508 Recipient Services

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1.0 Recipient Options

1.1 Basic Recipient Concerns

1.1.1 Delivery to Addressee

Addressees may control delivery of their mail. Without a contrary order, the mail is delivered as addressed. Mail addressed to several persons may be delivered to any one of them.

1.1.2 Refusal at Delivery

The addressee may refuse to accept a mailpiece when it is offered for delivery.

1.1.3 Refusal After Delivery

After delivery, an addressee may mark a mailpiece “Refused” and return it within a reasonable time, if the piece or any attachment is not opened. Mail that may not be refused and returned unopened under this provision may be returned to the sender only if it is enclosed in a new envelope or wrapper with a correct address and new postage. The following may not be refused and returned postage-free after delivery:

a. Pieces sent as Registered Mail, insured, Certified Mail, collect on delivery (COD), and Adult Signature.

b. Response mail to the addressee’s sales promotion, solicitation, announcement, or other advertisement that was not refused when offered to the addressee.

1.1.4 Mail Withheld From Delivery

An addressee may request the postmaster, in writing, to withhold from delivery for a period not to exceed 2 years any foreign letter or printed matter with a specified name or address on the outside.

1.1.5 Addressee Identification

If the delivery employee does not know the person claiming to be the addressee, delivery employees may withhold from claimants certain mail pending presentation of an acceptable primary form of identification as specified under 608.10.3, or if suitable under 508.6.0 for general delivery.

1.1.6 Remailing Returned Mail

Generally, a returned mailpiece that was undeliverable-as-addressed or refused by the addressee may not be remailed unless it is placed in a new envelope or wrapper with a correct address and new postage. A returned shortpaid mailpiece can have the necessary additional postage affixed to the original piece and does not have to be placed in a new envelope or wrapper.

1.1.7 Priority Mail Express and Accountable Mail

The following conditions also apply to the delivery of Priority Mail Express, Registered Mail, Certified Mail, mail insured for more than $500.00, Adult Signature, or COD, as well as mail for which a return receipt is requested or the sender has specified restricted delivery:

a. The addressee (or representative) may obtain the sender's name and address while held by the USPS employee before accepting delivery and endorsing the delivery receipt.

b. Unless an electronic signature is used as described in 503.1.8a., a mailpiece may not be opened or given to the recipient before the recipient signs and legibly prints his or her name on the applicable form or label and returns the form or label to the USPS employee.

c. An acceptable primary form of identification as specified under 608.10.3 may be required of the recipient before delivery of the mailpiece.

d. When delivery is not restricted at the sender's request, mail addressed to a person at a hotel, apartment house, etc., may be delivered to any person in a position to whom mail for that location is usually delivered.

e. USPS responsibility ends when the mailpiece is delivered to the addressee (or another party, subject to 1.0).

f. A notice is provided to the addressee for a mailpiece that cannot be delivered. If the piece is not called for or redelivery is not requested, the piece is returned to the sender after 15 days (5 days for Priority Mail Express, 10 days for COD), unless the sender specifies fewer days on the piece.

g. A hand stamp approved by the Postmaster may be used by the addressee (or authorized agent) to provide the signature and name of the individual or organization receiving the mailpiece as follows:

   1. The hand stamp imprint must fit within the Signature and Printed Name blocks on PS Form 3849, without overlapping into other sections.

   2. To obtain approval for a hand stamp, the company must submit a written statement to the postmaster that the person whose name appears on the stamp is authorized to accept accountable mail, accompanied by a sample of the authorized employee's signature.

After approval, the documentation is held by the postmaster and the stamped signature and name are acceptable only if a legible impression is provided within the Signature and Printed Name blocks on PS Form 3849.

3. For mail addressed only to a federal or state official, the stamp need show only the name and location of the accepting organization. In these cases, the stamp imprint must fit within the Printed Name and Delivery Address block of PS Form 3849 without overlapping into other sections.

1.1.8 Additional Delivery Standards for Restricted Delivery

In addition to following standards specified under 1.1.7, postal employees must deliver mail marked "Restricted Delivery" only to the addressee or person authorized in writing as the addressee's agent and under the following conditions: (***Note:*** USPS may require an acceptable primary form of identification as specified under 608.10.3 from the addressee or agent receiving the mail.)

a. Mail for famous personalities and executives of large organizations is normally delivered to an agent authorized to sign for such mail.

b. Mail for officials of executive, legislative, and judicial branches of the government of the United States or of the states and possessions and their political subdivisions, or to members of the diplomatic corps, may be delivered to a person authorized by the addressee or by regulations or procedures of the agency or organization to receive the addressee's mail.

c. Mail for the commander or other officials of military organizations by name and title, is delivered to the unit mail clerk, mail orderly, postal clerk, assistant postal clerk, or postal finance clerk, when such individuals are designated on DD (Department of Defense) Form 285 to receive all mail addressed to the units for which they are designated. If the person accepting mail is designated on DD Form 285 to receive ordinary mail only, then restricted delivery mail addressed to the commander, or other official by name and title, is delivered to the mail clerk only if authorized by the addressee.

d. Mail for an inmate of a city, state, or federal penal institution, in cases where a personal signature cannot be obtained, is delivered to the warden or designee.

e. Mail for minors or persons under guardianship may be delivered to their parents or guardians.

f. An addressee who regularly receives restricted delivery mail may authorize an agent on PS Form 3801 or by letter to the Postmaster and must include the notation "This authorization is extended to include restricted delivery (or Adult Signature Restricted Delivery) mail." PS Form 3849 also may be used for the authorization, if the Post Office has no standing delivery order or letter on file, when the addressee enters the name of the agent on the back of PS Form 3849 in the space provided and signs the form. The agent must sign for receipt of the article on the back of the form.

g. When mail is addressed to two or more persons jointly, all addressees or their agents must be present to accept delivery together. The delivery receipt obtained and the return receipt, if any, must be signed by all joint addressees or their agents. The mail may then be delivered to any of the addressees or their agents unless one or more addressees or their agents object, in which case delivery is not made until all the addressees or their agents sign a statement designating who is to receive the mail.

h. Either person may sign for mail addressed to one person in care of another (i.e. "In Care Of").

1.2 Carrier Release Endorsement for Parcels

The carrier release endorsement "CARRIER—LEAVE IF NO RESPONSE" instructs carriers to leave the parcel if no one is available to accept the parcel or when the addressee has filed a written order to allow a carrier to leave the parcel. A parcel may be left in an unprotected location, such as a stairway or uncovered porch, only when it bears the "CARRIER—LEAVE IF NO RESPONSE" endorsement. The endorsement must appear directly to the left of the postage area (preferred) or directly below the return address as specified in 102.4.1 and 202.4.3. A carrier release endorsement may be used on only:

a. Uninsured parcels.

b. Parcels which do not require a signature.

1.3 Jointly Addressed

For mail that is jointly addressed:

a. Such as "Mr. and Mrs. John Doe," or "John and Jim Doe," neither party is entitled to control delivery of such mail over the objection of the other.

b. To husbands or wives, neither party may control delivery of mail addressed to the other.

1.4 Delivery to Addressee's Agent

1.4.1 Basic Standard

Unless otherwise directed, an addressee's mail may be delivered to an employee, to a competent member of the addressee's family, or to any person authorized to represent the addressee. A person or several persons may designate another to receive their mail.

1.4.2 Minor

A minor's guardian may control delivery of mail addressed to the minor. If there is no guardian and the minor is unmarried, either parent may receive delivery of the minor's mail.

1.4.3 Incompetent Person

Mail may be delivered under the order of the guardian or conservator for a person legally declared incompetent. If there is no legal representative, the mail is delivered as addressed.

1.4.4 Deceased Person

Mail addressed to a deceased person may be received at the address of the deceased by anyone who would normally receive the addressee's mail at that address. The mail may also be forwarded to a different address, such as that of an appointed executor or administrator, if an order of request is filed at the Post Office.

1.5 Delivery to Individual at Organization

1.5.1 To Address

All mail addressed to a governmental or nongovernmental organization or to an individual by name or title at the address of the organization is delivered to the organization, as is similarly addressed mail for former officials, employees, contractors, agents, etc. If disagreement arises where any such mail should be delivered, it must be delivered under the order of the organization's president or equivalent official.

1.5.2 Not to Address

Mail addressed to a governmental or nongovernmental official by title or by organization name, but not to the address of the organization, is delivered to the organization if the organization so directs.

1.6 Delivery at Hotels, Institutions, Schools, and Similar Places

1.6.1 Patient or Inmate

Mail addressed to a patient or inmate at an institution is delivered to the institution authorities. If the addressee is no longer at that address, the mail must be redirected to the current address, if known, or endorsed appropriately and returned by the institution to the Post Office.

1.6.2 Hotel or School

Mail addressed to a person at a hotel, school, or similar place is delivered to the hotel, school, etc. If the addressee is no longer at that address, the mail must be redirected to the current address, if known, or endorsed appropriately and returned by the institution to the Post Office.

1.6.3 Prisoner

Mail addressed to a prisoner is subject to the mail security standards in the *Administrative Support Manual*.

1.6.4 Registered Mail Addressed to Hotel or Apartment House

Registered Mail addressed to a person at a hotel or apartment house is delivered to the persons designated by the management of the hotel or apartment house in a written agreement with the USPS (Form 3801-A). If the sender restricts delivery of the Registered Mail, it may not be delivered to that designated person, unless the addressee authorized that person in writing to receive restricted-delivery mail.

1.7 Conflicting Delivery Orders

1.7.1 Delivery to Third Party

If persons make conflicting orders for delivery of the same mail, and they cannot agree among themselves who should receive the mail, the mail may be delivered to a named receiver or third party unanimously agreed to by the disputing parties.

1.7.2 Receiver in Dispute

If the disputing parties are unable to select a receiver, they must furnish the postmaster all available evidence on which they rely to exercise control over the disputed mail. USPS may hold or return mail pending resolution of the dispute.

1.7.3 Court Order

Mail is delivered under a court order issued for mail claimed by different persons.

1.8 Commercial Mail Receiving Agencies

1.8.1 Commercial Mail Receiving Agency

The definition of a Commercial Mail Receiving Agency is as follows:

a. A Commercial Mail Receiving Agency (CMRA) is defined as a business that, in whole or in part, accepts the delivery of U.S. Mail on behalf of another person or entity as a business service. U.S. Mail is inclusive of all classes of mail.

b. An office business center (OBC) is a business that operates primarily to provide private office facilities and other business support services to individuals or firms (customers). OBCs receive single-point delivery. OBCs are considered CMRAs for Postal Service purposes and must comply with the requirements in 1.8.

c. A business or individual that operates primarily to provide reshipping or redelivery services to individuals or firms (customers) is considered a CMRA for Postal Service purposes and must comply with requirements in 1.8.

1.8.2 Procedures

The procedures for establishing a commercial mail receiving agency (CMRA) are as follows:

a. An addressee may request mail delivery to a CMRA. The CMRA accepts delivery of the mail and holds it for pickup or remails it to the addressee, prepaid with new postage.

b. Each CMRA must register with the Post Office responsible for delivery. Any person who establishes, owns, or manages a CMRA must provide PS Form 1583-A, *Application to Act as a Commercial Mail Receiving Agency,* to the postmaster (or designee) responsible for the delivery address. The CMRA owner or manager must complete all entries and sign the PS Form 1583-A. The CMRA owner or manager must present acceptable primary and secondary forms of identification as specified under 608.10.0 The forms of identification presented must be current (not expired). These forms of identification must contain sufficient information to confirm that the applicant is who he or she claims to be and is traceable to the bearer. The

postmaster (or designee) must list and record on PS Form 1583-A (block 10) sufficient information to identify the two acceptable forms of identification. Furnishing false information on the application or refusing to provide required information is reason for denying the application. If any information required on PS Form 1583-A changes, the CMRA owner or manager must file a new application with the postmaster.

c. The postmaster (or designee) must verify the documentation to confirm that the CMRA owner or manager resides at the permanent home address shown on Form 1583-A; witness the signature of the CMRA owner or manager; and sign Form 1583-A. The postmaster must provide the CMRA owner or manager with a copy of the DMM regulations relevant to operating a CMRA under 1.8. The CMRA owner or manager must sign the Form 1583-A acknowledging receipt of the regulations. The postmaster must file the original of the completed Form 1583-A at the Post Office, scan and upload a copy into the Facilities Database (FDB), and provide the CMRA with a duplicate copy.

d. A CMRA is authorized to accept the following accountable mail from their customers for mailing at the Post Office: insured, Priority Mail Express, Certified Mail, COD (excluding COD Hold For Pickup), USPS Tracking, and Signature Confirmation mail. The sender (CMRA customer) must present accountable mail items not listed to the Post Office for mailing.

e. CMRAs that do not operate within Postal Service regulations will be suspended from authorization to act as a CMRA until the CMRA complies with regulations. If the CMRA does not comply in 30 days or less, the Postal Service may terminate the CMRA's authorization to accept mail on behalf of others.

f. A Private Mail Box (PMB) must not be used for, or in connection with, a scheme or enterprise that violates any federal, state, or local law; breaches an agreement with a federal, state, or local agency whereby the box customer has agreed to discontinue a specified activity; or violates or attempts to evade any order of a court or administrative body.

