

## 608 Postal Information and Resources

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### 1.0 About the Domestic Mail Manual

#### 1.1 Content of the DMM

*Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM) contains the basic standards of the United States Postal Service (USPS) governing its domestic mail services; descriptions of the mail classes and extra services and conditions governing their use; and standards for price eligibility and mail preparation. Domestic mail is classified by size, weight, content, service, and other factors.

#### 1.2 Copies of the DMM

The DMM is available online on Postal Explorer ([pe.usps.com](https://pe.usps.com)). Copies of the DMM may be inspected during normal business hours at USPS Headquarters; area and district offices. A copy is also filed at the Office of the Federal Register, National Archives and Records Administration.

#### 1.3 Revisions to the DMM

USPS may change the standards in the DMM. Substantive revisions are published in the *Postal Bulletin* and, when appropriate, the *Federal Register*.

#### 1.4 Terms in the DMM

Terms in the DMM referring to the singular also apply to the plural, unless the context indicates otherwise. The term *postmaster* also applies to an officer-in-charge and, in district host cities, to the district manager.



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## 2.0 Domestic Mail

### 2.1 Definition of “Domestic”

Domestic mail is mail transmitted within, among, and between the United States of America, its territories and possessions, Army Post Offices (APOs), Fleet Post Offices (FPOs), Diplomatic Post Offices (DPO), and the United Nations, NY. For this standard, the term “territories and possessions” comprises the following:

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American Samoa  
*Manua Island, Swain’s Island, Tutuila Island*

Guam

Northern Mariana Islands, Commonwealth of the  
*Rota Island, Saipan Island, Tinian Island*

Puerto Rico, Commonwealth of

U.S. Virgin Islands  
*St. Croix Island, St. John Island,  
St. Thomas Island*

Wake Atoll  
*Wake Island*

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### 2.2 Mail Treated as Domestic

Mail originating in the United States of America, its territories and possessions, APOs, FPOs, DPOs, and the United Nations, NY, for delivery in the Freely Associated States, and mail originating in the Freely Associated States for delivery within, among, and between the Freely Associated States and the United States of America, its territories and possessions, APOs, FPOs, DPOs, and the United Nations, NY, is treated as if it were domestic mail. Product offerings and pricing for mail originating in any of the Freely Associated States is subject to terms established in the Compact of Free Association between the US Government and each of the Governments of the Freely Associated States. For information on products and pricing of items originating in the Freely Associated States, customers should contact the applicable country’s postal operator. The term “Freely Associated States” comprises the following:

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Marshall Islands, Republic of the  
*Ebeye Island  
Kwajalein Island  
Majuro Island*

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Micronesia, Federated States of  
*Chuuk (Truk) Island  
Kosrae Island  
Pohnpei Island  
Yap Island*

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Palau, Republic of  
*Koror Island*

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### 2.3 International Mail

#### 2.3.1 General

International mail is mail addressed to or received from foreign countries, except under 2.2. Provisions for international mail are published in the [International Mail Manual \(IMM\)](#).

**2.3.2 International Inbound Mail Entry at Domestic Offshore Locations**

Incoming mail from foreign mail consolidators or foreign posts must be entered through one of the five International Service Centers located in the 48 contiguous states. Exceptions for entry anywhere else, including into domestic offshore locations, must be arranged in advance through contracts or bilateral agreements.

**2.4 Customs Forms Required****2.4.1 Items Weighing 16 Ounces or More**

Except for items sent via Priority Mail Express, or Priority Mail combined with Registered Mail service, any mailpiece (regardless of contents) weighing 16 ounces or more must bear a properly completed computer-generated PS Form 2976, *Customs Declaration CN 22 — Sender's Declaration*, or, if the customer prefers, a properly completed computer-generated PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*, produced through an approved USPS system capable of electronically transmitting the associated customs data when the item is:

- a. Sent from the United States, Puerto Rico, or the U.S. Virgin Islands to the ZIP Code destinations listed in the table below.
- b. Sent from the ZIP Code destinations listed in the table below to the United States, Puerto Rico, or the U.S. Virgin Islands.
- c. Sent between two different destinations listed in the "Territory, Possession, or Freely Associated States" column in the table below.
- d. Sent within American Samoa, the Federated States of Micronesia, the Commonwealth of the Northern Mariana Islands, or the Republic of the Marshall Islands. This standard does not apply to items sent within Guam or Palau.



