Mail or Library Mail price if the content of the mail qualifies as Media Mail or Library Mail under 173, 373, or 473 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 2.3.5 is forwarded or returned at the First-Class Mail single-piece price or Priority Mail single-piece price applicable for the weight of the piece.

f. If a Standard Mail or Parcel Select Lightweight piece or any attachment to that piece is 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 or Parcel Select Lightweight 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 or Parcel Select Lightweight with bulk 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 price and, if applicable, the nonmachinable surcharge (see 123.1.0 or 133.1.0), 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. A returned piece endorsed "Return Service Requested" is charged the applicable single-piece First-Class Mail price for the weight and shape of the piece, or the Priority Mail price for the weight and destination of the piece.

k. Mail sent as Bulk Parcel Return Service (BPRS) under 505.6.0 is returned at the BPRS per piece fee if one of the endorsements includes "— BPRS" as shown in Exhibit 1.5.3k.

Exhibit 1.5.3k Treatment of Undeliverable BPRS Standard Mail

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 price or Priority Mail single-piece price, 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).

l. Customized MarketMail under 705.1.0 is not eligible to use ancillary service endorsements.

1.5.4 Package Services and Parcel Select

[1-22-12] Undeliverable-as-addressed (UAA) Package Services and Parcel Select mailpieces are treated as described in Exhibit 1.5.4, with these additional conditions:

a. Package Services and Parcel Select mail is forwarded only to domestic addresses.

b. The exceptional address format under 602.3.0 may not be used on mail with any ancillary service endorsement or mail with any extra service. Forwarding service is not provided for such mail. Undeliverable Parcel Post, Parcel Select, 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 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed*. 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 or Parcel Select mailpieces containing hazardous materials under 601.10.0.

d. If a Package Services (except for unendorsed Bound Printed Matter) or a Parcel Select mailpiece and any attachment are not opened by the addressee, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage. Pieces endorsed "change service requested" are not returned to sender. If a Package Services or Parcel Select piece or any attachment to that piece is opened by the addressee, the addressee must affix the applicable postage to return the piece to the sender. If the addressee does not want to pay forwarding postage for all Package Services mail, use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package Services mail.

e. An undeliverable Package Services (except for unendorsed Bound Printer Matter) or a Parcel Select mailpiece that bears postage with a postage evidencing imprint and that has no return address or illegible return address is returned to the meter licensee or PC Postage customer upon payment of the return postage. The reason for nondelivery is attached, with no address correction fee. All Package Services and Parcel Select pieces must have a legible return address.

f. Bound Printed Matter with no ancillary service endorsement and:

   1. With Delivery Confirmation, with Signature Confirmation, or with no other extra service, is disposed of by USPS.

   2. With an extra service other than Delivery Confirmation or Signature Confirmation is treated as though endorsed "Forwarding Service Requested."

g. See 1.5.3 for instructions for undeliverable Parcel Select Lightweight pieces.

Exhibit 1.5.4 Treatment of Undeliverable Package Services Mail and Parcel Select

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 extra service is disposed of by USPS.
"Electronic Service Requested"	**In all cases:** Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested" and "Change Service Requested" handling instructions are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.
"Address Service Requested" [1]	**If no change-of-address order on file:** Piece is returned with reason for nondelivery attached (only return postage charged) as follows: • Parcel Select: at the Parcel Select Nonpresort price plus the additional service fee. • Package Services: at the appropriate single-piece price for the specific class of mail. **If change-of-address order on file:** • *Months 1 through 12*: Package Services forwarded at the single-piece price for the class of mail. Parcel Select forwarded as postage due to addressee at the Parcel Select Nonpresort price plus the additional service fee for Parcel Select. In both cases, separate notice of new address is provided (address correction fee charged). If addressee refuses to pay postage due, piece is returned with reason for nondelivery attached and postage charged as follows: a. Parcel Select: at the Parcel Select Nonpresort price plus the additional service fee. b. Package Services: at the single-piece price for the class of mail. • *Months 13 through 18*: Piece returned with new address attached (postage charged as noted in items a and b under "Months 1 through 12.") • *After month 18*: Piece returned with reason for nondelivery attached (postage charged as noted in items a and b under "Months 1 through 12.")
"Forwarding Service Requested"[2]	**If no change-of-address order on file:** Piece returned with reason for nondelivery attached; return postage charged as follows: • Parcel Select: at the Parcel Select Nonpresort price plus the additional service fee. • Package Services: at the appropriate single-piece price for the specific class of mail. **If change-of-address order on file:** • *Months 1 through 12*: Package Services forwarded at the single-piece price for the class of mail. Parcel Select forwarded as postage due to addressee at the Parcel Select Nonpresort price plus the additional service fee for Parcel Select. If addressee refuses to pay postage due, piece returned with reason for nondelivery attached; postage charged as follows: a. Parcel Select: at the Parcel Select Nonpresort price plus the additional service fee. b. Package Services: at the single-piece price for the class of mail. • *Months 13 through 18*: Piece returned with new address attached (postage charged as noted in items a and b under "Months 1 through 12.") • *After month 18*: Piece returned with reason for nondelivery attached (postage charged as noted in items a and b under "Months 1 through 12.")
"Return Service Requested"	**In all cases:** Piece returned with reason for nondelivery attached; return postage charged as follows: • Parcel Select: at the Parcel Select Nonpresort price plus the additional service fee. • Package Services: at the appropriate single-piece price for the specific class of mail.

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
"Change Service Requested" [3]	**If no change-of-address order on file, or if change-of-address order is on file and mailer does not participate in Shipper Paid Forwarding:** Notice of new address or reason for nondelivery provided (address correction fee charged); piece disposed of by USPS. **If change-of-address order on file and mailer participates in Shipper Paid Forwarding:** • *Months 1 through 12:* Piece forwarded (Package Services single-piece forwarding postage charged via ACS); separate notice of new address provided (electronic 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 or reason for nondelivery is provided (address correction fee charged). *RESTRICTIONS:* The following restrictions apply: (1) Delivery Confirmation and Signature Confirmation are the only extra services permitted with this endorsement. (2) This endorsement is not permitted for Package Services containing hazardous materials.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces.
2. Does not meet the Move Update Requirement.
3. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

1.5.5 Express Mail

Undeliverable-as-addressed (UAA) Express Mail is treated as described in Exhibit 1.5.5, 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 1.5.5. 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 calendar days 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 calendar days.

   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 202.4.0, 302.4.0, or 402.3.0, directing the return of undeliverable mail after fewer than 5 calendar days.

Exhibit 1.5.5 Treatment of Undeliverable Express Mail

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.

1.6 Attachments and Enclosures

1.6.1 Periodicals

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 price for the weight and shape of the piece, and the nonmachinable surcharge if applicable, or Priority Mail price for the weight and destination of the piece. 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."

1.6.2 Standard Mail

Undeliverable, unendorsed Standard Mail with a nonincidental First-Class Mail attachment or enclosure is returned at the single-piece First-Class Mail price for the weight and shape of the piece or Priority Mail price for the weight and destination of the piece. 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.

1.6.3 Package Services and Parcel Select

Undeliverable, unendorsed mailpieces with a First-Class Mail attachment or enclosure are forwarded or returned as follows:

a. Parcel Select at the Parcel Select barcoded nonpresort price plus the additional service fee.

b. Package Services at the single-piece price for the specific class of mail.

c. For both types of host pieces, if the attachment or enclosure is a nonincidental First-Class Mail attachment or enclosure, the weight of the attachment or enclosure is not included when computing charges.

1.7 Mixed Classes

1.7.1 Combination With First-Class Mail

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 Mail 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 Mail 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 Mail 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.

1.7.2 Other Combinations
Pieces of Periodicals, Standard Mail, Package Services, or Parcel Select with other classes of mail attached or enclosed (other than incidental First-Class Mail attachments or enclosures) must be forwarded under standards for the host piece. Neither the enclosures nor the host piece are provided the forwarding service of First-Class Mail.

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

1.7.4 Parcel
A combination parcel containing Media Mail and Bound Printed Matter is charged postage at the Parcel Post price when forwarded or returned.

1.8 Returning Mail

1.8.1 Nonmailable
Nonmailable matter is returned to the sender immediately.

1.8.2 Refused Mail
Returnable mail is returned if refused by the addressee.

1.8.3 Express Mail, Priority Mail, First-Class Mail, and First-Class Package Service
Mailpieces sent as Express Mail, Priority Mail, First-Class Mail, or First-Class Package Service that cannot be delivered as addressed or forwarded to a new address, unless otherwise requested by the sender, are returned to the sender at no additional charge. Excluding pieces containing live animals, the following are disposed of by the USPS:

a. Priority Mail pieces with a valid Address Change Service (ACS) participant code marked “Perishable” and endorsed “Change Service Requested.”

b. First-Class Mail or First-Class Package Service pieces with a valid ACS participant code and endorsed “Change Service Requested.”

1.8.4 Other Classes
Other returnable mail is treated as appropriate for the class of mail and the sender’s instructions except as noted below.