1.8.3 Addressee and CMRA Agreement

Procedures for delivery to a CMRA are as follows:

a. The following applies:

1. Mail delivery to a CMRA requires that CMRA owners or managers complete and sign PS Form 1583, Application for Delivery of Mail Through Agent, regarding themselves. A separate PS Form 1583 must be completed for each addressee of a Private Mail Box (PMB) for residential or personal use. Spouses must each complete and sign a separate PS Form 1583 to both receive mail at the same PMB. Each spouse must provide acceptable primary and secondary forms of identification as specified under 608.10.0.

2. A parent or guardian may receive delivery of a minor's mail by listing the name(s) of each minor on PS Form 1583 (block 11).

3. The mail addressee (the applicant) must sign or confirm his or her signature in the physical or virtual (in real-time audio and video) presence of the CMRA owner or manager or authorized employee, or acknowledge his or her signature in the physical or virtual (in real-time audio and video) presence of a notary public commissioned in a United States state, territory, possession, or the District of Columbia. The addressee must complete all entries on PS Form 1583. The CMRA owner or manager must verify the documentation to confirm that the addressee resides or conducts business at the permanent address shown on PS Form 1583. The address is verified if there is no discrepancy between information on the application and the identification presented.
4. If information on the application does not match the identification, the CMRA must deny the application. Furnishing false information on the application or refusing to provide required information is reason for withholding the addressee's mail from delivery to the agent and returning it to the sender.
5. When any information required on PS Form 1583 changes, the addressee must complete a new application with the CMRA. The addressee must provide acceptable primary and secondary forms of identification as specified under 608.10.0. The identification presented must be current (not expired). It must contain sufficient information to confirm that the applicant is who he or she claims to be and is traceable to the bearer.
6. The CMRA owner or manager must list and record on PS Form 1583 (block 10) sufficient information to identify the acceptable primary and secondary forms of identification presented and write on PS Form 1583 (block 4) the complete CMRA delivery address used to deliver mail to the addressee.

b. A CMRA must not modify or alter PS Form 1583 or PS Form 1583-A. Modified or altered forms are invalid and the addressee's mail must be returned to sender in accordance with USPS regulations.

c. The CMRA must enter the information provided on each PS Form 1583 and upload a clear and legible copy of each identification document into the USPS CMRA Customer Registration Database (CRD). The following also applies:

1. The CMRA must maintain, at a minimum, a digital copy of a completed PS Form 1583 at the CMRA business location. The PS Form 1583 must be available at all times for examination by Postal Service representatives and Postal Service inspectors.
2. Images of the primary and secondary forms of identification are not required to be retained at the CMRA after they are uploaded into the CMRA Customer Registration Database. If, upon review by the Postal Service, the image uploaded is not clear and legible, the CMRA will be notified to promptly collect and upload a replacement image.

d. A CMRA must represent its delivery address designation for the intended addressees by the use of "PMB" (private mailbox) or the alternative "#" sign. Mailpieces must bear a delivery address that contains at least the following elements, preferably in the following format:

1. Line 1: Intended addressee's name or other identification. *Examples: JOE DOE or ABC CO.*
2. Line 2: "PMB" and number or the alternative "#" (pound sign) and number. *Examples: PMB 234 or #234*.
3. Line 3: Street number and name or Post Office box number or rural route designation and number. *Examples: 10 MAIN ST STE 11 or PO BOX 34 or RR 1 BOX 12*.
4. Line 4: City, state, and ZIP Code (5-digit or ZIP+4). *Example: HERNDON VA 22071-2716*.

e. As an alternate to the format presented in e., the following format may be used:

1. Line 1: Intended addressee's name or other identification. *Examples: JOE DOE or ABC CO*.
2. Line 2: Street number and name or Post Office box number and "PMB" and number or the alternative "#" (pound sign) and number. *Examples: 10 MAIN ST PMB 234 or #234 or PO BOX 34 PMB 234 or #234*.
3. Line 3: City, state, and ZIP Code (5-digit or ZIP+4). *Example: HERNDON VA 22071-2716*.

f. As an exception to the formats presented in e. and f., when the CMRA's physical address contains a secondary address element (e.g., rural route box number, "suite," "#," or other term), the CMRA customer must use "PMB" in the three-line format. It is not permissible to combine the secondary address element of the physical location of the CMRA address and the CMRA customer private mailbox number, e.g., 10 MAIN ST STE 11-234. The CMRA must write the complete CMRA delivery address used to deliver mail to each individual addressee or firm on the Form 1583 (block 3). The USPS may return mail without a proper address to the sender endorsed "Undeliverable as Addressed, Missing PMB or # Sign." The three-line format must be as follows:

1. JOE DOE
   10 MAIN ST STE 11 PMB 234
   HERNDON VA 22071-2716
2. JOE DOE
   RR 12 BOX 512 PMB 234
   HERNDON VA 22071-2716

g. The CMRA must be in full compliance with 1.8.1 through 1.8.4 and other applicable postal requirements to receive delivery of mail from the Post Office.

h. The CMRA must ensure that all its addressees (customers) have a current PS Form 1583 on file and that information for each addressee is up to date in the USPS CMRA Customer Registration Database. Updates must include termination dates for any PMBs closed in the previous quarter. Any expired, illegible, or unclear identification or address documents uploaded into the CMRA Customer Registration Database will be considered not in compliance.

i. The CMRA must certify in the USPS CMRA Customer Registration Database each quarter (certification due on January 15, April 15, July 15, and October 15), that every PS Form 1583 it submitted is current, all termination dates have been updated, and no identification documents are expired.

j. The postmaster may, with the next higher level approval and notification to the Postal Inspector-In-Charge, suspend delivery to a CMRA that, after proper notification, fails to comply with 1.8.1 through 1.8.4 or other applicable postal requirements. The proper notification must be in writing outlining the specific violation(s), with a 30-day period to comply.

k. With the approval of suspension of delivery, the postmaster must provide the CMRA with written notification of the effective date and the reason(s). If the CMRA fails to comply by the effective date, return mail to the sender endorsed "Delivery Suspended to Commercial Mail Receiving Agency."

l. The Chief Postal Inspector or designee may issue an emergency mail-withholding order to withhold mail to any PMB holder who is suspected of utilizing a CMRA or PMB for any activity that violates United States Code Title 18 or Title 39, and that the mail be returned to sender, forwarded to the mail recovery center, or otherwise handled in accordance with a court order. The CMRA must give the mail addressed to the withheld PMB to the letter carrier or return it to the Post Office responsible for delivery to the CMRA the next business day after receipt.

1.8.4 Addressee and CMRA Agreement

In delivery of the mail to the CMRA, the addressee and the CMRA agree that:

a. When the agency relationship between the CMRA and the addressee terminates, neither the addressee nor the CMRA will file a change-of-address order with the Post Office. The CMRA must write the date of termination on its copy of PS Form 1583. The CMRA must enter the date of termination in the USPS CMRA Customer Registration Database as soon as practical. The CMRA must retain the endorsed copies of PS Forms 1583 for a minimum of 6 months after the termination date. PS Forms 1583 filed at the CMRA business location must be available at all times for examination by Postal Service representatives and Postal Service inspectors.

b. The CMRA must remail mail intended for the addressee (customer) for at least 6 months after the termination date of the agency relationship between the CMRA and addressee. The remail of mail intended for the addressee (customer) is the responsibility of the CMRA. This includes at least a 6-month period immediately after the termination date of the agency

relationship between the CMRA and the addressee. The addressee (customer) must provide the remail address (or email if correspondence is scanned for digital delivery) on PS Form 1583. The remail address must be entered into the USPS CMRA Customer Registration Database. If the addressee collects his or her mail in person at the CMRA, but elects to have his or her mail remailed for the 6-month post-termination period, the CMRA must record this remail address on the CMRA's copy of PS Form 1583 and enter this remail address in the USPS CMRA Customer Registration Database with the date of termination.

c. If mail is remailed by the CMRA to the address of a former customer during the 6-month remail period and returned by the USPS endorsed "Moved, Left No Address," then the CMRA may return that mail to the Post Office with the approval of the postmaster or station manager. The approval is subject to evidence that the mail was remailed with new postage to the former customer at the address provided when the relationship was terminated and/or the verified home or business permanent address provided on the customer's Form 1583. Upon approval, the CMRA may return to the Post Office only First-Class Mail, First-Class Package Service — Retail, Priority Mail, Priority Mail Express, accountable mail, and USPS Retail Ground received for the former customer. The CMRA must return this mail to the Post Office the next business day after receipt without new postage.

d. A CMRA may not refuse delivery of mail if the mail is for an addressee who is a customer or former customer (within the past 6 months).

e. If the CMRA has no Form 1583 on file for the intended addressee, the CMRA must return that mail to the Post Office responsible for delivery with this endorsement: "Undeliverable, Commercial Mail Receiving Agency, No Authorization to Receive Mail for this Addressee." This mail is returned to the Post Office without new postage. The CMRA must return misdelivered mail the next business day after receipt.

f. The CMRA must not deposit return mail in a collection box. The CMRA must give the return mail to the letter carrier or return it to the Post Office responsible for delivery to the CMRA.

2.0 Conditions of Delivery

2.1 City Delivery Service

2.1.1 Establishment

City delivery is provided according to USPS policies and procedures, the characteristics of the area to be served, and the methods needed to provide adequate service. Requests or petitions to establish, change, or extend city delivery service must be made to the local postmaster.

2.1.2 Accommodating Customer Hardship

Changes in the type of delivery authorized for a delivery point may be considered if service by existing methods imposes an extreme physical hardship on the customer.

2.1.3 Customer Maintenance of Receptacles

Customers must provide authorized mail receptacles or door slots, except for mail receptacles authorized by the USPS to be owned and maintained by the USPS. The purchase, installation, maintenance, and replacement of mail receptacles used by customers for mail delivery are not the responsibility of the USPS. However, the USPS may authorize neighborhood delivery and collection boxes and parcel lockers to be purchased, installed, maintained, or replaced by the USPS.

2.1.4 Businesses

Mail receptacles or door slots are not required at businesses and offices that are open and have someone on hand to receive the mail when the carrier calls.

2.1.5 Receptacles With Locks

If a lock is used on a mail receptacle, the receptacle must have a slot large enough to accommodate the normal daily mail volume.

2.1.6 Door Slot

A door slot for mail must meet specific criteria:

a. The clear rectangular opening in the outside slot plate must be at least 1-1/2 inches wide and 7 inches long.

b. The slot must have a flap, hinged at the top if placed horizontally, or hinged on the side away from the hinge side of the door if placed vertically.

c. When an inside hood is used to provide greater privacy, the hooded portion must not be below the bottom line of the slot in the outside plate if placed horizontally, or beyond the side line of the slot in the outside plate nearest the hinge edge of the door if placed vertically.

d. The hood at its greatest projection must not be less than 2-1/16 inches beyond the inside face of the door.

e. The bottom of the slot must be at least 30 inches above the finished floor line.

2.1.7 Apartment Mail Receptacles

Apartment house mail receptacles must be approved by the USPS. The purchase, installation, maintenance, and replacement of mail receptacles, boxes, or parcel lockers are not the responsibility of the USPS except for neighborhood delivery and collection boxes and parcel lockers authorized by the USPS to be owned and maintained by the USPS. When apartment buildings are substantially renovated or remodeled to provide additional apartments, or a material change is made in the location of boxes, obsolete receptacles must be replaced by currently approved receptacles.