## 608.2.4.2

| ZIP CODE | TWO-LETTER STATE ABBREVIATION | CITY          | TERRITORY, POSSESSION, OR FREELY ASSOCIATED STATE |
|----------|-------------------------------|---------------|---|
| 96799    | AS                            | PAGO PAGO     | AMERICAN SAMOA                                    |
| 96910    | GU                            | HAGATNA       | GUAM  |
| 96912    | GU                            | DEDEDO        | GUAM  |
| 96913    | GU                            | BARRIGADA     | GUAM  |
| 96915    | GU                            | SANTA RITA    | GUAM  |
| 96916    | GU                            | MERIZO        | GUAM  |
| 96917    | GU                            | INARAJAN      | GUAM  |
| 96919    | GU                            | AGANA HEIGHTS | GUAM  |
| 96921    | GU                            | BARRIGADA     | GUAM  |
| 96923    | GU                            | MANGILAO      | GUAM  |
| 96928    | GU                            | AGAT          | GUAM  |
| 96929    | GU                            | YIGO          | GUAM  |
| 96931    | GU                            | TAMUNING      | GUAM  |
| 96932    | GU                            | HAGATNA       | GUAM  |
| 96939    | PW                            | NGERULMUD     | PALAU   |
| 96940    | PW                            | KOROR         | PALAU   |
| 96941    | FM                            | POHNPEI       | FEDERATED STATES OF MICRONESIA                    |
| 96942    | FM                            | CHUUK         | FEDERATED STATES OF MICRONESIA                    |
| 96943    | FM                            | YAP           | FEDERATED STATES OF MICRONESIA                    |
| 96944    | FM                            | KOSRAE        | FEDERATED STATES OF MICRONESIA                    |
| 96950    | MP                            | SAIPAN        | COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS      |
| 96951    | MP                            | ROTA          | COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS      |
| 96952    | MP                            | TINIAN        | COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS      |
| 96960    | MH                            | MAJURO        | REPUBLIC OF THE MARSHALL ISLANDS                  |
| 96970    | MH                            | EBEYE         | REPUBLIC OF THE MARSHALL ISLANDS                  |

**2.4.2 Items Containing Goods**

Regardless of mail class or weight, items containing goods (i.e., contents other than documents; see IMM 123.63 for “document” eligibility) must bear a properly completed computer-generated PS Form 2976, *Customs Declaration CN 22 – Sender’s Declaration*, or, if the customer prefers, a properly completed computer-generated PS Form 2976-A, *Customs Declaration and Dispatch Note – CP 72*, produced through an approved USPS system capable of electronically transmitting the associated customs data when the items are sent to the United States or Puerto Rico from the ZIP Code destinations listed in the table in [2.4.1](#), or from the U.S. Virgin Islands.

**2.4.3 Improperly Prepared and Prohibited Items**

Mailpieces deposited without a properly completed customs form under [2.4.1](#) and [2.4.2](#) will be returned to the sender. See current Postal Bulletin for current prohibited or restricted items.

**2.4.4 Overseas Military Mail**

For determining customs declarations' required usage when mailing to or from APO, FPO, or DPO addresses, see [703.2.3.6](#) through [703.2.3.9](#).

**2.4.5 Items Eligible for Deposit or Pickup**

Items under [2.4.1](#) bearing a computer-generated customs form (e.g., using Click-N-Ship service, an authorized PC Postage vendor, or the USPS Web Tools system) may be deposited through any of the following methods, provided postage is paid by a means other than the use of postage stamps:

- a. In a mailbox bearing a return address that matches the address at the point of pickup, when the customer or business is known to reside or do business at that location.
- b. Through Pickup on Demand service.
- c. Through Package Pickup service.
- d. At a Postal Service retail counter.
- e. Into a Postal Service lobby drop.
- f. In a collection box.
- g. At a Contract Postal Unit (CPU).
- h. At a USPS Approved Shipper location.

**2.4.6 Items Not Eligible for Deposit or Pickup**

Customers must present the following items requiring a customs form to an employee at a Post Office retail service counter. Deposit and pickup methods listed items under [2.4.5](#) are prohibited. The Postal Service will return these improperly presented items to the sender for proper entry and acceptance:

- a. Any item bearing a customs form and paid with only postage stamps.
- b. Any item bearing a handwritten customs form.
- c. Any item bearing a customs form that was not computer-generated.