1.8.5 Extra Services
If a return receipt is attached to a certified, collect on delivery (COD), numbered insured, registered, return receipt for merchandise, or Express Mail piece to be returned, the reason for nondelivery is shown on the face of the piece. The receipt stays attached to the piece and is returned to the sender. Registered Mail is returned through the registry system. The sender must sign a delivery receipt for returned Express Mail and for certified, COD, numbered insured, registered, and return receipt for merchandise mail.

1.8.6 No Sender Instructions

Mail without a specific address or instructions from the sender is held:

a. For 5 days if for delivery by rural or highway contract route carrier.

b. For 10 days if for general delivery at an office with city carrier service. If the addressee notifies the postmaster of a delay in claiming the mail, the postmaster may hold such mail up to 30 days.

c. For 15 days if for general delivery at an office without city carrier service.

1.8.7 Post Office Box

Deliverable mail addressed to a Post Office box is not returned until after the box is declared vacant, except for certified, collect on delivery (COD), insured, registered, postage due, and perishable mail.

1.8.8 Franked Mail

Unclaimed franked mail from a Member of Congress is returned to the origin Post Office (if known) or the Washington, DC, Post Office.

1.9 Dead Mail

1.9.1 Basic Information

Dead mail is matter deposited in the mail that is undeliverable and cannot be returned to the sender. A reasonable effort is made to match articles found loose in the mail with the envelope or wrapper and to return or forward the articles. The disposition of dead mail items is as follows:

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 price 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, undeliverable Standard Mail and Package Services, and insured First-Class Mail or First-Class Package Service pieces 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 priced postage due at the zone price 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.

1.9.2 USPS Policy and Procedures

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).

2.0 Forwarding

2.1 Change-of-Address Order

2.1.1 Normal Time Limit

Records of permanent change-of-address orders are kept by city delivery Post Offices for 18 months, for forwarding and for address correction purposes, from the end of the month when the change takes effect. A record of change-of-address orders from general delivery to a permanent local address without time limit is kept 6 months. A record of change-of-address orders to other than a permanent local address is kept 30 days.

2.1.2 Time Limit Extension

When a customer notifies the Post Office of a permanent change in mailing address or the USPS changes a customer's mailing address, the postmaster may extend the forwarding period for 1 additional year if mail is regularly received addressed to the old address. To qualify for this extension, the customer must show that a financial hardship will ensue if extended forwarding is not granted. The customer must also show that reasonable effort is being made to notify correspondents of the new address.

2.1.3 Temporary Forwarding

A customer temporarily moving away may have mail forwarded for a specific period of time, not to exceed 12 months (364 total consecutive days). The Postal Service provides temporary forwarding service for a period of two weeks to six months (15 to 185 days) in response to an initial temporary change-of-address order. Customers may extend the temporary forwarding period up to a maximum of 12 months (364 days), by filing a second change-of-address order to begin on the first day of the second six-month period (the 186th day), and expiring on the desired date, up to and including the last day of the second six-month period (364th day). Every temporary change-of-address order must specify both beginning and end dates.

2.1.4 Methods of Filing

Customers may use one of the following methods to file a change-of-address with the Post Office:

a. Mail or submit Form 3575 or other written notice to any Post Office, or as otherwise directed by the Postal Service.

b. Use Internet Change of Address (ICOA) at https://moversguide.usps.com. Customers using the ICOA method must provide a valid credit card number for identity verification. The customer's credit card is charged $1.00 for the verification.

c. Use Telephone Change of Address (TCOA) at 1-800-ASK-USPS. Customers using the TCOA method must provide a valid credit card number for identity verification. The customer's credit card is charged $1.00 for the verification.

2.1.5 Restricted or Prohibited Use

A change-of-address order cannot be filed or is restricted for the following:

a. An addressee (e.g., an individual or a business entity or other organization) may not file a change-of-address order for mail originally addressed to the addressee at an organization, business, place of employment, or other affiliation. The organization or business may change the address (but not the addressee's name) on a mailpiece to redirect it to the addressee. Barcodes on redirected mailpieces should be obliterated to facilitate automation processing.

b. Individuals may not file a change-of-address order for mail originally addressed to the individuals at Department of State ZIP Code 20521. Additionally, individuals may not file a change-of-address order to have mail forwarded to Department of State ZIP Code 20521.

c. Individuals may file a change-of-address order for mail addressed to or from Department of State ZIP Code 20189 only under the following conditions:

   1. The change-of-address order is submitted through the Internet Change of Address (ICOA) entry under 2.1.4b. All other change-of-address methods are prohibited.

   2. Only “Individual” orders are permitted.

   3. Only “Permanent” orders are permitted.

2.2 Forwardable Mail

2.2.1 Classes

Forwarding is available for all classes of mail, subject to the corresponding conditions described in 1.0.

2.2.2 Reforwarding

The address (but not the name) may be changed and the mail reforwarded as many times as necessary to reach the addressee.

2.2.3 Discontinued Post Office

All Express Mail, Priority Mail, First-Class Mail, First-Class Package Service, Periodicals, and Package Services pieces addressed to a discontinued Post Office may be forwarded without added charge to a Post Office that the addressee designates as more convenient than the office to which the USPS ordered the mail sent.

2.2.4 Rural Delivery

When rural delivery service is established or changed, a customer of any office receiving mail from the rural carrier of another office may have all Express Mail, Priority Mail, First-Class Mail, First-Class Package Service, Periodicals, and Package Services pieces forwarded to the latter office for delivery without added charge, if the customer files a written request with the postmaster at the former office.

2.2.5 Converted Service

Mail addressed to Post Office, rural, or highway contract route boxholders is delivered to customers residing in the affected area until June 30 following establishment of, or conversion to, city delivery service or for 90 days, whichever is later.

2.2.6 Mail for Military Personnel

All Express Mail, First-Class Mail, First-Class Package Service, Periodicals, and Package Services mailpieces addressed to persons in the U.S. Armed Forces (including civilian employees) serving where U.S. mail service operates is forwarded at no added charge when the change of address is caused by official orders. This free forwarding also applies to mail for household members whose change of address is caused by official orders to persons serving in or who are civilian employees of the U.S. Armed Forces. If the official permanent change of station order is to an overseas APO/FPO or DPO address, military authorities forward mail between the United States and those addresses; forwarding is limited to 60 days.

2.2.7 Mail Addressed to CMRA Customers

Mail addressed to an addressee at a commercial mail receiving agency (CMRA) is not forwarded through the USPS. The CMRA customer may make special arrangements for the CMRA operator to remail the mail with payment of new postage. A CMRA must accept and remail mail to former customers for at least 6 months after termination of the agency relationship. After the 6-month period, the CMRA may refuse mail addressed to a former customer.

2.3 Postage for Forwarding

2.3.1 Origin

Forwarding postage is computed by using the forwarding office as the origin office.

2.3.2 Express Mail

Express Mail is forwarded without charge.

2.3.3 Priority Mail, First-Class Mail, and First-Class Package Service

Priority Mail, First-Class Mail (including postcards), and First-Class Package Service mailpieces are forwarded without charge when postage is fully prepaid by the sender.

2.3.4 Periodicals

Periodicals publications (including publications pending Periodicals authorization) are forwarded without charge for 60 days when postage is fully prepaid by the sender.

2.3.5 Standard Mail and Parcel Select Lightweight

[1-22-12] Generally, Standard Mail and Parcel Select Lightweight are subject to collection of additional postage from the mailer when forwarding service is provided by charging the Standard Mail weighted fee on all returns. Shipper Paid Forwarding, used in conjunction with Address Change Service (4.0), provides mailers of Standard Mail and Parcel Select Lightweight parcels an option of paying forwarding postage at the applicable single-piece First-Class Mail or Priority Mail price. Mail that

qualifies for Bulk Parcel Return Service (BPRS) is returned at the BPRS per piece charge if the mailer uses one of the ancillary service endorsements that specifies BPRS (e.g., "Return Service Requested—BPRS").

2.3.6 Package Services and Parcel Select

[1-22-12] Package Services and Parcel Select pieces are subject to the collection of additional postage at the applicable price for forwarding; Parcel Select at the Parcel Select Nonpresort price plus the additional service fee and Package Services at the single-piece price for the specific class of mail. See 2.3.5 for forwarding instructions for Parcel Select Lightweight. The addressee may refuse any piece of Package Services or Parcel Select that has been forwarded. Shipper Paid Forwarding, under provisions in 4.2.9, provides mailers an option of paying forwarding postage for parcels instead of the addressee paying postage due charges.

2.3.7 Extra Services

Certified, collect on delivery (COD), Delivery Confirmation, insured, registered, Signature Confirmation, and special handling mail is forwarded without additional extra service fees, subject to the applicable postage charge (to a domestic address only).

3.0 Premium Forwarding Service

3.1 Prices and Fees

3.1.1 Application Fee

Customers must pay a nonrefundable application fee. See Notice 123—Price List for applicable fee.

3.1.2 Weekly Reshipment Charge

[1-22-12] There is a reshipment charge for each Priority Mail shipment to one temporary address for each week of service requested. Except for online customers under 3.2.2b, upon submission of the application, the amount due for the total weeks requested must be paid in full.