2.2 Rural Delivery Service

2.2.1 Establishment

Rural stations and branches are established, and rural delivery is provided, according to USPS policies and procedures, the characteristics of the area to be served, and the methods needed to provide adequate service. Requests or petitions to establish, change, or extend rural delivery service, signed by the

heads of families wanting this service, must be given to the postmaster of the Post Office from which delivery service is desired, or from which the route operates, as applicable.

2.2.2 Accommodating Customer Hardship

On the customer's written request, the postmaster may approve an exception to the currently authorized method of delivery, if the type of rural delivery authorized imposes an extreme physical hardship.

2.2.3 Parcel Delivery

An ordinary parcel too large to fit into a customer's mailbox is not left unless the customer has filed a written order with the postmaster relieving the USPS and carriers of all responsibility in case of loss or depredation of any such parcel left outside the box.

2.2.4 Delivery to Recipient With Contagious Disease

Mail is delivered to a customer's mailbox if a quarantined disease exists, provided that delivery can be made without exposure to contagion. No mail is collected from such box while the quarantine is in force.

2.2.5 Insufficient Postage/ Mailable Matter

Generally, mailable matter is collected from a rural mailbox if postage is fully prepaid or money equal to the required postage is left in the mailbox. Money in a rural box is left at the customer's risk. When postage or money is insufficient to cover postage, the mail is not collected, or if the sender cannot be identified, the mail is treated as unpaid mail. Mailable matter not bearing postage found in, placed on, attached to, supported by, or hanging from rural boxes is handled under the applicable standards.

2.3 Highway Contract Delivery Service

2.3.1 Establishment

Highway contract routes are established, and delivery service on such routes is provided, according to USPS policies and procedures, the characteristics of the area to be served, and the methods needed to provide adequate service. Requests or petitions for new routes, or for extensions of service or changes in the line of travel or schedule of highway contract service, must be directed to the USPS distribution networks office with supervision over the transportation of mail in the area involved.

2.3.2 Parcel Delivery

An ordinary parcel too large to fit into a customer's mailbox is not left unless the customer has filed a written order with the postmaster relieving the USPS and carriers of all responsibility in case of loss or depredation of any such parcel left outside the box.

2.3.3 Mail Collection

Generally, mailable matter is collected from a mailbox if postage is fully prepaid or money equal to the required postage is left in the mailbox. Money in a mailbox is left at the customer's risk. When postage or money is insufficient to cover postage, the mail is not collected, or if the sender cannot be identified, the mail is

treated as unpaid mail. Mailable matter not bearing postage found in, placed on, attached to, supported by, or hanging from boxes is handled under the applicable standards.

2.3.4 Mailbox Location

Curbside mailboxes meeting the applicable standards in 3.0 must be placed where they protect the mail and can be conveniently served by carriers without leaving their vehicles. These boxes must be on the right side of the road in the direction of travel when required by traffic conditions or when driving to the left to reach the boxes would violate traffic laws by the carrier.

3.0 Customer Mail Receptacles

3.1 Basic Information for Customer Mail Receptacles

3.1.1 Authorized Depository

Except as excluded by 3.1.2, every letterbox or other receptacle intended or used for the receipt or delivery of mail on any city delivery route, rural delivery route, highway contract route, or other mail route is designated an authorized depository for mail within the meaning of 18 USC 1702, 1705, 1708, and 1725.

3.1.2 Exclusions

Door slots and nonlockable bins or troughs used with apartment house mailboxes are *not* letterboxes within the meaning of 18 USC 1725 and are *not* private mail receptacles for the standards for mailable matter not bearing postage found in or on private mail receptacles. The post or other support is *not* part of the receptacle.

3.1.3 Use for Mail

Except under 3.2.11, the receptacles described in 3.1.1 may be used only for matter bearing postage. Other than as permitted by 3.2.10, or 3.2.11, no part of a mail receptacle may be used to deliver any matter not bearing postage, including items or matter placed upon, supported by, attached to, hung from, or inserted into a mail receptacle. Any mailable matter not bearing postage and found as described above is subject to the same postage as would be paid if it were carried by mail.

3.1.4 Clear Approach

Customers must keep the approach to their mailboxes clear of obstructions to allow safe access for delivery. If USPS employees are impeded in reaching a mail receptacle, the postmaster may withdraw delivery service.

3.2 Curbside Mailboxes

3.2.1 Manufacturer Specifications

Manufacturers of all mailboxes designed and made to be erected at the edge of a roadway or curbside of a street and to be served by a carrier from a vehicle on any city route, rural route, or highway contract route must obtain approval of their products under USPS Standard 7, *Mailboxes, City and Rural Curbside.* To

receive these construction standards and drawings or other information about the manufacture of curbside mailboxes, write to USPS Engineering (see 608.8.0 for address).

3.2.2 Custom-Built Mailbox

The local postmaster may approve a curbside mailbox constructed by a customer who, for aesthetic or other reasons, does not want to use an approved manufactured box. The custom-built box must generally meet the same standards as approved manufactured boxes for flag, size, strength, and quality of construction.

3.2.3 Locked Box

A mailbox with a lock must have a slot that is large enough to accommodate the customer's normal daily mail volume. The USPS neither opens a locked box nor accepts a key for this purpose.

3.2.4 Mailbox Post

The post or other support for a curbside mailbox must be neat and of adequate strength and size. The post may not represent effigies or caricatures that tend to disparage or ridicule any person. The box may be attached to a fixed or movable arm.

3.2.5 Advertising

Any advertising on a mailbox or its support is prohibited.

3.2.6 Location

Subject to state laws and regulations, a curbside mailbox must be placed to allow safe and convenient delivery by carriers without leaving their vehicles. The box must be on the right-hand side of the road in the direction of travel of the carriers on any new rural route or highway contract route, in all cases where traffic conditions are dangerous for the carriers to drive to the left to reach the box, or where their doing so would violate traffic laws and regulations.

3.2.7 Address Identification

Every curbside mailbox must bear the following address information:

a. A box number, if used, inscribed in contrasting color in neat letters and numerals at least 1 inch high on the side of the box visible to the carrier's regular approach, or on the door if boxes are grouped.

b. A house number if street names and house numbers have been assigned by local authorities, and the postmaster authorizes their use as a postal address. If the box is on a different street from the customer's residence, the street name and house number must be inscribed on the box.

3.2.8 Owner's Name

The mailbox may bear the owner's name.

3.2.9 More Than One Family Sharing a Receptacle

If more than one family wishes to share a mail receptacle, the following standards apply:

a. Route and Box Number Addressing. On rural and highway contract routes authorized to use a route and box numbering system (e.g., RR 1 BOX 155), up to five families may share a single mail receptacle and use a common route and box designation. A written notice of agreement, signed by the heads of the families or individuals who want to join in the use of such box, must be filed with the postmaster at the delivery office.

b. Conversion to Street Name and Number Addressing. When street name and numbering systems are adopted, those addresses reflect distinct customer locations and sequences. Rural and highway contract route customers who are assigned different primary addresses (e.g., 123 APPLE WAY vs. 136 APPLE WAY) should erect individual mail receptacles in locations recommended by their postmasters and begin using their new addresses. Customers having different primary addresses who wish to continue sharing a common receptacle must use the address of the receptacle's owner and the "care of" address format:
JOHN DOE
C/O ROBERT SMITH
123 APPLE WAY
Customers having a common primary address (e.g., 800 MAIN ST) but different secondary addresses (e.g., APT 101, APT 102, etc.) may continue to share a common receptacle if single-point delivery is authorized for the primary address. Secondary addresses should still be included in all correspondence.

3.2.10 Delivery of Unstamped Newspapers

Generally, curbside mailboxes are to be used for mail only. However, publishers of newspapers regularly mailed as Periodicals may, on Sundays and national holidays only, place copies of the Sunday or holiday issues in the rural route and highway contract route boxes of subscribers if those copies are removed from the boxes before the next scheduled day of mail delivery.

3.2.11 Newspaper Receptacle

A receptacle for newspaper delivery by private carriers may be attached to the post of a curbside mailbox used by the USPS if the receptacle:

a. Does not touch the mailbox or use any part of the mailbox for support.

b. Does not interfere with the delivery of mail, obstruct the view of the mailbox flag, or present a hazard to carrier or vehicle.

c. Does not extend beyond the front of the mailbox when the box door is closed.

d. Does not display advertising, except the publication title.

3.3 Wall-Mounted Centralized Mail Receptacles

3.3.1 Manufacturer Requirements

Manufacturers of wall-mounted centralized mail receptacles used for mail delivery must receive approval under the specifications and procedures in USPS Standard 4. The specifications and other information can be obtained by writing to USPS Engineering (see 608.8.0 for address).

3.3.2 Customer Requirements

The installation of proper equipment is required for delivery service. The type of equipment must be approved by the USPS under 3.3.1 and must be appropriate for the structure. Customers should discuss the types of approved equipment permitted for their structures with their postmaster before purchasing and installing delivery equipment.

4.0 Post Office Box Service

4.1 Basic Information for PO Box Service

4.1.1 Purpose

Post Office Box (PO Box) service is a premium service offered for a fee (See Notice 123—Price List) to any customer and for no fee to customers who are not eligible for carrier delivery (also see 4.5.2). The service allows a customer to obtain mail during the hours the box lobby is open or access is otherwise available and is provided only through receptacles owned or operated by the USPS or its agents. PO Box service does not include alternate means of delivery established to replace or extend carrier delivery service. A postmaster (or designee) and a box customer may not make any agreement that contravenes the regulations on PO Box service or its fees. Competitive PO Box service (see 4.5.4) is available in designated postal locations and offers service enhancements for PO Box customers.

4.1.2 Definition

Post Office Box, PO Box, or the # symbol when a Post Office street address is used as allowed under 4.5.4, designates this service in an address. Competitive PO Box service is available for customers located within the service area of a competitive mailbox service provider. Market-Dominant PO Box service is available to serve customers not served by a nearby competitor. Box customer applies only to the person who signs the application as an individual or to the organization on whose behalf an individual signs the application.

4.1.3 Box Size

There are five box sizes and availability of sizes varies by facility. A customer is assigned a box size based on the customer's needs and the availability of boxes. The postmaster may require a customer to use a larger size box if the customer's mail volume increases beyond the capacity of the present box. The fees for boxes increase with box size. The following chart describes approximate box capacities and frontal dimensions.

BOX SIZE	CAPACITY (Cubic Inches)	WIDTH AND HEIGHT (Inches)
1	Under 296	3 by 5.5
2	296 through 499	5 by 5.5
3	500 through 999	11 by 5.5
4	1,000 through 1,999	11 by 11
5	2,000 or more	22.5 by 12

4.1.4 Number Assignment

A number is assigned to each PO box. Mail intended for delivery through a box must show the assigned PO box number in the address immediately above the city, state, and ZIP Code.

4.1.5 Box Availability

When no box of the appropriate size is available, the postmaster may handle the application for box service in one or more of the following ways:

a. Refer the customer to another postal facility with available capacity.

b. Place the customer's name on a waiting list for box service.

c. Provide general delivery service until an appropriate size box becomes available.

d. Offer a smaller or larger box, or caller service, at its applicable fee.

4.1.6 Unavailable Box

Online customers cannot apply for a box that is not available but can place themselves on a waiting list for the box. Customers must pay the correct fee for the service they receive, regardless of the box size applied for.

4.1.7 Service Period

PO Box service is available in 3-, 6- or two 6-month (semi-annual) prepaid periods. The 3-month option requires establishing an automatic recurring renewal payment available online or at select post offices with automatic recurring payment functionality. The 3-month option is not available at Post Office locations on the semi-annual (April/October) payment schedule.

4.1.8 Limitation on Service

The postmaster may require a box customer to use caller service under 5.0 based on the volume of mail received, or the level of service requested by the customer, or the availability of boxes. A customer required to use caller service in this manner may submit a written request to the postmaster for a new determination not more than semiannually. Existing box customers will not be allowed to use additional boxes at Post Offices having a waiting list for PO Boxes.