**2.4.7 Items Paid with a Permit Imprint**

Items requiring a customs form and paid with permit imprint may be entered at a business mail entry unit (BMEU) if the customs form was computer-generated and the customs data was electronically transmitted.

**2.4.8 Freely Associated States—Items Requiring an Export License**

Items sent to the Freely Associated States listed in [2.2](#) that require an export license under [2.5.8](#), regardless of weight or class of mail, always require a PS Form 2976-A. See [IMM 530](#) for additional information on export licenses.



608.2.5.1

## 2.5 Foreign Trade Regulations—U.S. Department of Commerce, U.S. Bureau of the Census

This section describes the various U.S. Department of Commerce, U.S. Bureau of the Census requirements when shipping goods to, from, and between U.S. territories, possessions, and Freely Associated States. Refer to *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM), section 520, for more U.S. Census Bureau standards and for requirements when shipping items mailed from American Samoa, Guam, or the Commonwealth of the Northern Mariana Islands to foreign countries.

Goods mailed to APO/FPO/DPO addresses are subject to the Foreign Trade Regulations. However, mailers are exempt from filing electronic export information, unless mandatory filing is required by 15 CFR 30.2(a)(1)(iv). See IMM 524.21e and 524.21f for more information regarding mandatory filing. Customers may be subject to civil and criminal penalties if they fail to electronically file their export information when required, or if they fail to comply with the Foreign Trade Regulations in any other way.

The following are not subject to these requirements:

- a. Items mailed from the Freely Associated States (see [608.2.2](#)).
- b. Items mailed from the U.S. Virgin Islands to the United States or Puerto Rico.
- c. Items mailed within or between American Samoa, Guam, and the Commonwealth of the Northern Mariana Islands.
- d. Items mailed from American Samoa, Guam, or the Commonwealth of the Northern Mariana Islands to the United States, Puerto Rico, or the U.S. Virgin Islands.
- e. Items mailed from the United States, Puerto Rico, or the U.S. Virgin Islands to American Samoa, Guam, or the Commonwealth of the Northern Mariana Islands.

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

Under the authority of 13 U.S.C. Chapter 9, as amended by the Foreign Relations Authorization Act of 2002, P.L. 107-228, U.S. Census Bureau regulations require electronic filing of export information through the Automated Export System (AES) or Automated Commercial Environment (ACE) *AESDirect* system for certain shipments of goods. Electronic filing of export information is required when any of the following applies, subject to certain exemptions (see [2.5.4](#)):

- a. The item requires an export license under U.S. law when sent to the Freely Associated States. See [2.5.5](#) and [2.5.6](#).
- b. One or more classes of goods (per Schedule B Export Codes at [www.census.gov/foreign-trade/reference/codes/index.html](http://www.census.gov/foreign-trade/reference/codes/index.html)) within the item is valued at more than \$2,500 and the item is mailed as follows:
  1. From Puerto Rico to the United States or U.S. Virgin Islands.

2. From the United States to Puerto Rico or the U.S. Virgin Islands.
3. From the United States, Puerto Rico, or the U.S. Virgin Islands to the Freely Associated States.

### 2.5.2 Value Criterion

Following are three examples to illustrate the value criterion defined in 2.5.1:

- a. A package contains one *mechanically* operated watch (Schedule B item # 9101.11.0000) valued at \$2,600. The total value of goods to be mailed is \$2,600, and the value of all items within the same Schedule B number is over \$2,500. Consequently, electronic filing and an ITN *would* be required (unless an exemption applies).
- b. A package contains one *mechanically* operated watch (Schedule B item # 9101.11.0000) valued at \$2,400, and one *electronically* operated watch (Schedule B item # 9101.91.0000) valued at \$2,400. The total value of goods to be mailed is \$4,800, but no group of items within the same Schedule B number is valued over \$2,500. Consequently, electronic filing and an ITN *would not* be required, because the mechanical watch and electronic watch are in different Schedule B groups,
- c. A package contains two *mechanically* operated watches (Schedule B item # 9101.11.0000) one valued at \$1,400 and one valued at \$1,500. The total value of goods to be mailed is \$2,900 and the value of all items within the same Schedule B number is over \$2,500. Consequently, electronic filing and an ITN *would* be required, unless an exemption applies.