3.1.3 Extension of Service

[1-22-12] Premium Forwarding Service (PFS) customers may contact the Post Office responsible for delivery to the primary address prior to the last shipment date and extend PFS service (up to 1 year maximum service from the initial start date) as needed. An extension of service may also be performed online at *www.usps.com/premiumforwarding* for customers who completed their application online. Except for online customers under 3.2.2b, an extension is processed only after the Post Office receives payment of the reshipment charges due for the total weeks of extension requested.

3.1.4 Early Termination of Service

[1-22-12] Except for online customers under 3.2.2b, a customer who terminates PFS early (e.g., a customer prepays for 10 weeks but returns to a primary address after 8 weeks, either temporarily or permanently) may request a refund for any unused weekly shipment charges from the Post Office serving the primary address. The application fee is nonrefundable.

3.2 Basic Standards

3.2.1 Description

[1-22-12] Except as provided in 3.2.2b, Premium Forwarding Service (PFS) provides residential delivery customers, and certain Post Office Box customers, an option to have all mail addressed to their primary address reshipped or rerouted to a temporary address mainly by means of a weekly Priority Mail shipment. PFS is available for a period of not less than 2 weeks and not more than 1 year. This optional service is separate from the piece-by-piece forwarding service offered in 2.0, whereby only certain mailpieces are forwarded.

3.2.2 Use

[1-22-12] Participation in PFS is subject to the following standards:

a. Except as provided in 3.2.2b, PFS is available to residential delivery customers and to Post Office Box customers with a size-one or size-two Post Office Box.

b. Customers may submit a completed Form 8176, *Premium Forwarding Service (PFS) Application*, at the Post Office serving the primary address or online. Customer may complete an online application at *www.usps.com/premiumforwarding*. A PFS application completed online is only available for residential delivery customers. The application fee and recurring weekly installments are processed as services are rendered and must be paid by credit card. Modification or cancelation of the service can only be done online when the initial request was completed online.

c. Except as provided in 3.2.2d, customers must designate on the application whether the order is for an “Individual” or an “Entire Household.”

d. For customers whose primary address is a Post Office box, only the box customer is authorized to initiate the application and “Entire Household” must be designated on the application.

e. PFS is available for a period of not less than 2 weeks and not more than 1 year.

f. PFS is available only from and to domestic addresses.

g. PFS is available to, but not from, single-point central delivery addresses such as RV parks, hospitals, hotels, and U.S. Department of State addresses. See 703.3.0 for additional U.S. Department of State requirements.

3.2.3 Prohibited Use

PFS cannot be combined with any ancillary or extra services beyond those purchased by the original sender. In addition, PFS is not available for:

a. Customers who have an active temporary or permanent change-of-address (COA).

b. Customers who have an active Hold Mail Authorization (PS Form 8076). Mail that has previously been held at the primary address Post Office cannot be included in PFS reshipments to a customer's temporary address.

c. Customers whose primary address is a size-three, size-four, or size-five Post Office box. Residential customers who use these Post Office box sizes due to the unavailability of smaller boxes may request a waiver of this restriction.

d. Customers whose primary address is a business delivery address.

e. Customers whose primary address is a central point to which the USPS provides delivery in bulk to a third party, such as a commercial mail receiving agency (CMRA), RV park, trailer park, or hotel.

f. Customers whose primary address or temporary address is an APO or FPO.

g. Customers whose temporary address is within the 969 3-digit ZIP Code area or is otherwise in a U.S. territory or possession that requires a customs declaration.

3.3 Preparation

3.3.1 Weekly Priority Mail Reshipments

Regardless of any mailer's ancillary service endorsement on a mailpiece, all mail is reshipped in the weekly Priority Mail shipment, except as specified in 3.3.2 through 3.4.1.

3.3.2 Mailpieces Arriving at the Primary Address Endorsed "Surface Mail Only" or With Other Hazardous Materials Markings

Any mailpiece arriving at the primary address that indicates surface only transportation such as Label 127, "Surface Mail Only" or bears other hazardous materials markings such as "Consumer Commodity ORM-D", cannot be reshipped in the weekly Priority Mail shipment and must be rerouted separately via surface transportation.

3.3.3 Mailpieces Requiring a Scan or Signature at Delivery

Mailpieces requiring a scan or signature at delivery, such as Express Mail or numbered insured mail, are scanned, and then rerouted immediately and separately to the temporary address, subject to the following:

a. Express Mail, Priority Mail, First-Class Mail and First-Class Package Service mailpieces are rerouted at no additional charge.

b. Standard Mail parcels are separately rerouted postage due at the appropriate 1-pound Parcel Post single-piece price.

c. Package Services mailpieces (Parcel Post, Bound Printed Matter, Media Mail, Library Mail and Parcel Select) are separately rerouted postage due at the appropriate single-piece price in the subclass in which the mailpiece was originally shipped. For Parcel Select items, the applicable price is the Parcel Post price.

3.3.4 Priority Mail Not Requiring a Scan or Signature at Delivery

Priority Mail that does not require a scan or signature at delivery is immediately and separately rerouted to the temporary address, unless it will fit into the weekly Priority Mail shipment and such inclusion does not delay its delivery to the temporary address.

3.3.5 First-Class Mail, First-Class Package Service, and Periodicals Parcels Not Requiring a Scan or Signature at Delivery

First-Class Mail, First-Class Package Service, and Periodicals parcels not requiring a scan or signature at delivery and that do not fit into the weekly Priority Mail shipment are separately rerouted at no additional charge.

3.3.6 Standard Mail or Parcel Select Lightweight Parcels Not Requiring a Scan or Signature at Delivery

[1-22-12] Eligible Standard Mail or Parcel Select Lightweight parcels that do not require a scan or signature at delivery are included in the weekly Priority Mail shipment provided they will fit. Parcels that do not fit or are otherwise ineligible (e.g., mailpieces identified as surface transportation only) are separately rerouted postage due at the appropriate 1-pound Parcel Post single-piece price.

3.3.7 Package Services and Parcel Select Mailpieces Not Requiring a Scan or Signature at Delivery

Package Services and Parcel Select mailpieces not requiring a scan or signature at delivery are separately rerouted postage due at the appropriate single-piece price in the subclass in which the mailpiece was originally shipped. For Parcel Select items, the applicable price is the Parcel Post price.

3.4 Enter and Deposit

3.4.1 Mailpieces Arriving Postage Due at the Primary Address

Any mailpiece arriving postage due at the Post Office serving a customer's primary address is not reshipped in the weekly Priority Mail shipment and will be rerouted individually. Mailpieces arriving postage due are rerouted as follows:

a. Postage due First-Class Mail and First-Class Package Service mailpieces are rerouted as First-Class Mail or First-Class Package Service postage due. Only the original postage due amount is collected. There is no additional charge for rerouting the mailpiece.

b. Postage due Priority Mail mailpieces are rerouted as Priority Mail postage due. Only the original postage due amount is collected. There is no additional charge for rerouting the mailpiece.

c. Postage due Package Services and Parcel Select mailpieces are rerouted postage due at the appropriate single-piece price in the subclass in which the mailpiece was originally shipped. For Parcel Select items, the applicable price is the Parcel Post price. The total postage due for Package Services and Parcel Select mailpieces is the sum of the postage due at the time of receipt at the primary address plus the postage due for rerouting the mailpiece from the primary Post Office to the temporary address at the appropriate single-piece price.

4.0 Address Correction Services

4.1 Address Correction Service

4.1.1 Address Correction Service Fee

See Notice 123—Price List.

4.1.2 Purpose

If mail cannot be delivered as addressed, address correction service allows the sender on request, using the appropriate ancillary service endorsement under 1.0, to obtain the addressee's new (forwarding) address (if the addressee filed a

change-of-address order with the USPS) or the reason for nondelivery. Address corrections and notices are not provided for customers who file a temporary change of address or for individuals at a business address (see 2.1). Address correction service is available alone or in combination with forwarding and return service.

4.1.3 Invalid Endorsement

Any obsolete ancillary service endorsement or similar sender endorsement not shown in 1.0 is considered invalid. Material bearing invalid or conflicting ancillary service endorsements will not be accepted for mailing. If discovered in the mailstream, pieces bearing an invalid ancillary service endorsement or conflicting endorsements are treated as unendorsed mail. *Exception:* Undeliverable Parcel Post, Media Mail, Library Mail, and Parcel Select pieces that bear invalid or conflicting ancillary service endorsements are treated as if endorsed "Forwarding Service Requested."

4.1.4 Periodicals

Address correction service is provided automatically for all Periodicals publications (including publications pending Periodicals authorization) and begins 60 days after the effective date of the addressee's change of address. Address corrections are provided as separate notices or, at the mailer's request, on the returned pieces.

4.1.5 Other Classes

When possible, "on-piece" address correction is provided for Express Mail, Priority Mail, First-Class Mail, First-Class Package Service, Standard Mail, Package Services, and Parcel Select pieces. If the piece cannot be forwarded, it is returned with new address information or reason for nondelivery attached. When separate corrections are necessary, Form 3547 is mailed to the sender with the address correction fee charged and the mail is forwarded. This service is not available for mailpieces to be delivered by military personnel at any military installation, including APOs and FPOs.