4.2 Service

4.2.1 Application

Customers may apply for PO Box service by completing PS Form 1093, *Application for Post Office Box Service,* at a Post Office or online and presenting it to any postal retail facility. When submitting an application, all applicants listed on the application (including both spouses and other individuals listed, except for minors) each must present two items of valid, current identification. One must be an acceptable primary form of identification, as specified under 608.10.3, and the other an acceptable secondary form of identification, as described under 608.10.4. Both must contain sufficient information to confirm the applicant's identity and be traceable to the bearer.

Furnishing false information or refusing to provide required information may be sufficient reason to deny the application or discontinue service. If any information required on PS Form 1093 changes, the box customer must update the application. Application procedures are as follows:

a. In all cases:

   1. Spouses may complete and sign one PS Form 1093.
   2. Other adult persons, employees or other representatives of organizations, or minors under a parent or guardian, who receive mail in the PO Box, or additional box users authorized to pick up mail from the box, must be listed on PS Form 1093.
   3. Customers applying for Competitive PO Box services must also complete and sign a Customer Agreement when selecting any of the service enhancements described in 4.5.4.
   4. Minors (a person under 18 years of age) may be provided with PO Box service, unless the minor's parent or guardian submits a written objection to the appropriate postmaster, but are ineligible to apply for PO Box service online.

b. Under these additional conditions when applying online:

   1. An applicant searches for and selects a box and the service time period.
   2. The applicant must complete all required items on the online PS Form 1093, and read the Privacy Act statement.
   3. The applicant must complete the payment information.
   4. The applicant must present an unsigned printout of the online PS Form 1093 in person to the Post Office and, upon approval, receive the box number and keys or lock combination.

4.2.2 Transferring Service

PO Box service may be transferred, without payment of an additional fee, to any box of the same size and fee group at a different facility of the same Post Office. To transfer service, the box customer must submit a new application to either

facility. A box customer may transfer service no more than once in any semiannual payment period and must submit a completed PS Form 3575 at the time of transfer.

4.3 Conditions of Use

4.3.1 Mail Receipt
In accordance with the standards in 4.2, any individual box customer or organization may receive through the box any mail properly addressed to the box number.

4.3.2 Mail Only
Only mail and official USPS notices may be placed into a PO Box.

4.3.3 Accumulation and Overflow of Mail
A box customer must remove mail promptly from the box. If mail will not be removed from the box for more than 30 days and an overflow condition is probable, the customer must make prior arrangements with the postmaster. When mail for a customer's PO Box exceeds the capacity of the box on 12 of any 20 consecutive business days (excluding Saturdays, Sundays, and national holidays), the box is in an overflow condition. Customers whose box is in an overflow condition must use caller service, change to a larger box, or use one or more additional boxes to which mail will be addressed.

4.3.4 Unlawful Activity
A PO Box may not be used for, or in connection with, a scheme or enterprise that violates any federal, state, or local law; breaches an agreement with a federal, state, or local agency whereby the box customer has agreed to discontinue a specified activity; or violates or attempts to evade any order of a court or administrative body.

4.3.5 Forwarding
A PO Box may not be used when the primary purpose is to have USPS forward or transfer mail to another address free of charge.

4.3.6 Address Change
Customers may file change-of-address orders as follows:

a. Organizations. Only the box customer or authorized representatives of the organization listed on the PS Form 1093 may file change-of-address orders. The organization is responsible for forwarding mail to other persons receiving mail at the box.

b. Residential box customers, Fee Groups 1 through 7 and 30 through 44. Only the box customer listed on the PS Form 1093 may file change-of-address orders, and is responsible for forwarding mail to other persons receiving mail at the box.

c. Residential box customers, Fee Group E. The box customer or any other person listed on the PS Form 1093 may file an individual change-of-address order. Only the box customer may file a change-of-address order for the entire family.

4.4 Basis of Fees and Payment

4.4.1 General

PO Box fees are based on the box size (see 4.1.3) and the fee group to which the box's 5-digit ZIP Code is assigned.

4.4.2 Fee Changes

A change in PO Box service fees applicable to a 5-digit ZIP Code can arise from a general fee change. In addition, USPS may assign a fee group to a new ZIP Code, may reassign one or more 5-digit ZIP Codes to the next higher or lower fee group based on the ZIP Codes' cost and market characteristics, or may regroup 5-digit ZIP Codes. Except when boxes from two or more ZIP Codes are being merged into one location, a ZIP Code may be moved only into the next higher or lower fee group. If boxes in two or more ZIP Codes merge, the fee group will be that of the receiving location, even if one of the fee groups changes by more than one level. No ZIP Code may be moved into a different fee group more than once a calendar year. A change in Post Office Box service fees takes effect on the date of the action that caused the change unless an official announcement specifies another date. If PO Box service fees are increased, no customer must pay the new price until the end of the current service period, and no retroactive adjustment will be made for a payment received before the date of the change. The fee charged is that in effect on the date of payment.

4.4.3 Payment

All fees for PO Box service are for 3-, 6-, or two 6-month (semi-annual) prepaid periods, except as noted under 4.4.5, 4.4.7, and 4.4.9.The general rule is that a fee may be paid up to one year in advance; however, when boxes from two or more ZIP Codes are being merged into one location, a customer has the option, prior to the merger, to renew at the current fee for another rental period, even when this results in a fee being paid more than one year in advance. Customers may pay the fee using any of the following methods:

a. In person using cash, credit or debit card, or check or money order payable to the postmaster.

b. By mail using check or money order payable to the postmaster. A mailed payment must be received by the postmaster on or before the due date.

c. At a self-service center using a credit or debit card.

d. Online at *www.usps.com/manage/po-boxes.htm* using a credit card, including for online automatic PO Box renewal.

4.4.4 Payment Period

Except under 4.4.6, the beginning date for a PO Box fee payment period is determined by the approval date of the application. The period begins on the first day of the same month if the application is approved on or before the 15th of the month, or the next month if approved after the 15th of the month. Fees for service renewal may be paid any time during the last 30 days of the service period, except under 4.4.3, but no later than the last day of the service period.

4.4.5 U.S. Agencies
Federal agencies whose payment period coincides with the federal fiscal year may pay their box fees during the first quarter rather than in advance.

4.4.6 Exception
Postmasters at offices with fewer than 500 PO boxes may set April 1 and October 1 as the beginning of payment periods for box customers in their offices. Payment periods beginning other than April 1 or October 1 are brought into alignment with these respective dates by adjusting fees as follows:

a. New service, one-sixth of the semiannual fee is charged for each remaining month between the beginning of the new payment period and the next April 1 or October 1.

b. Existing service, one-sixth of the semiannual fee is charged for each remaining month between the end of all currently paid periods and the next April 1 or October 1.

c. Next one or two semiannual payment periods, an adjustment may be accepted in addition to fees.

4.4.7 Change of Payment Period
Except for customers at Post Offices subject to 4.4.6, a PO Box customer of record may change the payment period by submitting a new application noting the month to be used as the start of the revised payment period. The date selected must be before the end of the current payment period. The unused fee for the period being discontinued may be refunded under 4.6, and the fee for the new payment period must be fully paid in advance. Except when boxes from two or more ZIP Codes are being merged into one location, a change of payment period date must not be used to circumvent a change in box fees.

4.4.8 Academic Institutions
The USPS does not set or collect fees for boxes owned by an academic institution if the boxes are separate from designated USPS areas and serviced by employees or agents of the institution.

4.4.9 Adjusting Fees
In postal facilities primarily serving academic institutions or their students, box fees may be adjusted to fit the semester schedules, using the matrix below. Charges are rounded up to the next multiple of $0.10. No refund is made for discontinued service when a box is obtained under this standard.

SERVICE PERIOD	ADJUSTED FEE
95 days or less	1/2 semiannual fee
96 to 140 days	3/4 semiannual fee
141 to 190 days	Full semiannual fee
191 to 230 days	1-1/4 semiannual fee
231 to 270 days	1-1/2 semiannual fee
271 days to full year	2 semiannual fees

4.5 Fee Group Assignments

4.5.1 Basic Information on Fee Groups

PO Boxes are assigned to fee groups (see Notice 123—Price List or contact the local Post Office) and classified as competitive or market-dominant based upon the Post Office location.

4.5.2 Fee Group E — Free PO Box Service

Customers may qualify for Group E (free) PO Box service at a Post Office if their physical address location meets all of the following criteria:

a. The physical address is within the geographic delivery ZIP Code boundaries administered by a Post Office.

b. The physical address constitutes a potential carrier delivery point of service.

c. USPS does not provide carrier delivery to a mail receptacle at or near a physical address for reasons in 4.5.3b. “At or near a physical address” is defined by reference to how carrier delivery is established in a particular locale or ZIP Code.

4.5.3 Additional Standards for Free PO Box Service

Only one Group E (free) PO Box may be obtained for each potential carrier delivery point of service, under the following conditions:

a. Group E PO Box customers are assigned the smallest available box that reasonably accommodates their daily mail volume.

b. Eligibility for Group E PO Boxes does not extend to:

1. Individual tenants, contractors, employees, or other individuals receiving or eligible to receive single-point delivery to a location such as a hotel, college, military installation, campground, or transient trailer park.

2. Locations served, or eligible to be served, by centralized delivery or grouped receptacles such as cluster box units, apartment style receptacles, mailrooms, or clusters of roadside receptacles.

3. Locations where circumstances not within the control of the Postal Service prevent extension of carrier delivery, such as town ordinances, private roads, gated communities, unimproved or poorly maintained roadways, or unsafe conditions.

4. Locations served by a delivery receptacle that a customer chooses to locate along a carrier's line of travel and to which the Postal Service makes delivery.

c. A customer must pay the applicable fee for each PO Box requested in addition to the initial free Group E PO Box.

d. The online application tools described in 4.2.1b cannot be used for free PO Box service.

4.5.4 Additional Standards for Competitive PO Box Services

New customers in competitive locations receive 13 months of service for a 12 month PO Box payment, are not required to pay the key deposit for the first two PO Box keys, and may receive expanded hours of PO Box access and earlier deposit of mail into the PO Box. Customers in competitive locations may also complete a customer agreement to receive one or more of the following enhancements:

a. Street Addressing

1. The option to use the Post Office street address for their mailing address along with customer's box number preceded by # as follows:
John Smith
123 Main Street #4567
Any Town, NY 10001

2. Customers who choose to use the street addressing designation also have the option of receiving packages from private carriers at the customer's Post Office Box address, if the packages comply with applicable Postal Service standards governing mailability (e.g., 70-pound maximum weight; 130 inches length and girth maximum dimension; hazardous, restricted, or perishable matter under Publication 52).

b. Signature on File – the option to simplify receipt of Priority Mail Express, mail insured for more $500.00, and Signature Confirmation items, all of which may include an electronic Return Receipt request, by providing a signature kept on file by the Postmaster.

4.6 Fee Refund

4.6.1 Calculation

When PO box service is terminated or surrendered by the customer, the unused portion of the fee may be refunded as follows:

a. If service is discontinued at any time within the first 3 months of the 6-month (semi-annual) service period, then one-half of the fee is refunded.

b. If service is discontinued after the beginning of the fourth month of the 6-month (semi-annual) service period, then none of the fee is refunded.

c. If service is discontinued and the customer has prepaid for the next 6-month (semi-annual) service period, then the entire fee for that next period is refunded.

d. If customers using the Automatic Renewal option choose a 3 month service period and service is discontinued anytime during that period, no refund is provided.

4.6.2 Discontinued Postal Facility

When a postal facility is discontinued or relocated, a box customer at that facility may obtain a refund of unused box fees if box service at that location is discontinued and additional travel of 1/4 mile or more (from the physical address on the customer's Form 1093) is required to obtain equivalent service. For this purpose, one-sixth of a semiannual fee is refunded for each month left in the payment period. The refund is computed from the first day of that month (if the effective date of the facility discontinuance is on or before the 15th of the month) or from the first day of the next month (if the effective date is after the 15th of the month).

4.6.3 Group E PO Box Service Fee Refund

If a postmaster determines that a customer paying for PO Box service was entitled to Group E (free) PO Box service under 4.5.2, a refund of prorated fees may be issued for each full consecutive month preceding the determination, up to a maximum of 24 months. Interest is not paid on the amount refunded.

4.7 Keys and Locks

4.7.1 Key Deposit

Two PO Box keys are initially issued to each new box customer. Except for new customers in Competitive PO Box groups 30-44, which has no key deposit for the first two keys, box customers must pay a refundable key deposit on each key. When box service is terminated, the key deposit is refunded to the customer for each key (including additional keys in 4.7.2) that is returned to the Post Office where the box was issued.