### 2.5.3 How to File Electronic Export Information and Obtain an Internal Transaction Number

- a. Preliminary Steps for First-time Filers

*AESDirect* requires each mailer to have an employer identification number (EIN) and an ACE Exporter Account. Therefore, a first-time filer must complete the following steps:

1. Obtain an EIN from the Internal Revenue Service (IRS) at [sa.www4.irs.gov/modiein/individual/index.jsp](http://sa.www4.irs.gov/modiein/individual/index.jsp).  
**Note:** A mailer does not have to be an employer to apply for an EIN.
2. Set up an ACE Exporter Account on the Customs and Border Protection website at [cbp.gov/trade/automated/getting-started/portal-applying](http://cbp.gov/trade/automated/getting-started/portal-applying). Under “Applying for an Account,” in Step 3, select the option for “Exporters: Apply here” to complete and submit the online form. **Note:** For account verification purposes, the “Shared Secret Value” is the “User ID.”

- b. Filing EEI

A customer who has obtained an EIN and has established an ACE Exporter Account must complete the following steps:

1. Log into the customer’s existing ACE Exporter Account at [ace.cbp.dhs.gov](http://ace.cbp.dhs.gov).



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2. Use the following information when completing the EEI fields:
  - (a) The “Port of Export” code for shipping through the Postal Service is “8000.”
  - (b) The “Mode of Transport” is “Mail.”
  - (c) Leave the carrier as “SCAC/IATA,” and leave the conveyance name fields blank.
3. Complete the remaining data fields and file the EEI. For more information about filing EEI, refer to the ACE AES*Direct* User Guide at [census.gov/foreign-trade/aes/aesdirect/AESDirect-User-Guide.pdf](https://census.gov/foreign-trade/aes/aesdirect/AESDirect-User-Guide.pdf).

After the customer files the EEI, the AES will send a response message indicating the status of the shipment by email or through the ACE Shipment Manager. A successful filing will receive an ITN as confirmation that the AES has accepted the EEI. A rejected filing will receive a rejection statement.

When completing the customs form(s), the mailer must include the ITN as described in IMM 527. The ITN is unique for every AES shipment and is applicable for multiple packages sent from one USPPI to one addressee when the mailer tenders the packages to the United States Postal Service on the same day (see IMM 524.1).

**Note:** If the AES is not functioning, call the U.S. Census Bureau’s toll-free information hotline at 800-549-0595, option 1. For more information on electronic filing, use option 3.

#### 2.5.4 AES Downtime Citation

If electronic information filing is required, but AES*Direct* system is unavailable, the goods may be shipped, but the customer is responsible for providing the appropriate AES Downtime Citation instead of an ITN. This citation includes the word “AESDOWN,” the customer’s AES filer identification number, and the date; for example, “AESDOWN 123456789 09/30/2009.” If the Automated Export System system is down, call 800-549-0595, option 1.

#### 2.5.5 AES Exemption

In many circumstances, electronic export information filing and an Internal Transaction Number (ITN) may not be required. In these circumstances, and only when a customs declaration form is required under 2.4, customers are responsible for presenting an applicable AES Exemption on the customs declaration form upon mailing. Customers may forgo this requirement if no customs declaration form is required. When a customs declaration form is used, customers should enter the applicable AES Exemption on the customs declaration form. Customers must only enter one AES Exemption per addressed mailpiece. When multiple AES Exemptions may apply, the mailer may select any one that applies. For more information on these and other exemptions, customers should consult Appendix C of the Foreign Trade Regulations,



15 C.F.R. Part 30. The following is a list of the most commonly applicable AES Exemption for items mailed to, from, or between destinations under 2.0:

- a. Regardless of value, for all goods shipped within or between the following U.S. territories or between the following U.S. territories and the United States, Puerto Rico, and the U.S. Virgin Islands, use NOEEI 30.2(d)(2):
  1. American Samoa.
  2. Guam Island.
  3. Northern Mariana Islands.
- b. For items destined to the Freely Associated States listed in 2.2, customers may apply “NOEEI 30.37(a)” if the value of each class of goods is \$2,500 or less, provided an export license is not required (see 2.5.7 and 2.5.8).
- c. For items destined to APO, FPO, and DPO addresses, customers may apply “NOEEI 30.37(w)” regardless of value, provided an export license is not required (see 2.5.8).