4.1.6 Fee and Return Postage

Unless excepted, the applicable fee for address correction service is charged for each separate notification of address correction or the reason for nondelivery. When "on-piece" address correction is provided, no address correction fee is charged but return postage can be charged, depending on mail class.

4.2 Address Change Service (ACS)

4.2.1 Description

Address Change Service (ACS) is an automated or electronic process providing mailers with notices of address correction or reason for nondelivery. ACS is designed to reduce the volume of manual notifications provided for valid participating ACS mailpieces, but it does not completely eliminate manual notifications. Mailers must keep their address records in electronic format and mark or encode their mailpieces with the correct ACS symbology under 4.2 and the correct ancillary service endorsement under 1.5 to obtain address corrections. See 4.2.6 for an option to use OneCode ACS with an Intelligent Mail barcode for letters and flats in First-Class Mail, Periodicals, and Standard Mail. To obtain nondelivery information under 1.4.1, mailers must use an ACS keyline or an Intelligent Mail barcode on mailpieces. Mailers also can use traditional ACS, along with Shipper

Paid Forwarding under 4.2.9, to pay forwarding postage on most Standard Mail and Package Services pieces. Mailers can find additional information about traditional ACS and OneCode ACS in Publication 8a, Address Change Service - Traditional, and Publication 8b, Address Change Service - OneCode ACS.

4.2.2 Service Options

ACS offers three levels of service, as follows:

a. An automated option for letters and flat-size mailpieces bearing an Intelligent Mail barcode, mailed as First-Class Mail, Standard Mail, and Periodicals, with electronic notices processed using Intelligent Mail technology (see 4.2.6). Only automated First-Class Mail and Standard Mail letters qualify for automated address correction prices when using the Intelligent Mail barcode (see 4.1.1).

b. An electronic option for notices processed electronically, except automated notices under 4.2.2a.

c. A default manual process for notices generated manually.

4.2.3 Participant Code and Mailer ID

Participant codes or Mailer IDs are used on ACS mailpieces as follows:

a. Traditional Address Change Service (ACS) human-readable participant codes are provided to authorized mailers by the National Customer Support Center (NCSC) (see 608.8.0 for address). A participant code consists of seven alpha characters, aligned left, and must be preceded by a single pound sign (#) delimiter on the top or OEL line of the address block. Additional information for using the human-readable option is available in Publication 8a, Address Change Service—Traditional.

b. When using Intelligent Mail barcodes, mailers can participate in the OneCode ACS option of ACS (see 4.2.6 for restrictions). The NCSC provides the numeric OneCode ACS Mailer ID, the equivalent of a participant code, to authorized mailers using an Intelligent Mail barcode (see 708.4.3). As part of the application process, a Mailer ID is assigned to identify the participant, or mailers can choose to register one or more of their existing Mailer IDs for use with OneCode ACS. Mailers must incorporate the Mailer ID in the Mailer Identifier field, the unique mailpiece identifier in the Serial Number field, and the appropriate service in the Service Type Identifier field of the Intelligent Mail barcode according to Specification USPS B-3200. Customers can access the Intelligent Mail barcode specification at http://ribbs.usps.gov/.

4.2.4 Basic Standards for All ACS Mailpieces

Mailers preparing ACS mailpieces must meet these specifications:

a. When using a window envelope, maintain a clearance between the top line of the address block and the top edge of the address window of at least 1/25 inch. This clearance must be maintained during the insert's range of movement in the envelope.

b. When using an address label, maintain a clearance between the top line of the address block and the top edge of the address label of at least 1/25 inch.

4.2.5 Additional Standards—When Using Human-Readable ACS Participant Codes

Mailers must use human-readable ACS participant codes according to the following specifications:

a. Print and place the ancillary service endorsement according to the requirements in 102.4.0 and 1.5.

b. Print the ancillary service endorsement and the participant code in a non-narrow variant of Helvetica or Arial sans serif font in the range of 10 to 12 points.

c. Use equal line spacing in the address block, including the participant code line and mailer keyline.

d. When placing the participant code in an optional endorsement line (OEL), the participant code must occupy the first eight positions in the left part of the OEL and be formatted as indicated in 708.7.2.3.

e. When placing the participant code in the address block, place it on the top line. The address block information may be on an insert in a window, on an address label, or preprinted on the mailpiece.

f. Mailers preprinting the participant code on an envelope (rather than printing it in the address block or on a label) must meet the conditions in 4.2.4 in addition to the following:

   1. The participant code must be left-justified with the address block, with a tolerance of 1/4 inch left or right. Place the participant code not more than two line spaces above the top line of the address block (using the same line spacing size as used in the address block).

   2. When using a mailer keyline, place it in the top line of the address block (but below the preprinted participant code).

   3. OELs are prohibited when a mailer keyline is used.

g. If using delivery point barcodes in the address block, mailers must place them in one of the following positions:

   1. When using a mailer keyline, place the barcode between the top line of the address information and the mailer keyline.

   2. When not using a mailer keyline, place the barcode between the top line of the address information and the participant code.

   3. Below the City-State-ZIP Code line.

   4. Above the participant code and OEL, except when placing the participant code under 4.2.5f.

4.2.6 Additional Standards—When Using Intelligent Mail Barcodes

Mailers can access OneCode ACS using an Intelligent Mail barcode, which is capable of encoding a valid Service Type Identifier indicating the ancillary service requested; a numeric Mailer ID; and the Serial Number, a unique numeric mailpiece identifier (keyline equivalent). This option is available for letters and flat-size mailpieces mailed as First-Class Mail, Standard Mail, and Periodicals. Address

Service and Change Service ancillary services are available for letters and flat-sized mailpieces mailed as First-Class Mail or Standard Mail by choosing the appropriate Service Type Identifier and registering the same choice in the mailer profile maintained by the NCSC, ACS Department. In order to receive requested information, mailers wishing to change their ancillary service choice or endorsement must notify the NCSC, ACS Department in Memphis, TN, in writing, seven days prior to the mailing. Periodicals mailers not requesting Address Service will receive their current address correction notification option. The Service Type Identifier will indicate the ancillary service requested, and this choice must be indicated in the mailer's ACS profile maintained at the NCSC, ACS Department. In order to receive requested information, mailers wishing to change their ancillary service endorsement must notify the NCSC, ACS Department in Memphis, TN, in writing, seven days prior to the mailing. Standard Mail pieces with OneCode ACS using an Intelligent Mail barcode require the use of a printed on-piece endorsement. ACS mailers are encouraged to use the “Electronic Service Requested” text endorsement. Other printed endorsements are not required to request ancillary services in conjunction with an Intelligent Mail barcode used on First-Class Mail or Periodicals mailpieces, and their use may produce unintended results. Mailpieces must meet the following specifications:

a. Letter-size mailpieces must be automation-compatible.

b. Flat-size mailpieces may be mailed at nonautomation or automation prices. The Intelligent Mail barcode may appear anywhere a POSTNET barcode can be placed.

c. If using a window envelope, maintain a clearance between the leftmost and rightmost bars and any printing or window edge of at least 0.125 (1/8) inch, and maintain a clearance between the Intelligent Mail barcode and the top and bottom window edges of at least 0.040 (1/25) inch. These clearances must be maintained during the insert's range of movement in the envelope.

d. The Intelligent Mail barcode must contain an 11-digit delivery point code that correctly corresponds to the delivery address.

e. The Intelligent Mail barcode must meet the technical specifications as described in 708.4.3 and USPS Specification USPS-B-3200.

4.2.7 Periodicals

Address correction by ACS is provided based on the mailer profile option chosen by participating Periodicals publications (including publications pending Periodicals authorization).

4.2.8 Address Correction Service Fee

Unless excepted, the applicable fee for address correction is charged for each separate notification of address correction or the reason for nondelivery provided.

4.2.9 Shipper Paid Forwarding

Shipper Paid Forwarding is an ACS fulfillment vehicle. It allows mailers of Standard Mail, Package Services and Parcel Select parcels to pay forwarding charges via approved ACS participant code(s). For information about Shipper Paid Forwarding, contact the National Customer Support Center (see 608.8.0 for address). Mailers

have the option of paying forwarding charges through a postage due advance deposit account. Mailers who choose to do so must pay an annual account maintenance fee.

4.2.10 Shipper Paid Forwarding Fee

Annual account maintenance fee required for (optional) advance deposit account. See Notice 123—Price List.

4.3 *FASTforward*

4.3.1 Purpose

FASTforward is an automated system that interfaces with addressing and automation systems, such as multiline optical character reader (MLOCR) or remote video encoding (RVE) technologies, to identify names and addresses for which current change-of-address orders are on file with the USPS. Approved *FASTforward* MLOCR and RVE systems print an on-piece address correction (text and delivery point barcode of the new address) for identified pieces before entry in the mailstream. Technical and licensing information is available from the National Customer Support Center (see 608.8.0 for address).

4.3.2 Addressing

When MLOCR and/or video image technologies are used with *FASTforward,* all name lines and lines of the delivery address as defined in 602.1.0 on each mailpiece must have a uniform left margin and be entirely within the OCR read area defined in 202.2.1. The term name lines includes recipient's name, firm name, and building name. An optional information line (e.g., keyline or optional endorsement line) is permitted if placed above the top line of the address block. Any alternative addressing format under 602.3.0 is not permitted.