4.7.2 Additional Key Fee

A box customer may obtain additional keys at the Post Office where the box is located by submitting Form 1094 and paying the refundable key deposit (4.7.1) and the non-refundable key fee (see Notice 123—Price List) for each additional key. Worn or broken keys are replaced without charge when returned to the Post Office where the box is located.

4.7.3 Restrictions

A customer using a PO box may not obtain or use keys other than those issued by the USPS.

4.7.4 Lock Replacement

The box customer may request that the PO Box lock be changed by paying the non-refundable lock replacement fee in (see Notice 123—Price List). Lock fees are charged for replacing keyed locks and for re-setting combination locks. Customers may turn in PO Box keys for the old lock and get a refund of the key deposit. Two keys are provided with the new lock, with a refundable deposit for each key charged under 4.7.1.

4.7.5 Late Fee Payment

The lock replacement fee also applies as a late payment charge when the customer renews a box more than 10 days after the renewal due date, whether or not the lock is actually changed.

4.8 Service Refusal or Termination

4.8.1 Refusal or Termination

A postmaster may refuse to approve or may terminate PO Box service, including that of a Group E (free) PO Box customer, if: the applicant or box customer submits a falsified or incomplete application for box service; within the 2 years before submitting the application, the applicant physically abused a box or violated a standard on the use of a box; refuses to update information on the box application; conducts himself or herself in a violent, threatening, or otherwise abusive manner on postal premises or there is substantial reason to believe that the box is being or will be used for unlawful activities as described in 4.3.5 and 4.3.6. The customer is notified of the Postmaster's determination to refuse or terminate service and of the appeal procedures.

4.8.2 Customer Appeal

The applicant or box customer may file a petition appealing the postmaster's determination to refuse or terminate service within 20 calendar days after notice as specified in the postmaster's determination. The filing of a petition prevents the postmaster's determination from taking effect and transfers the case to the USPS Consumer and Industry Affairs, who issues the final agency decision. The Consumer Advocate's decision constitutes the final agency decision.

4.8.3 Surrendered Box

A PO box is surrendered if:

a. A box customer refuses or fails to pay the proper fees by the due date.

b. A box customer submits a written notice to discontinue service.

c. Any person other than the box customer attempts to renew service at the end of the period for which the box is issued.

d. A box customer, or an appointed executor or administrator of a deceased box customer, submits a permanent change-of-address order, except as provided in 4.8.4d.

e. A Group E residential box customer files a permanent change-of-address order and no other person listed on the Form 1093 files a new Form 1093 to become the box customer.

4.8.4 Boxes Not Surrendered

A PO box is not surrendered if:

a. A box customer dies or disappears before the end of the period for which the box is issued.

b. A box customer submits a temporary change-of-address order.

c. Except as provided in 4.8.4d, a change-of-address order is submitted by any person other than the box customer, or an appointed executor or administrator of a deceased box customer, for mail addressed to the box.

d. A Group E residential box customer files a permanent change-of-address order and another person listed on the Form 1093 files a new Form 1093 to become the box customer.

5.0 Caller Service

5.1 Caller Service Fees

Fees are charged for each separation provided per semi-annual (6-month) period. See Notice 123—Price List.

5.2 Basic Information

5.2.1 Purpose

Caller service is a premium service available for a fee to any customer who:

a. Requires more than free carrier service,

b. Receives more mail than can be delivered to the largest installed Post Office box at the postal facility to which the caller's mail is addressed,

c. Is required to use caller service by standard.

5.2.2 Pickup

Caller service does not include general delivery service. Customers who use this service pick up their mail at the Post Office call window or loading dock during the time period designated by the postmaster. Customers who receive mail for clients may participate in caller service subject to 1.0, and 2.0. Agreements between a postmaster and a caller that contravene the standards for caller service or its fees are not valid.

5.2.3 Caller

A caller is an individual, or the organization represented by the individual, signing the application.

5.2.4 Service Types

Reservation of caller numbers makes it possible for the caller of record to hold caller numbers for future use. Destination caller service is caller service provided at the postal facility to which the caller's mail is addressed. Origin caller service (accelerated reply mail) is described in 5.8.

5.2.5 Caller Service Number

The Address Management Service System (AMS) office assigns caller numbers. Customers may reserve caller numbers for future use or obtain caller services by paying the reserved caller number fee or caller service fee in 5.1. Subsequently, the postmaster or his designee will contact AMS which will issue the number. Availability of this service may be restricted and numbers are not issued immediately upon payment of the fee.

5.2.6 Caller Service Number—Address Element
Except under 5.2.7, caller service customers must use their assigned caller service number in their mailing address as their "Post Office Box" (PO Box) number, which should be placed immediately above the city, state, and ZIP+4 Code.

5.2.7 Exemption
A postmaster may exempt any customer continuously receiving firm holdout service since July 3, 1994, from the standard in 5.2.6 that correspondents must use the assigned Post Office box (caller service) number in the address.

5.2.8 Restriction
The USPS may restrict caller service if such service adversely affects postal operations.

5.2.9 Required Use
When mail for a customer's Post Office box(es) exceeds the capacity of the box(es) on 12 of any 20 consecutive business days (excluding Saturdays, Sundays, and national holidays), or when the customer seeks multiple caller service separations, the postmaster can require the customer to use caller service, change to a larger box, or use one or more additional boxes (subject to availability) to which mail will be addressed. A customer required to use caller service because of the mail volume received may, once per semiannual payment period, make a written request to the postmaster for a new determination of whether current mail volume requires continued use of caller service.

5.2.10 U.S. Agencies and Schools
Federal agencies and the various schools and departments within educational institutions are considered separate customers for 5.2.9.

5.2.11 Eligible Customers
Caller service may be provided to the following:

a. A new customer planning to receive an incoming volume of mail that cannot fit into the largest available Post Office box.

b. A customer wanting a Post Office box when a box is unavailable, and the postmaster determines that such service does not adversely affect postal operations.

c. A customer formerly receiving firm holdout service.

5.3 Service

5.3.1 Application
To reserve a caller number for future use or to apply for caller service, applicants must complete all relevant spaces on PS Form 1093-C, *Application for Post Office Caller Service,* and submit it to any postal facility that provides retail service. The facility need not be the one where the applicant desires destination caller service. An incomplete or falsified application is sufficient reason to deny or discontinue service. An application is not considered approved until USPS verifies the applicant's identity. Types of primary and secondary forms of identification that the Postal Service will accept are listed under 608.10.0.

5.3.2 Transferring Service

Caller service may be transferred, without payment of an additional fee, to a different facility of the same Post Office if that facility has caller service. To transfer service, the caller must submit a new application either to the facility where service is currently provided or to the facility where service is desired. A caller may transfer service no more than once in any semiannual payment period and must submit a completed PS Form 3575 at the time of transfer.

5.3.3 Minor

Caller service may be provided to a minor (a person under 18 years of age) unless the minor's parent or guardian submits a written objection to the postmaster.

5.4 Conditions of Use

5.4.1 Mail Receipt

An individual caller or organization may receive mail properly addressed to the caller number. Mail addressed only to a caller number is delivered to the caller so long as no improper or unlawful business is conducted. A caller who, as a regular practice, wants to call for mail at a postal facility more than once in any 24-hour period must obtain the postmaster's approval of the pickup schedule.

5.4.2 Updating

When any information required to be provided by the caller on PS Form 1093 changes, the caller must notify the Post Office of such changes.

5.4.3 Unlawful Activity

Caller service may not be used for, or in connection with, a scheme or enterprise that violates any federal, state, or local law; breaches an agreement between the caller and a federal, state, or local agency for the caller to discontinue a specified activity; or violates or attempts to evade any order of a court or administrative body.

5.4.4 Forwarding

Caller service may not be used when the primary purpose is to have USPS forward or transfer mail to another address free of charge.

5.5 Basis of Fees and Payment

5.5.1 Caller Service Fee

Customers must pay the caller service fee listed in 5.1. The fee must be paid for each caller number or separation used, with the following exceptions:

a. If a caller receives mail addressed to many caller numbers but receives a bulk delivery of mail not separated to those numbers, the caller service fee is charged for the number to which the separation of mail is made. Reserved caller number fees are charged for all the remaining caller numbers to which mail is addressed.

b. When a Post Office Box service applicant is provided a single caller service separation because of a shortage of available Post Office boxes, then the fee charged is the fee for the largest installed Post Office Box. In this instance, neither the caller service fee nor the reserved caller number fee is charged.

5.5.2 Reserved Caller Number Fee

Customers must pay the annual reserved caller number fee in 5.1 once each calendar year for each number reserved, subject to the following:

a. Reserved caller number fees are not prorated. Customers who continue to reserve caller numbers for a new calendar year must make renewal payments before January 1 of the new calendar year.

b. If a caller has reserved a number and subsequently receives mail separated to that number or otherwise notifies the Post Office that they intend to begin receiving mail addressed and separated to that number, the appropriate semi-annual fee for caller service will be charged. No refund for the reserved caller number fee will be made. If the customer continues to receive mail addressed for separation to the caller number, no reserved caller number fee will be charged for the following year.

5.5.3 Fee Changes

A change in caller service fees (including reserved number fees) can arise from a general fee change. Any change in caller service fees takes effect on the date of the action that caused the change unless an official announcement specifies another date. If a caller service fee is increased, no customer must pay at the new price until the end of the current service period, and no retroactive adjustment is to be made for a payment received before the date of the change. The fee charged is that in effect on the date of payment. In addition, USPS may assign a fee group to a new ZIP Code, may reassign one or more 5-digit ZIP Codes to the next higher or lower fee group based on the ZIP Codes' cost and market characteristics, or may regroup 5-digit ZIP Codes.

5.5.4 Number

If a caller uses a physical Post Office box to obtain a caller number, the applicable fees for both Post Office box service and caller service must be paid.

5.5.5 Payment

The basic caller service fee is for a 6-month period. The fee must be paid in advance for each 6-month period. The fee may be paid for two periods at a time (i.e., up to 1 year in advance), but not more. The fee that must be paid is the one that is in effect on the day that the fee is paid. Except for federal agencies paying through Intra-Governmental Payment and Collection (IPAC), fees must be paid using the Enterprise Payment System (EPS).

5.5.6 Caller Service Fee Payment Period

Except under 5.5.8, the beginning date for a caller fee payment period is determined by the approval date of the application. The period begins on the first day of either the same month if the application is approved on or before the

15th of the month, or the next month if approved after the 15th of the month. After that, caller fees for renewal of service may be paid any time during the last 30 days of the service period, but no later than the last day of the service period.

5.5.7 Change of Caller Service Fee Payment Period

A caller of record may change the payment period by submitting a new application noting the month to be used as the start of the revised payment period. The date selected must be before the end of the current payment period. The unused fee for the period being discontinued may be refunded under 5.6, and the fee for the new payment period must be fully paid in advance. A change of payment period date may not be used to circumvent a change in caller service fees.

5.5.8 Exception

Postmasters at offices with fewer than 500 Post Office boxes may set April 1 and October 1 as the beginning of payment periods for caller service customers in their offices. Payment periods beginning other than April 1 or October 1 are brought into alignment with these respective dates by adjusting fees as follows:

a. New service: One-sixth of the semiannual fee is charged for each remaining month between the beginning of the new payment period and the next April 1 or October 1.

b. Existing service: One-sixth of the semiannual fee is charged for each remaining month between the end of all currently paid periods and the next April 1 or October 1.

c. Next one or two semiannual payment periods: An adjustment may be accepted in addition to fees.

5.6 Fee Refund

5.6.1 Discontinued Number

When caller service is terminated or surrendered by the customer, the unused portion of the fee may be refunded as follows:

a. If service is discontinued any time within the first 3 months of the service period, then one-half of the fee is refunded.

b. If service is discontinued after the beginning of the fourth month of the service period, then none of the fee is refunded.

c. If service is discontinued and the customer has prepaid for the next semiannual service period, then the entire fee for that next period is refunded.