#### **2.5.6 Placement of ITN, AES Downtime Citation, or AES Exemption**

If no customs declaration form is required (e.g., items sent between the United States and Puerto Rico), no other action for recording the ITN or AES Downtime Citation on the package is required. However, when a shipment requires an ITN, AES Downtime Citation, or AES Exemption, it is the customer’s responsibility to provide the applicable ITN, AES Downtime Citation, or AES Exemption in the appropriate field on the computer-generated PS Form 2976, PS Form 2976-A, or the computer-generated PS Form 2976-B. On PS Form 2976-R, *USPS Customs Declaration and Dispatch Note*, block 13 is for an ITN or AES Downtime Citation, and block 14 is for an AES Exemption. See IMM 123.12 for authorized editions of USPS customs forms.

#### **2.5.7 Additional Standards for the Freely Associated States**

The Freely Associated States listed in 2.2 are foreign destinations for the purposes of the Foreign Trade Regulations and other laws and regulations governing imports and exports. As such, certain goods shipped (also see 2.4.3) to these destinations from the United States, Puerto Rico, the U.S. Virgin Islands, or other U.S. territories may require an export license. To determine if an export license is required, go to <http://www.export.gov/regulation/index.asp> or call: 1-800-USA-TRAD(E) (1-800-872-8723).

#### **2.5.8 When an Export License Is Required**

When an export license is required under 2.5.7, a PS Form 2976-A or PS Form 2976-B is always required. The applicable license number and an ITN or AES Downtime Citation must appear in the respective fields of the computer-generated PS Form 2976-A or the computer-generated PS Form 2976-B. See IMM 520 and 530 for complete requirements. In addition, it is the mailer’s responsibility to comply with the U.S. Census Bureau’s requirements for filing electronic export information, as described in 2.5.1 and 2.5.2.



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### 2.6 Alaska Bypass Service

#### 2.6.1 Prices

Alaska Bypass Service prices are calculated based on the zone to which the shipment is addressed and the weight of the shipment.

#### 2.6.2 Price Eligibility

Requirements for Alaska Bypass Service are provided in Handbook PO 508.

### 3.0 Post Offices and Holidays

Information on discontinuing, consolidating, and suspending services can be found in *United States Code* 39 U.S. C. §404(b), and the *Postal Operations Manual* (POM). Information on holidays observed by USPS can be found in the POM and online at [USPS.com](https://usps.com).

### 4.0 Philatelic (Stamp Collecting) Services

#### 4.1 Basic Standards

##### 4.1.1 Philatelic Policy

A single national USPS policy governs postage stamps and postal stationery, including their release, sale, and discontinuance.

##### 4.1.2 Stamp Subjects

The public may propose subjects for commemorative postage stamps and postal stationery through correspondence to the Citizens' Stamp Advisory Committee (see [8.1](#) for address). The Committee reviews suggestions and makes recommendations to the Postmaster General, who chooses the final selections.

##### 4.1.3 Philatelic Availability

Stamps, postal stationery, and philatelic products are sold at various types of postal retail facilities. Post Offices establish special temporary retail stations to provide philatelic services and to sell commemorative stamps and philatelic products at activities of significant public or philatelic interest. The postmaster may authorize temporary philatelic stations. Under specific circumstances, USPS may limit or set conditions on the purchase of stamps and other forms of postage or postal stationery.

##### 4.1.4 Philatelic Mail Orders

Mail orders for postage stamps and other philatelic items must be directed to Stamp Fulfillment Services (see [8.1](#) for address). Post Offices do not fill mail orders for stamps and other philatelic items other than orders under the stamps-by-mail program and for locally precanceled stamps. Customers must provide a self-addressed stamped envelope for the return of precanceled stamps.

#### 4.1.5 Philatelic Postmarking

Postmarking for philatelic (stamp collecting) purposes is provided at the request of collectors or cover servicers. The *Postal Operations Manual* contains USPS policy on philatelic postmarking, including cancellation devices, types of postmarks or cancellations, first-day covers, and service conditions.