4.3.3 Barcoding

When MLOCR and/or video image technologies are used with *FASTforward*, each letter-size piece must have a barcode clear zone meeting the standards in 202.5.1, free of any printing and barcode. If a *FASTforward* match is made, the new address and barcode representing the new address are printed in the barcode clear zone and, for mail processing, take precedence over the old address and any barcode in the address block. The new barcode must meet the barcoding standards in 708.4.0. An envelope containing a window that intrudes into the barcode clear zone is not eligible for *FASTforward*.

4.4 Sender Instruction

4.4.1 Mail Not Forwarded

The following types of mail are not forwarded:

a. Mail addressed to "Occupant" or "Postal Customer."

b. Mail with exceptional address format.

c. Mail showing specific instructions of the sender (e.g., "Return Service Requested" or "Change Service Requested").

d. Perishable items not marked to abandon that cannot be delivered before spoiling, or day-old poultry that cannot be delivered within 72 hours after hatching. These items are returned to the sender immediately, if the return can be made before spoilage or within the 72-hour period.

4.4.2 Extra Services

A change-of-address order covers Certified Mail, collect on delivery (COD), insured, Registered Mail, and return receipt for merchandise mail unless the sender gives other instructions or the addressee moves outside the United States. This mail is treated as follows:

a. COD mail is not forwarded to overseas military Post Offices.

b. Ordinary, insured, and COD parcels marked on the envelope or wrapper with the mailer's instructions to abandon or sell perishable items are treated following the instructions, such as:

   1. "Do not forward or return. If not accepted within _____ days, treat as abandoned. Notify mailer of disposition."

   2. "Do not forward or return. If undelivered after _____ days, sell contents to highest bidder and remit proceeds, less commission, to mailer." (A commission of 10%, but not less than $0.25, is kept by the USPS from the amount for which perishable items are sold.)

c. When the mailer so requests, Form 3849-D is sent to the mailer. The mailer then may designate a new addressee or alter the amount of COD charges by submitting a written request to the postmaster and paying the proper fee. The USPS returns the article to the mailer after the holding period if no response is received. The postage charge, if any, is collected from the mailer for returning the mail (but not registration or COD fees). When COD mail is addressed to a person who moved and left no forwarding address, Form 3849-D is not sent, and the mail is returned to the mailer.

d. Insured Standard Mail is forwarded and returned.

e. Insured Package Services without any other endorsement is forwarded at no charge locally and postage due nonlocally. (For forwarding, local means within the same Post Office.) If the mailpiece is undeliverable, the USPS returns it to the sender with the new address or the reason for nondelivery. The sender is charged for the return of the piece only and the attempted forwarding, when appropriate.

f. The USPS holds undeliverable Certified Mail, insured, Registered Mail, and return receipt for merchandise mail for no fewer than 3 days nor more than 15 days (unless the sender specifies fewer).

g. The USPS holds undeliverable collect on delivery (COD) mail for no fewer than 3 nor more than 30 days (unless the sender specifies fewer).

4.4.3 Express Mail Pouch

The USPS opens an undeliverable-as-addressed Express Mail pouch to find a delivery address on any envelope or article inside. The USPS does not open the wrappers or envelopes or break the seals of any Express Mail article in the pouch. If no address information is found, the pouch is treated as dead mail. Express Mail is held no more than 5 calendar days unless the sender sets a shorter period.

4.4.4 Holding Mail

At the sender's request, the delivery Post Office holds mail, other than Registered Mail, insured, Certified Mail, COD, and return receipt for merchandise, for no fewer than 3 days nor more than 30 days. A specific retention time of not less than 3 nor more than 30 days, if requested, must be included by the sender in the return address on the mailpiece (e.g., "Return in 30 days to" followed by sender's return address).

5.0 Package Intercept

5.1 Description of Service

[1-22-12] Package Intercept service provides a method for customers to authorize redirection of any mailable domestic mailpiece to sender. If the mail item is found and redirected, additional postage is charged as provided under 5.2. Package Intercept requests are active for 10 days.

5.1.1 Eligibility

Package Intercept service is available for any Express Mail, Priority Mail, First-Class Mail, First-Class Package Service, Parcel Select, and Package Services, letter, flat, or parcel measuring not more than 108 inches in length and girth combined, with a tracking barcode.

5.1.2 Ineligible

Package Intercept is not available to international and APO/FPO/DPO destinations or on mailpieces requiring a customs label (608.2.4). Package Intercept is also not available for any mailpiece that indicates surface-only transportation such as Label 127, "Surface Mail Only" or bears other hazardous materials markings such as "Consumer Commodity ORM-D".

5.2 Postage and Fees

Customers must pay a nonrefundable per-piece fee to initiate the process of attempting to intercept the mailpiece. All mailpieces that are redirected to the sender may be additionally subject to payment of the applicable postage. Payment of the Package Intercept fee may be made by cash, check, credit card, or debit card. Postage for the redirection to sender will be charged based on how the piece was originally mailed and collected as postage due.

5.3 Adding Extra Services

Extra services cannot be added to mailpieces intercepted and redirected to sender.

5.4 Registered Mail

Package Intercept is available for eligible matter mailed using Registered Mail service. The maximum declared value for intercepted Registered Mail is $15,000,000. In addition to 5.2 and 5.5, customers requesting to intercept Registered Mail **must** write on the receipt "Withdrawn" and sign and surrender the receipt to the Post Office.

5.5 Request for Intercept

Retail and commercial customers may request Package Intercept by submitting PS Form 1509, *Application for Package Intercept*, at the Post Office of mailing along with valid photo identification. Intercepted mailpieces are only redirected to sender. Only the sender or authorized representative can request Package Intercept.

6.0 Requesting Withdrawal and Disposal of a Mailing

6.1 Request Process

6.1.1 Mail Without Scheduled Delivery Date

[1-22-12] The mailer may request the USPS to withdraw and dispose of mail without a scheduled delivery date before its delivery if:

a. The mailing contains at least 200 pieces.

b. The mailer gives the USPS a written and signed request, describing the mail by size, color, weight, identifying markings, number of pieces, class of mail, and type of postage payment. The request must include the authorization to withdraw and dispose of the mail.

c. The mailer sends the request to the postmaster of the accepting Post Office (if the mailing has been deposited but not accepted) or to the postmaster of each destination office (if the mailing has been accepted).

6.1.2 Mail With Scheduled Delivery Date

The mailer may request the USPS to withdraw and dispose of mail with a scheduled delivery date (time-dated) before its delivery if:

a. The mailing contains at least 200 pieces.

b. The mailer entered the mailing early enough so that delivery can be expected on or before the scheduled delivery date.

c. The mailer sends the request to the postmaster of the accepting Post Office (if the mailing has been deposited but not accepted) or, if the mailing has been accepted, the mailer either:

1. Attaches a facing slip to each bundle of mail showing the company name, person to contact, telephone number (where collect calls are accepted), and the scheduled delivery date after which the mailer does not want the mail delivered. The mailer also authorizes the withdrawal but not the disposal of the mail.

2. Sends a written request to the postmasters of destination Post Offices before depositing the mail, stating that time-dated mail is to be received at their offices and describing the mail by size, color, weight, identifying markings, number of pieces, class of mail, and type of postage payment. The mailer also authorizes the withdrawal and disposal of time-dated mail if received after the scheduled dates.

6.1.3 No Guarantee

The USPS does not guarantee success in preventing delivery of all pieces in a withdrawn mailing.

6.1.4 Mail Disposal

Disposal of mail at the mailer's request creates no obligation of the USPS to refund postage. The mailer must pay all expenses that the USPS incurred in disposing of the mail.

7.0 Pickup on Demand Service

7.1 Pickup on Demand Service Fee

Available for Express Mail, Priority Mail, and Parcel Post, charged per pickup. See Notice 123—Price List.

7.2 Basic Standards

7.2.1 Availability

Pickup on Demand service is available from designated Post Offices for:

a. Express Mail.

b. Priority Mail.

c. Single-piece price Parcel Post.

d. Certain types of international mail; see 7.2.9 for more information.

7.2.2 Stamped Pieces over 13 Ounces

Mailpieces weighing more than 13 ounces bearing only postage stamps as postage must be presented to an employee at a retail service counter in a Postal Service facility. Letter carriers may not pick up or accept mail weighing more than 13 ounces bearing only stamps as postage. If this mail is discovered in collection boxes, Postal Service lobby drop, Automated Postal Center (APC) drop, Postal Service dock, customer mailbox, or other unattended location, it will be returned to the sender for proper presentation at a retail counter.

7.2.3 Extra Services

Certified Mail, Delivery Confirmation, and Signature Confirmation are the only extra postal services that may be used with pieces that are picked up.

7.2.4 Volume

There are no limits on the number of pieces that may be picked up. The USPS may defer pickup or make multiple pickups at no additional charge to the customer if the volume to be picked up exceeds available vehicle capacity. The USPS may establish plant load service if warranted.

7.2.5 Standards

Each piece of Express Mail, Priority Mail, or Parcel Post must meet all applicable eligibility and preparation standards. Material prepared for Express Mail or Priority Mail drop shipment must meet the applicable standards in 705.18.0.