5.6.2 Discontinued Postal Facility

When a postal facility is discontinued or relocated, a caller service customer at that facility may obtain a refund of unused caller service fees if caller service at that location is discontinued and additional travel of 1/4 mile or more (from the physical address on the caller's Form 1093) is required to obtain equivalent service. For this purpose, one-sixth of a semiannual fee is refunded for each month left in the payment period. The refund is computed from the first day of

that month (if the effective date of the facility discontinuance is on or before the 15th of the month) or from the first day of the next month (if the effective date is after the 15th of the month).

5.6.3 Reserved Number Fee
The reserved number fee is not refundable.

5.7 Service Refusal or Termination

5.7.1 Refusal
A postmaster may refuse to approve caller service if the applicant submits a falsified or incomplete application for caller service; within the 2 years immediately before submitting the application, the applicant violated a standard on the use of the service; or there is substantial reason to believe that the service is to be used for activities described in 5.4.3, or 5.4.4.

5.7.2 Termination
A postmaster may terminate caller service if the caller or its representative falsifies the application for the service; refuses to update information on the application; violates any standard on the use of the service; conducts himself or herself in a violent, threatening, or otherwise abusive manner on postal premises; or uses it for any unlawful activity as described in 5.4.3. The caller is notified of the postmaster's determination to refuse or terminate service and of the appeal procedures to that determination.

5.7.3 Customer Appeal
The applicant or caller may file a petition opposing the postmaster's determination to refuse or terminate service within 20 calendar days after notice, as specified in the postmaster's determination. The filing of a petition prevents the postmaster's determination from taking effect and transfers the case to the USPS Consumer Advocate. The Consumer Advocate's decision constitutes the final agency decision.

5.7.4 Surrendered Service
Caller service is deemed surrendered if the caller submits a permanent change-of-address order, fails or refuses to pay the appropriate fees by the due date, or submits a written notice to discontinue service.

5.8 Accelerated Reply Mail (ARM)

5.8.1 Purpose
Accelerated reply mail (ARM) is *origin caller service* provided at a postal facility other than the one to which the caller's mail is addressed. ARM is subject to the applicable standards for caller service and the additional standards in 5.8.

5.8.2 Applicability
ARM must be obtained at an originating mail processing facility that is fully automated to process prebarcoded mail.

5.8.3 Barcoding
The caller's mail must meet the standards for barcoded First-Class Mail and must be certified by the mailpiece design analyst at the origin facility where ARM service is requested. The barcode on the mailpiece must represent the ZIP+4 code or the mailer's unique 5-digit ZIP Code printed on the mailpiece.

5.8.4 FIM A
The caller's mail must bear facing identification mark (FIM) A.

5.8.5 Caller Service
Caller service must also be obtained at the destinating postal facility. The address on all mailpieces to be received through ARM must be the Post Office box address assigned where destination caller service is authorized. Mailpieces that show a dual address must show only the Post Office box on the line immediately above the city, state, and ZIP Code line.

5.8.6 Mailer Receipt
The mailer may either pick up ARM at the origin facility caller service window or have it reshipped, through PFS Commercial (7.0) service, to the destination caller service address or to another address specified by the mailer. After updating a change to the destination address for the PFS Commercial service, the mailer must provide a 30-day advance notice and submit an amended ARM application, completing only the "Applicant Information" and "Priority Mail Express PFS Commercial."

5.8.7 CMRA
An applicant who is a commercial mail receiving agent (CMRA) must also meet the applicable standards in 1.0, and 2.0.

5.8.8 Mailer Compliance
Applicants for ARM must meet the application procedures in 5.3. Besides completing PS Form 1093-C, *Application for Post Office Caller Service,* applicants for ARM must also complete PS Form 8061 and submit both forms to the facility where they desire ARM service.

5.8.9 USPS Actions
USPS will not provide ARM service until it verifies the applicant's primary and secondary forms of identification as acceptable under 608.10.0, confirms service availability at the requested facility, and makes scheme preparations.

5.8.10 ARM Assignment
When the application is approved and the caller service fee received, an ARM number is assigned. A separate basic fee must be paid for each facility where ARM service is provided.

5.8.11 Transfer
An ARM authorization may not be transferred to another facility.

5.8.12 Past-Due Caller Fee
Payments for ARM service must be received at least 45 days before the applicable semiannual period. Payment of the renewal fee is due at least 45 days before the last day of the last month of the current period. Payment may be

made for the next semiannual or annual period, as appropriate. If, on notice, the customer does not pay the fee by the 30th day before the end of the current payment period, the barcode sortation scheme is revised to remove the separation for the caller. Once that change is made, the caller must reapply to obtain further ARM service.

5.8.13 Refund

A refund is made only for future prepaid periods if a caller discontinues ARM service. No refund is made for the remaining part of the current fee period.

6.0 General Delivery

6.1 Purpose

General delivery is intended primarily as a temporary means of delivery:

a. For transients and customers not permanently located.

b. For customers who want Post Office box service when boxes are unavailable.

6.2 Service Restrictions

General delivery is normally available at only one facility under the administration of a Post Office with multiple facilities. A postmaster may authorize more than one facility to offer general delivery service in accordance with customer and operational needs. A customer may use only one such location. A postmaster may refuse or restrict general delivery:

a. To a customer who is unable to present suitable identification.

b. To a customer whose mail volume or service level (e.g., mail accumulation) cannot reasonably be accommodated.

6.3 Delivery to Addressee

A general delivery customer can be required to present suitable identification before mail is given to the customer. Prior to mailing, customers should contact the destination Post Office to determine the authorized facility or facilities and their applicable ZIP Code(s).

6.4 Holding Mail

Each general delivery mailpiece is held for no more than 30 days, although a shorter time period may be requested by the sender.

7.0 Premium Forwarding Services

7.1 Premium Forwarding Services Description

Premium Forwarding Services offers three options as follows:

a. Premium Forwarding Service Residential (PFS-Residential): Provides certain residential customers an option to have all mail addressed to their primary address shipped to a temporary address as described under 7.2.

b. Premium Forwarding Service Commercial (PFS-Commercial): Provides business commercial customers the option to have USPS gather their mail addressed to business PO boxes or business street addresses and dispatched to a new address as described under 7.3.

c. Premium Forwarding Service Local (PFS-Local): Provides residential/individual and business/organization Post Office Box holders the option to have USPS gather their mail addressed to their PO Box for delivery to their street address as described under 7.4.

7.2 Premium Forwarding Service Residential

7.2.1 Description

Premium Forwarding Service Residential (PFS-Residential) provides certain residential customers (see 7.2.4), an option to have all mail addressed to their primary address shipped to a temporary address by a weekly Priority Mail shipment. Service is available for a period of not less than 2 weeks and not more than 1 year. This optional service is separate from the forwarding service offered in 507.2.0. Customers must pay a nonrefundable enrollment fee and a weekly charge for each Priority Mail shipment for each week of service requested. Except under 7.2.4b, the amount due for the total weeks requested must be paid in full. See Notice 123—Price List.

7.2.2 Extension of Service

Customers may extend PFS-Residential for up to 1 year maximum service from the initial start date, by contacting the Post Office of the primary address, or, for customers enrolled online, at *www.usps.com/manage/forward.htm.* Except under 7.2.4b, an extension is processed only after the Post Office receives payment of the shipment charges due for the total weeks of extension requested.

7.2.3 Early Termination of Service

Except under 7.2.4b, a customer who terminates service early may request a refund for any unused pre-paid weekly shipment charges from the Post Office serving the primary address.

7.2.4 Use

Participation in PFS-Residential is subject to the following additional standards:

a. Service is available to residential street delivery customers or residential/personal PO Box customers with a size-one or size-two PO Box who submit a completed PS Form 8176 at the Post Office serving the primary delivery address. Customers must provide with the completed PS Form 8176 acceptable primary and secondary forms of identification as specified under 608.10.0.

b. Service is available to residential street delivery (not PO Box delivery) customers who submit an application online at *www.usps.com/manage/forward.htm.* The enrollment fee and weekly shipment charges are processed as services are rendered and must be paid by credit card. Modification or cancellation of the service can only be made online when the initial request was completed online.

c. Customers must designate whether the order is for an “Individual” or an “Entire Household.”

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

7.2.5 Prohibited Use

PFS-Residential is available only from and to domestic addresses, cannot be combined with any ancillary or extra services, and is not available for:

a. Customers who have an active 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 the shipments.

c. Customers whose residential use PO Box is larger than a size-two box, unless their larger size PO Box is being used due to the unavailability of smaller boxes.

d. Customers whose primary delivery address is that of a business or organization.

e. Customers whose primary address is a central point to which USPS provides delivery in bulk to a third party, such as a commercial mail receiving agency (CMRA), RV park, trailer park, hospitals, hotels, and U.S. Department of State (see 703.3.0) addresses.

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

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.

7.2.6 Weekly Priority Mail Shipments

Premium Forwarding Service Residential shipments are dispatched weekly (on Wednesday) as Priority Mail with USPS Tracking service. Regardless of any mailer's ancillary service endorsement on a mailpiece, and provided it fits within the shipment container, all mail is included in the weekly Priority Mail shipment, except as follows:

a. 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”, is not included in the weekly Priority Mail shipment and must be rerouted separately via surface transportation.

b. Mailpieces that do not fit in the shipment container, or that require a scan or signature at delivery, are scanned (when applicable) and then rerouted separately to the temporary address, subject to the following:

   1. Priority Mail Express, Priority Mail, USPS Ground Advantage – Retail, USPS Ground Advantage – Commercial pieces and Periodicals parcels are rerouted separately at no additional charge.

2. USPS Marketing Mail parcels are rerouted separately and the mailer charged postage due at the appropriate 1-pound USPS Ground Advantage - Retail price.
3. Bound Printed Matter, Media Mail, Library Mail, and Parcel Select pieces are rerouted separately and charged postage due at the appropriate single-piece price for the class or subclass of mail in which the piece was originally shipped.

c. Priority Mail is not included in the shipment if such inclusion may delay its delivery to the temporary address.

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

1. Mailers of First-Class Mail, USPS Ground Advantage – Retail, USPS Ground Advantage – Commercial, and Priority Mail pieces are charged only for the original postage-due amount.
2. Bound Printed Matter, Media Mail, Library Mail, and Parcel Select pieces are rerouted postage due at the appropriate single-piece price for the class, or subclass, of mail the mailpiece was originally shipped plus the postage-due amount already indicated on the mailpiece.

7.3 Premium Forwarding Service Commercial

7.3.1 Description

Premium Forwarding Service Commercial (PFS-Commercial) provides business commercial customers the option to have USPS gather their mail addressed to business PO Boxes (including Caller Service) or business street addresses within the same servicing postal facility, and dispatch the mail as Priority Mail Express or Priority Mail shipments to a new address in bulk. An annual enrollment fee is required, and applicable postage is charged for each shipment of mail under 7.3.3b. Email notifications are sent with the USPS Tracking number for the expected delivery date or when there is no mail available to forward. See Notice 123—Price List for postage prices and fees.

7.3.2 Activation

Customers must enroll for PFS-Commercial and pay the annual enrollment fee online via the Business Customer Gateway at *https://gateway.usps.com/eAdmin/view/signin.* Customers must specify the business PO Boxes (or Caller Service) or business street delivery addresses, destination address, and frequency (Monday through Saturday). Service is activated electronically, upon receipt of an email confirmation.

7.3.3 Conditions

Only the authorized recipient (or legal agent) of the business's (or organization's) mail may activate the request for PFS-Commercial service. PFS-Commercial service is subject to these conditions:

a. Customers must pay an annual enrollment fee to establish service, regardless of the number of individual business PO Boxes, Caller Service numbers, or business street delivery addresses included for each servicing Post Office. The enrollment fee is refundable only if the request is denied.

b. The annual enrollment fee and applicable Priority Mail Express or Priority Mail postage for each shipment container is paid using an eVS account linked to the Enterprise Payment System (EPS).

c. The postage is charged per shipment container as follows:

   1. A sack and its contents are considered one piece for calculation of the price of postage and must not exceed 70 pounds. Postage is calculated by the weight of the sack and the zone, based on the ZIP Code of the servicing Post Office and the delivery address for the shipment, minus the tare weight.

   2. A 1-foot managed mail (MM) tray box or 2-foot MM tray box are considered one piece for the applicable Premium Forwarding Service Commercial branded flat rate tray box price.