## 4.2 Special Cancellations

### 4.2.1 Description of Special Cancellations

Special cancellations are inkjet cancellations in which a caption publicizing an event is used to cancel mail. Special cancellations may be used only in Post Offices with at least 190 revenue units for canceling large volumes of mail. Special cancellations are authorized only if the scheduled observance is for a national purpose for which Congress has made an appropriation, or is of general public interest and importance. Special cancellations are approved for a definite period not to exceed 6 months, and must not be conducted for private gain or profit.

### 4.2.2 Prohibitions for Special Cancellations

Special cancellations are not authorized for the following:

- a. Events of interest primarily to a particular local group.
- b. Fraternal, political, religious, service, commercial, or trade organizations.
- c. Campaigns or events promoting the sale or use of private products or services.
- d. Idea or slogan promotions not directly connected with the event of general public interest and importance.
- e. Post Office anniversaries.
- f. Recruitment programs.
- g. Events that occur when all canceling machines in the Post Office are scheduled for other special cancellations.

### 4.2.3 Applying to Use Special Cancellations

To apply to use special cancellations, sponsors must submit a written letter of request, on the requesting organization's letterhead, to the manager, Strategic Communications (see [8.1](#) for address) at least 4 months before the special cancellation will be used. The letter must include the following information:

- a. The name, address, and telephone number of the sponsor.
- b. Advance promotional materials that include a complete description and schedule of the event.
- c. Evidence that the event is not conducted for private gain or profit.
- d. The wording of the special cancellation must be standardized and approved by the sponsor's national headquarters. The following provisions also apply:
  1. Space available for the wording is limited to three lines of not more than 20 letters, numbers, or spaces each.



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2. Illustrations or designs cannot be used.
3. The wording must directly reflect the event to be commemorated.
- e. The Post Office name(s) where the cancellation is to be used.
- f. The requested time period of use.

**4.2.4 Sponsor Payment for Special Cancellations**

The sponsor must pay the costs incurred for installing and maintaining the special cancellation.

**4.2.5 Time Limit on Use of Special Cancellations**

Use of a special cancellation may not exceed 6 months. A special cancellation approved annually is limited to one 60-day period for each year. A request for reuse of recurring annual cancellations must be submitted 4 months before the date the cancellation will be used again. For national cancellations, the national sponsor may submit a single request.

**4.2.6 Revocation of Special Cancellations**

USPS may curtail or revoke the use of any special cancellation when it is necessary to use special postmarking for USPS purposes.

**4.2.7 Information about Special Cancellations**

The *Postal Operations Manual* contains more information about special cancellations.

**4.2.8 Mail Submitted for Special Cancellations**

Mailers must affix First-Class Mail postage to mail that they want canceled with a special cancellation. The following requirements also apply:

- a. The mail must bear a complete address.
- b. Stamps issued by foreign countries are not permitted on the mail.
- c. Mail bearing the special cancellation will not be enclosed in another envelope for return even if the customer provides a postage-paid envelope.
- d. Damaged envelopes canceled with a special cancellation are not replaced.

## 5.0 Private Express Statutes

By the laws known as the Private Express Statutes, Congress has generally conferred on USPS the exclusive right to carry letters for others over post routes. USPS regulations under the Private Express Statutes are in the Code of Federal Regulations, 39 CFR 310 and 320, as amended by final rules published in the *Federal Register*. These regulations take precedence over all prior rulings and USPS publications. Information on the Private Express Statutes can also be found in Publication 542, *Understanding the Private Express Statutes*.

## 6.0 Complaints and Postal Law Violations

### 6.1 Consumer Complaints and Inquiries

Any postal customer may complain or inquire about postal products, services, or employees at any Post Office or directly to the USPS Consumer Advocate (see [8.1](#) for address). A complaint or inquiry may be made in person, by telephone, by e-mail, or by letter. A complaint or inquiry about the handling of a specific piece of mail should include the related envelope or wrapper and copies of all postal forms filed. A customer who is dissatisfied with the local handling of a complaint or inquiry may send a written appeal to the Consumer Advocate. A court of law can require such appeal as a legal prerequisite for hearing a customer's suit against USPS.