7.2.6 Form 5541

When paying the fee, a customer must sign Form 5541. The USPS employee completes the information required on the form.

7.2.7 Collecting Other Mail

Incidental amounts of other postage-affixed, full-price mail also may be collected when Pickup on Demand service is provided.

7.2.8 Service Changes

The USPS may suspend or refuse Pickup on Demand service due to exceptional or unsafe situations (e.g., hazardous weather or road conditions, facility emergencies on customer or USPS property, unforeseen employee or vehicle shortages, or unsafe or inadequate mailer facilities).

7.2.9 International Mail

The following types of international mail are available for Pickup on Demand, including Carrier Pickup (under 7.3.3c), when all eligibility and preparation standards in the *International Mail Manual* are met:

a. Global Express Guaranteed.

b. Express Mail International.

c. Priority Mail International.

7.3 Postage and Fees

7.3.1 Postage

The correct amount of postage must be affixed to each piece. *Exception:* Express Mail paid with a corporate account, Priority Mail or Parcel Post with a merchandise return service permit label (505.3.0), and manifest mailings approved by Business Mailer Support (BMS) do not need to have postage affixed.

7.3.2 Fee Charged

Pickup on Demand fees are listed in Notice 123—Price List. The customer is charged the required fee:Every time Pickup on Demand service is provided, regardless of the number of pieces or combination of classes of mail. See 7.3.3 for when fee is not charged.

a. For additional trips to pick up exceptional volume of which the serving Post Office was not notified.

7.3.3 Fee Not Charged

The customer is not charged for:

a. A scheduled Pickup on Demand that is canceled as required.

b. An on-call Pickup on Demand that is canceled before the USPS employee is dispatched for the pickup.

c. A pickup that occurs as part of a regularly scheduled delivery or collection stop. This service is known as Carrier Pickup.

d. Priority Mail or Parcel Post using a merchandise return service label that indicates that the permit holder will pay for Pickup on Demand service.

e. A minimum of seven pieces of the eligible types of mailpieces in 7.2.1 from a customer who has an authorized signed agreement (PS Form 5543) with the local Post Office. This agreement must be completed and signed in advance of any pickup request made under this standard.

7.3.4 Fee Payment Method

The Pickup on Demand fee must be paid by one of these methods:

a. Meter, PC Postage, precanceled, or adhesive stamps affixed to Form 5541, *Pickup Service Statement*.

b. Federal agency number or Express Mail Corporate Account Number written on Form 5541.

c. Check payable to the postmaster of the serving Post Office.

d. Advance deposit account used by the merchandise return service permit holder to pay other applicable postage and fees.

e. Regular postage due account maintained by the mailer at the serving Post Office.

7.4 On-Call Service

7.4.1 Availability

On-call Pickup on Demand service is available only from designated Post Offices with city delivery.

7.4.2 Requesting Pickup on Demand Service

A customer may obtain information about the availability of Pickup on Demand service and schedule a pickup by calling 1-800-222-1811. Pickups are made within 2 hours of the requested pickup time unless the customer and the serving Post Office agree and service is not adversely affected. Depending on the time of the request and the delivery schedule of the serving Post Office, the pickup may be deferred to the next business day. When scheduling a Pickup on Demand, the customer must indicate the quantity of mail to be picked up.

7.5 Scheduled Service

7.5.1 Availability

Scheduled Pickup on Demand service is available from Post Offices with city delivery and from other Post Offices where the customer's address is along the line of travel and within the regular delivery period of a rural route or highway contract route.

7.5.2 Service Agreement

A customer requesting scheduled Pickup on Demand service must enter into a service agreement as follows:

a. Use PS Form 5542, *Scheduled Pickup on Demand Service Agreement*, to specify the time, place, day or date, frequency of service, and approximate volume per pickup.

b. The terms of the service agreement may be amended with the consent and approval of both parties.

7.5.3 Service hours

Scheduled Pickup on Demand service may be requested during the regular business hours of the serving Post Office. Scheduled Pickup on Demand service begins the day after the service agreement is finalized and continues until the service agreement's stated end date or termination.

7.5.4 Customer Changes

The customer must notify the serving Post Office at least 24 hours before a scheduled pickup if the pickup is to be canceled or the volume of mail to be picked up is more than 20% higher than the volume specified in the service agreement. The customer may terminate scheduled Pickup on Demand service, effective 24 hours after the USPS receives customer's written notice of termination at the serving Post Office. The customer must pay all fees for Pickup on Demand service provided before termination of service.

7.5.5 USPS Changes

The USPS may terminate scheduled Pickup on Demand service, effective 24 hours after the customer receives written notice of termination from the serving Post Office. Termination is based upon the customer's failure to pay postage and fees or to meet the standards for Pickup on Demand service in 7.0. The customer may appeal this termination of services to the manager, Post Office Operations, but must pay for all fees for Pickup on Demand service provided during the appeal period.

7.6 Express Mail Reshipment Service

7.6.1 Reshipment Service

The USPS gathers mail addressed to Post Office boxes or business street addresses and dispatches it as a Custom Designed or Next Day Service shipment under a service agreement (PS Form 5637, Corporate Account/Custom Designed Agreement) between the USPS and the mailer, subject to these standards:

a. Service frequency is scheduled.

b. The mailer is charged a Pickup on Demand fee each time mail is collected for reshipment from a Post Office no matter how many Post Office boxes or business street addresses the mailer may have at that office.

c. Express Mail postage and fees are paid by Express Mail Corporate Account or federal agency “Postage and Fees Paid” indicia. The sack or container and its contents are considered a single piece for calculation of the Express Mail price of postage and must not exceed 70 lbs.

d. The mailer must keep a postage-due, merchandise return service, or business reply mail account at the postal facility where the Post Office box or business street address is located for any shortpaid, merchandise return service, or business reply mail. The service agreement (PS Form 5637) must state that such an account exists.

e. Delivery Confirmation and accountable mailpieces (Certified Mail, COD, insured, Signature Confirmation, or Express Mail) are reshipped and charged separately from non-accountable mailpieces. Registered Mail is not allowed for Express Mail reshipment service.

f. The service agreement must list the Business Development Team at the originating office as the "Firm Representative" and show the pickup time is when the USPS employee gathers the mail and prepares it for dispatch as Express Mail.

g. Commencement and termination of service agreements are subject to the standards for Express Mail Custom Designed Service.

7.6.2 Delivery

Delivery of Express Mail is subject to 508.1.1.7.

8.0 Mailing List Services

8.1 Mailing List Service Fees

Available for correction of name and address on occupant lists; for sorting mailing lists on cards by 5-digit ZIP Code; and for address changes provided to election boards and voter registration commission. See Notice 123—Price List.

8.2 General Information

8.2.1 Definition

A *mailing list* is a listing of names and addresses, or addresses only, produced on individual cards or in sheet form.

8.2.2 Carrier Route Information System

The official city delivery scheme, called the Carrier Route Information System, is available to mailers.

8.2.3 Purpose

To improve address quality, the USPS offers (for a designated fee) mailing list services to correct name and address lists; correct occupant lists; and sort mailing lists on cards by 5-digit ZIP Code (available only for multi-ZIP Code Post Offices). These services are available for mailing lists submitted by members of Congress; federal agencies; departments of state governments; municipalities; religious, fraternal, and recognized charitable organizations; and concerns or persons who solicit business by mail. For the designated fee, the USPS also provides address changes to election boards and voter registration commissions.

8.2.4 Lists

In providing services, the USPS does not compile any mailing list, including an occupant list. All corrections are marked on the list submitted by the customer.

8.2.5 Prohibitions

Persons other than USPS employees may not copy, or record by any means, names or addresses from carrier cases. Labels, wrappers, envelopes, stamped cards, or postcards indicating one-time use are not accepted as mailing lists.

8.3 Fee Assessment

8.3.1 Corrections

The fee for correcting name and address lists or occupant lists is assessed for each name or street address on the list. Individual apartments are considered separate addresses. The minimum fee in 8.1 applies to lists with fewer than 30 names or addresses. For assessing the fee, the USPS considers a list to be all the addresses sent at one time to the appropriate postal facility.

8.3.2 Rural Route Consolidation

No fee is charged for correcting name and address lists or occupant lists where rural routes are consolidated or changed to another Post Office, or where rural route and box number addresses are changed to city-style addresses. The lists must contain only names and/or addresses of persons residing on the routes involved, and the lists must be submitted for correction during the time when the local Post Office is required to keep the address conversion information.

8.3.3 Cards

The fee for sorting mailing lists on cards by 5-digit ZIP Code is assessed per 1,000 addresses or fraction thereof.

8.3.4 Election Board and Voter Commissions

The fee for address changes provided to election boards and voter registration commissions is assessed for each Form 3575 submitted. The fee is collected on a per card basis regardless of the number of changes made on the card and whether the change concerns a person on the board's or commission's list of registrants. Instead of the actual forms, the USPS may supply facsimiles of the forms or copies of the information they contain at no additional fee.