   3. A Flat Rate envelope and its contents are considered one piece for the applicable Flat Rate price.

d. If no mail is collected for a shipment on a designated frequency day, no postage is charged.

e. Except under 7.3.3g, the following products may be included in a PFS-Commercial service container: Priority Mail, First-Class Mail, USPS Ground Advantage – Retail, and USPS Ground Advantage – Commercial pieces.

f. The mailer must keep a postage-due account or Business Reply Mail (BRM) account at the originating postal facility where the PO Box or business street address is located. Any short-paid BRM pieces will be charged to the mailer's account prior to shipment.

g. Priority Mail Express, or mailpieces with USPS Tracking, Certified Mail, COD (excluding COD Hold For Pickup mailpieces unless they are being returned to the sender or authorized PFS-Commercial customer), insurance, Signature Confirmation, or Adult Signature are shipped to the destination delivery office postmaster separately, for proper handling.

h. Registered Mail is not eligible for PFS-Commercial service.

i. Business customers may cancel their PFS-Commercial service effective 24 hours after USPS receives the customer's request for cancellation through the Business Customer Gateway. The customer must pay all postage and fees as applicable for any shipments already scheduled before cancellation of service is made effective.

USPS may cancel a customer's PFS-Commercial service request effective 24 hours after the customer receives written notice of cancellation from the serving Post Office. Cancellation is based upon the customer's failure to pay postage and fees, failure to meet the standards for PFS-Commercial service, or when there is substantial reason to believe that the service is being or will be used for

unlawful activities. (In this case, cancellation within less than 24 hours may be granted by USPS.) The customer may appeal this cancellation of services to the manager, Post Office Operations, but must pay for all postage and fees as applicable for any service provided during the appeal period.

7.4 Premium Forwarding Service Local

7.4.1 Description

Premium Forwarding Service Local (PFS-Local) provides residential/individual and business/organization Post Office Box holders the option to have the USPS gather their mail addressed to their PO Box (excludes no-fee Group E PO Boxes) and dispatch the mail to their delivery street address when both addresses are within the same local servicing postal facility or sorting and delivery center (S&DC). An annual enrollment fee is required, and a reshipment fee is charged (see 7.4.3b) for each reshipment container. Email notifications are sent regarding reshipments or when no mail is available to forward. See Notice 123—Price List, for postage price and fee.

7.4.2 Activation

Customers must enroll for PFS-Local and pay the annual enrollment fee online via *usps.com* at *usps.com/manage/forward.htm* for residential/individual boxholders or the Business Customer Gateway at *gateway.usps.com/eAdmin/view/signin* for business/organization boxholders. Customers must specify the active PO Box, a deliverable destination address, and frequency (Monday through Saturday). Service is activated electronically, upon receipt of an email confirmation.

7.4.3 Conditions

Only the residential/individual-use PO Box customer or authorized recipient (or legal agent) of a business's (or organization's) PO Box mail that is on file may activate the request for PFS-Local service. PFS-Local service is subject to these conditions:

a. Customers must pay an annual enrollment fee per PO Box to establish service. The enrollment fee is refundable only if the request is denied.

b. The annual enrollment and reshipment fees are paid using a credit card for residential/individual-use PO Box customers or a permit linked to the Enterprise Payment System (EPS) account for commercial customers.

c. The reshipment fee is charged for each reshipment container and non-accountable item that does not fit in a container. Customers may request reshipments Monday through Saturday.

d. If no mail is collected for reshipment on a designated frequency day, no reshipment fee is charged.

e. Customers with mailpieces arriving postage due are charged using the customer's postage due account prior to delivery. If no account exists, the appropriate postage due is collected upon delivery.

f. A business must keep a postage-due account or Business Reply Mail (BRM) account at the originating postal facility where the PO Box or business street address is located. Any short-paid BRM pieces will be charged to the mailer's account prior to reshipment.

g. Any mailpiece indicating surface only transportation such as Label 127, *Surface Mail only*, or that bears other hazardous materials markings such as "Consumer Commodity ORM-D" is not included in the reshipment, and a delivery notice will be provided in the PFS-Local reshipment.

h. Priority Mail Express, Registered Mail, Certified Mail, COD (excluding COD Hold For Pickup mailpieces unless they are being returned to the sender or authorized PFS-Commercial customer), insurance, Signature Confirmation, or Adult Signature are shipped separately at no additional charge.

i. Customers may cancel their PFS-Local service effective 24 hours after USPS receives the customer's request for cancellation through *usps.com* or the Business Customer Gateway. The customer must pay all reshipment fees as applicable for any reshipments already scheduled before cancellation of service is made effective.

j. USPS may cancel a customer's PFS-Local service request effective 24 hours after the customer receives written notice of cancellation from the serving Post Office. Cancellation is based upon the customer's failure to pay the fees, failure to meet the standards for PFS-Local service, or when there is substantial reason to believe that the service is being or will be used for unlawful activities. In this case, USPS may grant cancellation within less than 24 hours. The customer may appeal this cancellation of services to the manager, Post Office Operations, but must pay for all reshipment fees as applicable for any service provided during the appeal period.

7.4.4 Prohibited Use

PFS-Local is not available to customers:

a. Who have an active change-of-address (COA), including temporary or permanent.

b. With an active Hold Mail Authorization (PS Form 8076). Mail that has previously been held at the primary PO Box address cannot be included in the reshipments.

c. Who have a no-fee Group E PO Box.

d. Whose primary PO Box address is a central point to which USPS provides delivery in bulk to a third party, such as a commercial mail receiving agency (CMRA).

e. Whose primary address or temporary address is an APO/FPO or DPO.

f. Whose 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.

g. With an active PFS-Residential or PFS-Commercial order.

8.0 Firm Holdout

8.1 Purpose

Firm holdout service allows a customer to obtain street-addressed mail from the Post Office when the customer normally receives 50 letters or more on the first delivery trip, or when the customer is a news agent or publisher's representative and receives publications that qualify for newspaper treatment.

8.2 Obtaining and Using Service

To obtain firm holdout service, customers must complete PS Form 3801, *Standing Delivery Order.* The form must include the signature of each employee or agent authorized to pick up the mail. USPS requires each employee or authorized agent to provide an acceptable primary form of identification as specified under 608.10.3. There is no fee for firm holdout service. On the postmaster's approval, based on the availability of resources, the customer may pick up mail at a postal unit once each delivery day at the time and place of delivery specified by the postmaster.

8.3 Service Cancellation

A customer may cancel a firm holdout at any time. The postmaster may cancel firm holdout service when the mail volume falls below the 50-piece requirement on each delivery day over a 30-day period. The postmaster may also cancel the service when the mail is not picked up for 10 consecutive days and the customer does not arrange with the postmaster to hold the mail. A customer may not request restoration of the service for 1 year after its cancellation.

9.0 Pandering Advertisements

9.1 Prohibitory Order

9.1.1 Initiation by Addressee

Pursuant to 39 USC 3008, an addressee who receives a solicited or unsolicited advertisement offering for sale matter that, in the addressee's sole discretion, is "erotically arousing or sexually provocative," may, by completing PS Form 1500, obtain a prohibitory order directing the mailer of the advertisement to refrain from making further mailings to that addressee. Using this form is not mandatory if the information that the form solicits is in a signed written statement.

9.1.2 Deceased

A person entitled to receive mail addressed to a deceased person is regarded as the addressee of such mail for obtaining a prohibitory order in the name of the deceased.

9.1.3 Addressed to Job Title

A person authorized to receive mail addressed to a job title (e.g., sales manager) of any business, government agency, or institution, is regarded as the addressee of such mail for obtaining a prohibitory order covering such job title.

9.1.4 Apparent Authority
Any person with apparent authority to act for a business, governmental, or institutional addressee is regarded as the addressee of such organization's mail for obtaining a prohibitory order in the name of such organization.

9.1.5 Applying for Order
The application for prohibitory order may be submitted at any Post Office and must be accompanied by the advertisement on which the application is based, and its opened envelope or other cover or wrapper. When applying for a prohibitory order, if the addressee receives mail at more than one address, the addressee should complete an additional PS Form 1500 for each address.

9.1.6 Applying for Order On Behalf of Children
An addressee who is the parent of one or more children less than 19 years of age residing with that parent may request an order on behalf of any or all such children. If the parent of any such child determines that matter offered for sale in an advertisement addressed to the child is "erotically arousing or sexually provocative," the parent may request issuance of an order prohibiting further mailings to such child. This order is not enforced for mailings received by such person after that person reaches 19 years of age. Such person, however, may ratify the order by giving written notice to the manager of the Prohibitory Order Processing Center (see 608.8.0 for address) that the order is to continue in effect for himself or herself.

9.1.7 Effects of Prohibitory Order
The prohibitory order forbids the mailer, his or her agents, or assigns from making further mailings to the designated addressees, effective on the 30th calendar day after the mailer's receipt of the order; directs immediate deletion of such addressees from all mailing lists owned or controlled by the mailer, his or her agents, or assigns; and prohibits any sale, rental, exchange, or other transaction by the mailer, his or her agents, or assigns, involving mailing lists bearing the names of the designated addressees.

9.1.8 Continuing Order With Address Change
An addressee protected by a prohibitory order who has a permanent change of mailing address may continue the protection provided by the order by notifying the mailer of his or her change of address and desire to have the order honored for the new address. The notification must be sent by Certified Mail, return receipt requested. To enforce any violation of the order at the new address, a copy of the notification and return receipt must be submitted to the manager of the Prohibitory Order Processing Center (see 608.8.0 for address). Such written notification must modify the order by substituting the new address for the address designated in the original or previously modified order. An order thus modified takes effect in the same manner as the original order.

9.1.9 Denying Application
A prohibitory order is not issued when the application is based on any of these:

a. The request of a person who the USPS finds does not qualify under any of the foregoing paragraphs of this section.

b. A mailpiece that the USPS finds does not offer matter for sale.

c. A mailpiece not originating with the person against whom the order is sought (e.g., a newspaper or magazine not mailed by the person on whose advertisement the application is based).

d. A mailpiece received by a foreign addressee who has no regular mailing address at which mail is delivered directly by the USPS.

e. A mailpiece sent by a mailer not subject to U.S. jurisdiction.

f. A basis in any other way insufficient under the statute.

9.1.10 Abandoned Applications

An applicant for a prohibitory order or its enforcement is deemed to have abandoned the application if the applicant fails to comply, within 60 days, with any USPS request to supplement, correct, or complete the application. The USPS does not keep abandoned applications.

9.1.11 Voiding Orders

A prohibitory order is considered void on expiration of 5 years from the date of issuance, except that, when application for enforcing a prohibitory order is made, it is not considered void until expiration of 5 years from the last application for enforcement. USPS files on such void orders may be disposed of, if a record is kept of the disposal of each such file and the reason for the disposal.

9.1.12 Availability of Remedies

The fact that a name and address is on the USPS list of persons not wanting to receive sexually oriented advertisements through the mail does not limit or affect the authority of the USPS to issue a prohibitory order protecting such name and address. The issuance of a prohibitory order also does not limit or affect the authority of the USPS to list, under 10.0, the name and address protected by such prohibitory order.

9.2 Taking Action Against Violations

9.2.1 Requesting Enforcement

If a person protected by a prohibitory order who receives a mailpiece apparently in violation of such order opens the envelope or other outside cover of such piece and writes on it the identifying number of the prohibitory order (if known) and a statement indicating receipt by mail and the date of receipt (for example, “I received this mailpiece on [date].”), followed by the person’s signature. The person submits the piece directly, or through a Post Office, to the Prohibitory Order Processing Center. Such submission constitutes an application for enforcing the order.

9.2.2 Enforcement

When the USPS finds, after appropriate administrative proceedings under prohibitory order Standard Operation Procedures (formerly Notice 241) and 39 CFR 963, that enforcement is warranted, it requests the U.S. Department of Justice to seek a court order directing compliance with the prohibitory order.

10.0 Sexually Oriented Advertisements

10.1 Basic Information for Sexually Oriented Advertisements

10.1.1 Definition

39 USC 3010(d) defines *sexually oriented advertisement* as "any advertisement that depicts, in actual or simulated form, or explicitly describes, in a predominantly sexual context, human genitalia, any act of natural or unnatural sexual intercourse, any act of sadism or masochism, or any other erotic subject directly related to the foregoing." It also provides that "material otherwise within the definition of this subsection shall be deemed not to constitute a sexually oriented advertisement if it constitutes only a small and insignificant part of the whole of a single catalog, book, periodical, or other work the remainder of which is not primarily devoted to sexual matters."