### 6.2 Postal Law Violations

Instructions on mail security as it relates to unauthorized opening, inspection, tampering, or delay of mail are in *Administrative Support Manual* 274. Information and complaints on a possible postal law violation must be sent to the appropriate address according to the ZIP Code ranges shown below:

| ZIP CODES  | ADDRESS  |
|--|--|
| 003-079, 08005, 08006, 08008, 08050, 08087, 08092, 08501-08504, 08506-08510, 08512-08514, 08516, 08517, 08519-08553, 08555-08561, 08600-08639, 08642-08691, 087-098, 100-149 | Postal Inspection Service<br>PO Box 2613<br>Jersey City NJ 07303-2613              |
| 08001-08004, 08007, 08009-08049, 08051-08086, 08088-08091, 08093-08099, 081-084, 08505, 08511, 08515, 08518, 08554, 08562, 08640-08641, 150-39776, 700-799                   | Postal Inspection Service<br>225 N Humphreys Blvd<br>Memphis TN 38120-2149         |
| 400-693, 800-884, 850-999  | Postal Inspection Service<br>222 S Riverside Plz Ste 1250<br>Chicago IL 60606-6100 |

## 7.0 Trademarks and Copyrights of the USPS

### 7.1 USPS Trademarks

The following are among registered trademarks and service marks that appear throughout the Domestic Mail Manual. (This is not an exhaustive list of the many marks belonging to the U.S. Postal Service or used in this manual.) Proper use of any USPS trademark may require capitalizing the initial letters, or all the letters of an acronym, to distinguish it from terms not used as trademarks. Depending on the trademark, the <sup>TM</sup> or ® symbol may be used after these marks. Information on USPS trademarks is available at [USPS.com](https://www.usps.com) or by contacting General Counsel, USPS Headquarters (see [8.1](#) for address).



608.7.2

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|                        |   |
|------------------------|---|
| <b>[1-21-24]</b>       | Post Office                               |
| 1-800-Ask-USPS         | Postal Explorer                           |
| Air Mail               | PostalPro                                 |
| Business Reply Mail    | Postal Service                            |
| Certified Mail         | Premium Forwarding Service                |
| Click-N-Ship           | Priority Mail                             |
| DMM                    | Priority Mail Express                     |
| EDDM                   | Priority Mail Express Open and Distribute |
| Every Door Direct Mail | Priority Mail Flat Rate                   |
| EVS                    | Priority Mail Open and Distribute         |
| e-VS                   | Registered Mail                           |
| First-Class Mail       | Return to Sender                          |
| IMb                    | Sure Money                                |
| IMb Tracing            | The Postal Store                          |
| IMM                    | U.S. Mail                                 |
| Intelligent Mail       | U.S. Postal Service                       |
| Media Mail             | United States Postal Service              |
| Parcel Select          | US Postage Paid                           |
| Parcel Select Ground   | USPS                                      |
| PC Postage             | USPS Delivery Confirmation                |
| Pickup on Demand       | USPS Ground Advantage                     |
| PO Box                 | USPS Marketing Mail                       |
|                        | USPS Signature                            |
|                        | USPS Signature Confirmation               |
|                        | USPS Tracking                             |
|                        | USPS.com                                  |
|                        | ZIP                                       |
|                        | ZIP+4                                     |

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**7.2      Inquiries about Copyrights and Use of USPS Trademarks**

Inquiries about USPS copyrights or use of USPS trademarks and service marks, copyright materials, and intellectual property other than patents and technical data rights in USPS contracts must be sent to USPS Stamp Development (see [8.1](#) for address). Inquiries about licenses to publish or reproduce ZIP Code information must be sent to the National Customer Support Center (see [8.1](#) for address).

## 8.0 USPS Contact Information

### 8.1 Postal Service

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Business Acceptance Solutions  
US Postal Service  
475 L'Enfant Plz SW, Rm 3616  
Washington DC 20260-0911

Citizens' Stamp Advisory Committee  
475 L'Enfant Plaza SW, Room 3300  
Washington DC 20260-3501

Commercial Acceptance  
US Postal Service  
475 L'Enfant Plz SW, Rm 3658  
Washington DC 20260-0846

Commercial Payment  
US Postal Service  
475 L'Enfant Plz SW Rm 3436  
Washington DC 20260-4110

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

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

Customer Service Standardization  
US Postal Service  
475 L'Enfant Plz SW Rm 6816  
Washington DC 20260-6816