8.3.5 Payment

The Post Office providing the correction service annotates the total fee due on the outside of the package containing the corrected cards or lists. Payment must be made to the postal installation to which the list was submitted. Payment must be in cash or by check or money order made payable to the postmaster. Payment for correcting a list submitted by a federal agency or a person authorized to send matter as official mail may be made under the official mail reimbursement program. Payment may be made when the list is submitted or when the corrected list is delivered.

8.3.6 Time Limit

The USPS corrects and returns a mailing list to the owner within 15 workdays after receipt. This time limit does not apply to mailing lists received for correction between November 16 and January 1; they are returned as soon as possible.

8.4 Name and Address List Correction

8.4.1 Preparation

If addresses are submitted in list form, the list must be typewritten, printed, or computer-prepared and in sheet form, with enough space between or next to each address to permit entry of corrections. The list owner's name must appear in the

upper left corner of each page or sheet. Lists must be separated by Post Office. A separate list must be presented for each carrier route served by a Post Office with 190 or more revenue units. Each Post Office can advise customers in this regard.

8.4.2 Card Size

If the addresses are submitted on cards, the cards must be about the size (3-1/2 by 5-1/2 inches) and quality of a stamped card; data processing cards are acceptable. Information on the cards must be typewritten, printed, or computer-prepared, having only one name and address per card, and with enough space to permit entry of corrections. The list owner's name must appear in the upper left corner of each card. Lists (groups of cards) must be separated by individual Post Office.

8.4.3 Submission

The customer must submit the address cards or mailing lists to the district manager of Address Management Systems for addresses within the district. (The address of each district may be found at www.usps.com/oncost/lookups/ams_office_locator.html.) Unless directed otherwise by the district, the customer must address the submission as follows:

MANAGER
ADDRESS MANAGEMENT SYSTEMS
[STREET ADDRESS]
[CITY STATE ZIP CODE]

8.4.4 Postage

Cards or lists may be mailed by their owners to the designated district, but the list owner must prepay the postage for such items at the applicable price. The submitted items are returned free of postage.

8.4.5 Elements Corrected

USPS employees:

a. Cross off names to which mail cannot be delivered or forwarded.

b. Correct initials and/or last names when the name apparently is known to the owner of the list.

c. Correct the house, rural, or Post Office box number; correct the last line (Post Office name, state abbreviation, and 5-digit ZIP Code); and, in multiple-unit buildings, add apartment, suite, or room numbers if known by the USPS employee.

d. Correct spelling of street names, suffixes, and placement of directionals to conform to the Carrier Route File scheme.

e. Provide new addresses, including ZIP Codes, for customers who have moved and filed permanent forwarding orders that are still active, and for addresses, if known, that are undeliverable because of USPS adjustments.

f. Mark an "X" in the upper right corner of the card or next to each entry on the sheet where no change is necessary.

8.4.6 No Additions

In making list corrections, USPS employees do not add a new name or address to a card or list.

8.5 Occupant Lists

8.5.1 Submission

Customers must submit occupant lists of street addresses in the same way as for name and address corrections. Customers must not submit lists that include more than 110% of the possible deliveries for a specific 5-digit ZIP Code delivery area.

8.5.2 Elements Corrected

USPS employees:

a. Provide new addresses, if known, for addresses that are undeliverable because of USPS adjustments.

b. Correct last lines (Post Office names, state abbreviations, and 5-digit ZIP Codes), spelling of street names, suffixes, and placement of directionals to conform to the Carrier Route File scheme.

c. Cross off numbers representing incorrect or nonexistent street addresses, but do not change or add numbers.

d. Indicate business addresses with a “B” in the upper right corner of the card, or opposite the street number as printed on the sheet, as applicable.

e. Indicate rural route addresses with an “R” in the upper right corner of the card, or opposite the street number as printed on the sheet, as applicable.

f. Enter the number of separate family units opposite addresses of multiple-unit dwellings.

g. Mark an “X” in the upper right corner of the card or next to each entry on the sheet where no change is necessary.

h. Group the corrected cards or sheets by carrier route for return to the list owner.

8.6 Sortation of Lists on Cards by 5-Digit ZIP Code

8.6.1 Coding

The customer must code mailing lists by 5-digit ZIP Code for single 5-digit ZIP Code Post Offices.

8.6.2 Preparation

To allow the USPS to sort a mailing list to 5-digit ZIP Codes, a mailing list of addresses only for multi-ZIP Code Post Offices must be prepared on cards about the size (3-1/2 by 5-1/2 inches) and quality of a stamped card; data processing cards are acceptable. Only one address may appear on each card. The owner must separate the cards by Post Office of address and submit each group to the district manager of Address Management Systems serving that Post Office. The list owner must wrap mailing lists (cards) for mailing when practicable. The owner’s name and address must appear on the outside of the wrap or container.

8.6.3 USPS Sortation

USPS employees sort cards by 5-digit ZIP Code and securely package them with a facing slip marked “All for ZIP Code Area (00000).” ZIP Codes are not written on individual cards.

8.7 Election Boards and Voter Registration Commissions

8.7.1 General

Election boards or voter registration commissions may use the "Return Service Requested" endorsement and/or the National Change of Address Linkage System (NCOA^{Link}) to maintain current address lists.

8.7.2 Procedure

Election boards or voter registration commissions using permanent registration also may obtain residential change-of-address information from Forms 3575:

a. An authorized official of the board or commission must sign and submit to the manager, address management systems (district), a written request that lists the Post Offices for which change-of-address information is desired.

b. If the request is approved, an agreement must be obtained from and signed by an authorized official of the board or commission detailing the terms under which the change-of-address information is to be released.

c. The board or commission receives the requested information from the postmasters of the listed Post Offices and pays those postmasters the applicable fees.

9.0 Address Sequencing Services

9.1 Address Sequencing Service Fees

See Notice 123—Price List.

9.2 Service Levels

The USPS provides the following levels of manual or electronic address sequencing service for city carrier routes, rural routes, highway contract routes, and Post Office box sections:

a. Sequencing of address cards or electronic address files.

b. Sequencing of address cards or electronic address files, plus inserting only blank cards for missing addresses or missing sequence numbers for the addresses missing from the electronic files.

c. Sequencing of address cards or electronic address files, plus inserting cards with addresses for missing or new addresses, or inserting addresses into electronic files for missing or new addresses.

d. For address cards or electronic files, if qualification is met, the USPS will provide seeded addresses to the list owners for inclusion in their address files for file protection.

e. If a request for sequencing contains a seeded address, the owner of the seeded address will be notified within 30 days of detection. If all known possibilities of fraud cannot be ruled out, the request will be denied and the Postal Inspection Service will be notified.

9.3 Card Preparation and Submission

9.3.1 Color, Size, and Quantity

When submitting cards, all address cards must be made of white or buff-colored card stock and of an identical size (5 to 8-5/16 inches long and 2-1/4 to 4-1/4 inches high). Blank cards for missing and/or new addresses must be of the same size as the submitted address cards but of a different color. A customer must provide enough blank cards to equal at least 10% of the number of address cards submitted.

9.3.2 Limitation

The customer must not submit address cards or an address file in excess of 110% of the possible deliveries for a specific 5-digit ZIP Code delivery area. Customers requesting the service level in 9.2c will be allowed three attempts to qualify a ZIP Code for the service within a 12-month period. Failure to qualify within three attempts within 12 months will result in a suspension of 1 year for any additional attempts to qualify the ZIP Code.

9.3.3 Addressing Format

Addressing format is specific to the media being used.

a. Card Processing. Cards must be faced in the same direction and bear only one address each. The customer's current address information must be computer-generated, typed, or printed along the top of the card. The address must be within 1 inch from the top edge of the card in about the same location on each card submitted. Each card must include a complete address, but the ZIP Code is optional. Street designators may be abbreviated as shown in Publication 28, *Postal Addressing Standards*. When sequence cards are used to obtain address sequencing information for Post Office boxes, the box section number must be substituted for the carrier route number (if shown).

b. Electronic Processing. The customer must submit address files on electronic media, as described by USPS. Call the National Customer Support Center at 1-800-331-5747 for a copy of the required format.

9.3.4 Header Cards

When submitting address cards, customers must provide carrier route header cards prepared with standard 80-column computer card stock (or another size as described in 9.3.1). The header cards must be typed, computer-generated, or printed by the customer. A route header card of the same size as the address cards must be placed in front of the cards for each route. All columns must be provided on the header cards, regardless of the service level requested. Column headings may be abbreviated. Examples of the required format for the route header card can be obtained from the National Customer Support Center (see 608.8.0 for address).

9.3.5 Delivery Unit Summary

A Delivery Unit Summary must be typed, computer-generated, or printed and provided by the customer for card processing. A printed copy or electronic file will be acceptable for address file submissions. When submitting address cards, an original and two copies must be submitted for each 5-digit ZIP Code. When submitting an address file, an original and two copies of a printed form or one electronic file must be submitted for each 5-digit ZIP Code. This form, used by the

USPS to provide summary information to the customer, is necessary for calculating total charges for the service level provided. For address card submissions, the original is returned to the customer with the cards as the customer's bill. For electronic address file submissions, a computer-generated Delivery Unit Summary is returned as the customer's bill. Upon receipt of payment, the ZIP Code will be qualified for Computerized Delivery Sequence (CDS), and product fulfillment will begin. Examples of the required printed or electronic format of the Delivery Unit Summary can be obtained from the National Customer Support Center (see 608.8.0 for address).