10.1.2 Legal Means

Section 3010 of Title 39 USC provides members of the public with a means to protect themselves and their minor children from receiving unsolicited sexually oriented advertisements through the mail. This section permits any person served by the USPS to file with the USPS a statement that he or she does not want to receive such advertisements through the mail. Any mailer who sends that person an unsolicited sexually oriented advertisement more than 30 days after the date when the USPS adds that person's name to its reference list of those who want this protection may be subject to civil and criminal sanctions, under 39 USC 3011 and in 18 USC 1735-37.

10.1.3 Mailer Responsibility

The responsibility for ensuring that no unsolicited sexually oriented advertisement is sent through the mail to any person in violation of section 3010 is placed by that section on the mailer of such advertisements. No USPS regulations may be used to place this responsibility on the USPS.

10.1.4 Complying With Law

A person who mails sexually oriented advertisements only to persons who request to receive them does not violate the statute or regulations, if otherwise in compliance with the law whether buying and using the USPS list.

10.2 Applying for Listing

10.2.1 USPS Form

A person may invoke the protection of section 3010 by completing and filing, with any postmaster or designated USPS representative, Form 1500, available at Post Offices.

10.2.2 Authorized Filers

A person may file in his or her own behalf and in behalf of any of that person's children under the age of 19 years who reside with that person or are under his or her care, custody, or supervision. An authorized officer, agent, fiduciary, surviving spouse, or other representative, may file in behalf of a corporation, firm, association, estate, or deceased or incompetent addressee.

10.2.3 Five-Year Retention on List

A person's name and address are kept on the list for 5 years, unless a request for revocation is filed sooner by that person. A person must file a new application at the end of the 5-year period to keep his or her name on the list. The names and addresses of minor children are removed from the list after the 5-year period or when they reach 19 years of age, whichever comes first. A minor must file an original application in his or her own behalf if the minor wants his or her name to remain on the list after reaching 19 years of age.

10.2.4 Applications for Different Addresses

The filing of a single application results in the listing of a single address for the person filing. A person who moves must file a new Form 1500 to receive the protection of section 3010 at his or her new address. Form 3575 may not be used for this purpose.

10.2.5 Using Listed Addresses

It is not a violation of section 3010 to mail a sexually oriented advertisement to a person at an address other than that which is shown for that person on the list. It is a violation to mail such an advertisement to that person at the address shown for that person even though he or she has moved from that address.

10.3 Requesting Removal From List

10.3.1 Removal

A person, at any time, may request the removal of his or her name and address, or that of one or more of his or her minor children, from the list by notifying the manager of the Pricing and Classification Service Center (see 608.8.0 for address).

10.3.2 Receipt After Removal

It is not evidence of a violation of section 3010 if a person (or that person's minor child) receives a sexually oriented advertisement in the mail on or after the date he or she requests the removal of his or her name from the list or his or her minor child's name.

10.4 Availability of USPS Lists

10.4.1 General

Copies of the list and/or periodic amendments to the list are available to any person paying the annual service fee. The list is provided on a CD-ROM. Information about or requests for the list must be submitted to the manager of the Pricing and Classification Service Center (see 608.8.0 for address). A certified or cashier's check made payable to the USPS must be received in payment before the list is provided to the buyer. More information on CD-ROM format can be obtained from the manager.

10.4.2 Annual Service Fee

The annual service fee is determined by dividing the number of buyers for the previous calendar year into the total cost to the USPS of compiling, processing, printing, and distributing the list.

10.4.3 Using Lists

This list may be used by a mailer only to protect persons whose names appear on it from receiving unwanted sexually oriented advertisements through the mail. No person, including a subscriber to the list, may use the list for any other purpose, and no person may sell, lease, rent, lend, exchange, or license another to use this list for any other purpose, including its use by another to remove names from a list of persons to whom sexually oriented advertisements are to be sent. No person may use the list or a copy of the list for preparing mailings or other lists for sale, lease, rent, loan, exchange, or use by another. Violators are subject to criminal prosecution.

10.5 Envelope Marking

Section 3010(a) authorizes and directs the USPS to provide a mark or notice that must be placed on the envelope or cover of any sexually oriented advertisement sent through the mail, with the sender's name and address. The following provisions implement this authority and direction:

a. Any person who mails or causes to be mailed any sexually oriented advertisement must place in the upper left corner of the exterior face of the mailpiece, whereon appear the address designation and postmarks, postage stamps, or indicia thereof, the sender's name and address. In the right portion below the postage stamp, or indicia thereof, and above the addressee designation, there must be placed "Sexually Oriented Ad." The words "Sexually Oriented Ad," however, need not be placed on the exterior envelope or cover of a mailpiece containing such an advertisement, if the contents of the mailpiece are enclosed in a sealed envelope or cover, inside the exterior envelope or cover, and the sealed envelope or cover bears conspicuously the words "Sexually Oriented Ad."

b. The name and address of the sender and the required legend, if it is placed on the exterior face of the mailpiece, must be printed in a type size no smaller than that used for any other word on the envelope or other cover, and never smaller than 12-point type. Such type must be no less conspicuous than the boldest type used to print other words on the exterior face of the mailpiece.

c. The contrast between the background and printing of the sender's name and address and the contrast between the background and the printing of the required notice must be no less than the contrast between the background and printing of any other word on the envelope or other wrapper.

d. A clear space no less than 1/4 inch wide must surround the sender's name and address and the required notice, separating each from any other matter on the same envelope or cover.

10.6 Violations

This is a partial list of conduct that may violate 39 USC 3010 or 18 USC 1735:

a. The mailing of a sexually oriented advertisement in an envelope or other wrapper that does not bear the name and address of the sender and the legend "Sexually Oriented Ad," under10.5.

b. The mailing directly or indirectly of a sexually oriented advertisement to a person whose name and address are on the list for more than 30 days.

c. The sale, loan, lease, or licensing of the use of the list or a copy thereof in whole or in part.

d. The use of the list or a copy of it in whole or in part for any purpose other than to ensure that no mailings of sexually oriented advertisements are made to persons on the list.

10.7 Reporting Unsolicited Advertisements

10.7.1 Submitting a Report

Anyone who wants to report receipt of an unsolicited sexually oriented advertisement after an addressee's name and address are on the list for more than 30 days should submit to any postmaster, or directly to the Pricing and Classification Service Center manager, the entire mailpiece, including the envelope or other wrapper. The piece must have been opened by the addressee. When submitting the piece, the addressee must endorse the envelope or other wrapper and also the inside contents in substance as follows: "I received this mailpiece on [date]," and sign the statement. If received by the postmaster, the piece must be forwarded promptly to the Pricing and Classification Service Center (PCSC). The PCSC then forwards the piece to the appropriate Inspection Service Field Division Office.

10.7.2 Verifying Inclusion on List

A customer wanting to verify inclusion on the list should write to the Pricing and Classification Service Center (PCSC) (see 608.8.0 for address).

11.0 Hold Mail Service

11.1 General

11.1.1 Description

USPS Hold Mail service provides customers, or an authorized agent (11.1.2), the option to have all mail, including accountable mail, for an eligible address held at the Post Office for not less than 3 days and not more than 30 days. There is no fee for this optional service. See 11.1.3 for business bulk Hold Mail requests.

11.1.2 Authorized Agent

An authorized agent is someone authorized by the customer to act on the individual's behalf. An authorized agent may schedule, change, or cancel a USPS Hold Mail service request for a particular address as long as the customer can provide the agent with all the information required to complete the request.

11.1.3 Business Bulk Hold Mail Request

Businesses meeting the applicable standards in 11.0 may submit a bulk request (10 or more locations) for Hold Mail service. For information on this option, businesses may contact a Postal Service field account representative, strategic account manager, or the business service network.

11.2 Requesting Hold Mail Service

11.2.1 Online Request
Except under 11.1.3, customers may apply for Hold Mail service online at *usps.com*. Customers are required to sign in or create a USPS.com account to verify their identity. Online Hold Mail service requests submitted before 2:00 a.m. (Central Time) may begin on the same business day. Online Hold Mail requests submitted after 2:00 a.m. (Central Time) may begin on the next scheduled delivery day.

11.2.2 PS Form 8076 Request
Except under 11.1.3, customers may apply for Hold Mail service by completing PS Form 8076, *Authorization to Hold Mail,* and submitting the form in person to the local Post Office, providing the form to a mail carrier, or by mailing the form to their local Post Office. Hold Mail service requests must be accepted by closing time of the Post Office location for the request to be completed by the next scheduled delivery day.

11.2.3 Customer Care Center Request
Except under 11.1.3, customers may apply for Hold Mail service by contacting the Postal Service Customer Care Center at 1-800-ASK-USPS (1-800-275-8777). Hold Mail service requests made by contacting the Customer Care Center must be accepted by the closing time of the Customer Care Center for the request to be completed by the next scheduled delivery day.

11.2.4 Confirmation Number
A confirmation number will be provided only to customers who successfully establish a Hold Mail service request through *usps.com* or the Customer Care Center. Confirmation numbers are also provided to business customers who successfully establish a bulk Hold Mail request under 11.1.3.

11.3 Change or Cancel a Request

11.3.1 Change or Cancel a Request Submitted Online
To change or cancel a Hold Mail service request submitted online, customers may go online at *usps.com* or contact the Customer Care Center at 1-800-ASK-USPS (1-800-275-8777) and provide their Hold Mail confirmation number. If a customer cannot provide a Hold Mail confirmation number, that individual must visit the local Post Office and present a form of identification that is acceptable under 608.10.0.

11.3.2 Change or Cancel a Request Submitted via PS Form 8076
To change or cancel a Hold Mail service request submitted via PS Form 8076, customers must visit their local Post Office and present a form of identification that is acceptable under 608.10.0.

11.3.3 Change or Cancel a Request Submitted to the Customer Care Center
To change or cancel a Hold Mail service request submitted by contacting the Customer Care Center, customers may contact the Customer Care Center at 1-800-ASK-USPS (1-800-275-8777) or go online at *usps.com* and provide their Hold Mail confirmation number. Without a confirmation number, a Customer

Care Center agent can only extend the Hold Mail service request. To change (other than extend) or cancel the Hold Mail service request when the Hold Mail confirmation number is not available, customers must visit their local Post Office location and present a form of identification that is acceptable under 608.10.0.

11.3.4 Change or Cancel a Business Bulk Request

To change or cancel a Hold Mail service business bulk request under 11.1.3, businesses must contact their Postal Service field account representative, strategic account manager, or the business service network.

11.4 Mail Pickup or Delivery

Customers have the option to pick up their accumulated mail under 11.1.1 at their local Post Office, or have a letter-carrier deliver their accumulated mail on the ending date specified in the Hold Mail service request under the following conditions:

a. When customers request to pick up their mail, they must present a form of identification that is acceptable under 608.10.0. Regular mail delivery will resume the next scheduled delivery day after pick up of the accumulated mail.

b. When customers request to have a letter carrier deliver the accumulated mail, only the mail that will fit in the customer's mail receptacle will be delivered. If the accumulated mail exceeds the mailbox size, a PS Form 3849, *We ReDeliver for You!,* will be left with instructions on pick up or redelivery of the accumulated mail.

c. Customers must pick up the accumulated mail under items a and b within 10 days of the end date of a Hold Mail service request. If the accumulated mail, including accountable mail, is not picked up within the 10-day period, it will be returned to the sender or securely destructed.

11.5 Hold Mail Service Requested with Active Change-of-Address Order

When Hold Mail service is requested with an active change-of-address (COA) order, it is handled as follows:

a. If the Hold Mail service request is for the customer's new address, and the customer is residing at a new address, the customer may submit a Hold Mail service request for the new address.

b. If the Hold Mail service request is for the customer's former address and the customer is still residing at the former address, the COA order must be canceled before the customer can submit a Hold Mail service request for the former address.

c. If the Hold Mail service request is for the customer's former address and the customer is residing at a new address or a different address, the customer cannot submit a Hold Mail service request for an address where the individual does not reside.

11.6 Change-of-Address Order Requested with Active Hold Mail Service

When a COA order is requested with an active Hold Mail service request, the Hold Mail service request is cancelled and all held mail is forwarded as specified in the COA order.