9.3.6 5-Digit ZIP Codes

When submitting address cards, the cards for each 5-digit ZIP Code must be placed in separate containers, each with an envelope affixed containing a packing list and Delivery Unit Summary sheets for that 5-digit ZIP Code. For each 5-digit ZIP Code, the customer must also show the number of containers submitted on the Delivery Unit Summary and number those containers sequentially (e.g., "1 of 3," "2 of 3," and "3 of 3"). If there is more than one container for the 5-digit ZIP Code, the Delivery Unit Summary must be affixed to the first container.

9.3.7 Submitting Cards or Electronic Files

The designated place for submission of addresses for sequencing depends on the type of media used.

a. Card Processing. The customer must submit the containers of address cards to the district manager of Address Management Systems for carrier routes within the corresponding district. (Exception: Address cards only for addresses in the city where the customer is located may be submitted to the postmaster of that city.) Unless directed otherwise, the customer must address containers of address cards to:

   MANAGER ADDRESS MANAGEMENT SYSTEMS
   UNITED STATES POSTAL SERVICE
   [STREET ADDRESS]
   [CITY/STATE/ZIP+4]

b. Electronic Processing. The customer must submit address files on electronic media to:

   COMPUTERIZED DELIVERY SEQUENCING DEPARTMENT
   NATIONAL CUSTOMER SUPPORT CENTER
   UNITED STATES POSTAL SERVICE
   6060 PRIMACY PKWY STE 101
   MEMPHIS TN 38188-0001

9.3.8 Postage

Containers of cards mailed to the Post Office must have postage paid at the applicable price. Address files can be mailed at the appropriate price or be electronically transmitted, as determined by the USPS, to the National Customer Support Center. They are returned to the customer free of postage.

9.3.9 USPS Sequencing

Unsequenced address cards received at Post Offices or unsequenced address files received at the National Customer Support Center will be arranged in sequence of carrier route delivery without charge. Cards with incorrect or undeliverable addresses are removed from carrier route bundles, bundled separately, and returned to the customer. When address files are submitted, incorrect or undeliverable addresses are removed from the original file and returned as a separate file.

9.3.10 USPS Time Limits and Billing

The Post Office or the National Customer Support Center, whichever performs the service, returns the cards or address file and the bill for applicable charges to the customer within 15 working days after receiving a properly prepared request for address sequencing. This time limit does not apply to cards received between November 16 and January 1; they are returned as soon as possible.

9.3.11 Seasonal Addresses

Under all service levels, correct addresses subject to seasonal occupancy, but which do not indicate seasonal treatment, will be identified with an “S” on cards or a flag on address files. If the address is included in a series, such as those used for apartment buildings, trailer parks, and seasonal delivery areas in general, the appropriate “seasonal” indicator box is checked on the card or flagged on the address file. When correct address cards or address files that are not subject to seasonal occupancy but that include seasonal treatment notations are submitted, the seasonal indicator is marked out on cards or left blank on address files. For cards, a rubber band is placed around the card to identify it before it is put in carrier route sequence order in the returned deck of cards. No charge is assessed for this service.

9.4 Sequencing Cards With Blanks for Missing Addresses or Sequencing Address Files With Missing Sequence Numbers

USPS employees at Post Offices (for cards) or the National Customer Support Center (for address files) arrange unsequenced addresses in sequence of carrier route delivery without charge, remove incorrect or undeliverable addresses, and, if cards, package separately for return to the customer, and insert a blank card or missing sequence number for address files for each existing address that is not included in the customer’s cards or address file. (If several addresses in a series are missing, a single blank card is inserted for the series showing the number of missing addresses, or for address files a series of missing sequence numbers will be omitted identifying the number of missing addresses.)

9.5 Sequencing With Address Cards or Address File Sequencing With Addresses Added for Missing and New Addresses

9.5.1 USPS Sequencing

USPS employees at Post Offices (for cards) or the National Customer Support Center (for address files) arrange unsequenced addresses in sequence of carrier route delivery without charge, remove incorrect or undeliverable addresses, and, if cards, package separately for return to the customer or, if an address file, return as

a separate file, and add new or missing addresses (including rural address conversions to city delivery) for each existing address that is not included in the customer's cards or address file.

9.5.2 Separate Address Groups

Separate groups of address cards must be submitted for the addresses in each 5-digit ZIP Code delivery area: city carrier (residential addresses only); city carrier (business addresses only); city carrier (combination of residential and business addresses); rural and highway contract route addresses; or Post Office box addresses (whether business, residential, or a combination). If submitting an electronic address file, a single file meeting the same requirements is acceptable. Each group must be accompanied by a statement showing:

a. Types of addresses (residential, business, or a combination).

b. Number of addresses on the cards or in the address file.

c. Name, mailing address, and telephone number of the list owner or agent.

9.5.3 Post Office Boxes

Within a 5-digit ZIP Code, Post Office box addresses must be placed in separate groups from city carrier, rural, and highway contract route addresses and separately identified on the customer's statement.

9.5.4 Address Percentage

For the 5-digit ZIP Code, the mailing list that the cards or address file represents must contain 90% of all possible residential or business city carrier addresses in the respective address group, 90% of all city carrier addresses in a combination residential/business address group, or 90% of all possible deliveries in rural/highway contract route and Post Office box groups.

9.5.5 Calculating Percentage

In calculating the total number of addresses within a 5-digit ZIP Code, each apartment unit in an apartment building or each office in an office building that is a deliverable address is treated as a separate address.

9.5.6 Resubmitting Cards or Address File

Customers must monitor community growth and determine when address cards or address files need to be submitted for resequencing to maintain the 90% eligibility level of address coverage. Such a determination is not supplied by the USPS. See 509.1.0, *Address Information System Services*, for information on obtaining delivery statistics.

9.6 Service Charges

9.6.1 Basic Service

For sequencing of address cards or address files, the fee in 9.1, *Address Sequencing Service Fees*, is charged for each address card or address that is removed because of an incorrect or undeliverable address. All cards removed are packaged separately and returned to the customer.

9.6.2 Blanks for Missing Addresses

For sequencing of address cards or address files with total possible deliveries shown, the fee in 9.1 is charged for each address card or address that is removed because it is incorrect or undeliverable. No charge is assessed for the insertion of blank cards or missing sequence numbers (for address files) showing the range of missing addresses in a submitted list.

9.6.3 Missing or New Addresses

For sequencing of address cards or address files with missing or new addresses added, the fee in 9.2 is charged for each address card or address that is removed because it is incorrect or undeliverable, and for each address (possible delivery) that is added to the customer's list. For apartment or office buildings with a series of addresses for which the USPS provides a range of addresses, the charge is for each address (possible delivery) in the range or series.

9.6.4 Customer's Bill

For all services, the original of the Delivery Unit Summary is returned to the customer after completion by USPS employees and serves as the customer's bill. The customer must submit payment for the amount due to the local Post Office or as instructed.

9.6.5 Free Services

These services are provided at no charge for all three levels of service:

a. If the customer includes a rural address (box number) in a deck of cards or address file submitted for sequencing, and a street address is assigned to that box number so it can be served on a city delivery route, a correct address card or address is included at no charge.

b. The USPS attempts, but does not guarantee, to make simple corrections to addresses (e.g., obvious spelling errors) that can be identified as a specific delivery address and are not undeliverable as addressed or nonexistent. Corrections are noted on the cards placed in proper carrier route sequence in the returned cards and identified by a rubber band around the card.

9.7 Submitting Properly Sequenced Mailings

9.7.1 Customer Responsibility

The customer must ensure that mailings are prepared in correct carrier route delivery sequence and resequence cards or an address file when necessary. The USPS does not provide list-sequencing service for mailings not prepared in correct carrier route delivery sequence if the customer is so notified but fails to take corrective action.

9.7.2 Changes

When delivery changes affect delivery sequence but do not cause scheme changes, card customers will be notified in writing and must then submit cards for the affected routes or the complete ZIP Code for resequencing. Computerized Delivery Sequence (CDS) customers will automatically receive an updated electronic file from the USPS.

9.7.3 Out-of-Sequence Mailing

If a mailing is found to be out of sequence, the customer is informed in writing both of the error and that, unless the situation is corrected, the USPS will not provide carrier route sequencing service. If the customer does not take corrective action, the USPS gives written notice that the customer is no longer allowed to submit address cards to the Post Office or address files to the National Customer Support Center for sequencing. Within 30 days, the customer may file a written appeal with the postmaster who gave notice.

9.7.4 Reinstatement

Generally, a customer denied address card or address file sequencing service for a specific ZIP Code may not submit address cards (to the Post Office) or address files (to the National Customer Support Center) for sequencing where that sequencing service was terminated for 1 year after the effective date of termination. After that time, the customer is again authorized to submit the ZIP Code address cards (to the Post Office) or address files (to the National Customer Support Center) for sequencing. At any time during the year after termination of service, the customer may renew the submission if the postmaster (for address cards) or the National Customer Support Center (for address files) is convinced that the customer has taken all necessary action to correct the past errors.