Domestic Claims  
Accounting Services  
US Postal Service  
PO Box 80143  
St Louis MO 63180-0143

Domestic Claims Appeals  
Accounting Services  
US Postal Service  
PO Box 80141  
St Louis MO 63180-0141

Domestic Products  
US Postal Service  
475 L'Enfant Plz SW Room 5337  
Washington DC 20260-5337

Distribution Operations  
Washington DC Post Office  
900 Brentwood Rd NE  
Washington DC 20066-9704

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

Enterprise Analytics  
US Postal Service  
475 L'Enfant Plaza SW  
Room 2100  
Washington, DC 20260-2100

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

Integrated Business Solutions, Shipping  
Services  
US Postal Service  
475 L'Enfant Plz SW Rm 5149  
Washington DC 20260-5149

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

Mail Entry and Payment Technology  
US Postal Service  
475 L'Enfant Plz SW, Rm 3707  
Washington, DC 20260-0911

Mail Recovery Center – Atlanta  
125 Villanova Drive  
Atlanta, GA 30378-2400



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|   |   |
|---|---|
| National Customer Support Center<br>US Postal Service<br>225 N. Humphreys Blvd, Ste 501<br>Memphis, TN 38188-1001   | Prohibitory Order Processing Center<br>PO Box 1500<br>New York NY 10008-1500  |
| National Print Center (NPC)<br>US Postal Service<br>500 SW Gary Ormsby Dr<br>Topeka KS 66624-9502<br>(800) 332-0317   | Recorder<br>Judicial Officer<br>US Postal Service<br>2101 Wilson Blvd Ste 600<br>Arlington VA 22201-3078                |
| Network Distribution Center Operations<br>US Postal Service<br>475 L'Enfant Plz SW Rm 7631<br>Washington DC 20260-2806  | Revenue Assessment and Control<br>US Postal Service<br>475 L'Enfant Plaza SW Rm 8430<br>Washington DC 20260-8430        |
| Network Integration Support<br>475 L'Enfant Plz SW Rm 7536<br>Washington DC 20260-2806  | Revenue and Field Accounting<br>US Postal Service<br>475 L'Enfant Plz SW, Rm 8831<br>Washington DC 20260-8831           |
| Postal Inspection Service<br>222 S Riverside Plz Ste 1250<br>Chicago IL 60606-6100  | Senior Counsel<br>Ethics and Information<br>US Postal Service<br>475 L'Enfant Plz SW<br>Washington DC 20260-1127        |
| Postal Inspection Service<br>PO Box 2613<br>Jersey City NJ 07303-2613   | Shipping Support, Shipping Services<br>US Postal Service<br>475 L'Enfant Plz SW NB Ste 5437<br>Washington DC 20260-0001 |
| Postal Inspection Service<br>225 N Humphreys Blvd<br>Memphis TN 38120-2149  | Stamp Fulfillment Services<br>US Postal Service<br>8300 NE Underground Dr. Pillar 210<br>Kansas City MO 64144-0011      |
| Pricing<br>US Postal Service<br>475 L'Enfant Plz SW Rm 4016<br>Washington DC 20260-4016<br>(see <a href="#">8.4.1</a> for <i>Pricing and Classification Service Center (PCSC) address</i> ) | Stamp Services<br>US Postal Service<br>475 L'Enfant Plz SW Rm 3300<br>Washington DC 20260-3501                          |
| Pricing Strategy<br>US Postal Service<br>475 L'Enfant Plz SW Rm 4316<br>Washington DC 20260-4316  | Strategic Communications<br>US Postal Service<br>475 L'Enfant Plz SW<br>Washington DC 20260-3100                        |
| Product Classification (formerly Mailing Standards)<br>US Postal Service<br>475 L'Enfant Plz SW Rm 4446<br>Washington DC 20260-5015   | Transactions and Correspondence<br>US Postal Service<br>475 L'Enfant Plz SW Rm 5621<br>Washington DC 20260-0230         |
| Product Development<br>US Postal Service<br>475 L'Enfant Plz SW Rm 5012<br>Washington DC 20260-5012   |   |

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## 8.2 Federal Agencies

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|   |  |
|---|--|
| Bureau of Alcohol Tobacco and Firearms<br>US Department of the Treasury<br>1200 Pennsylvania Ave NW<br>Washington DC 20226-0001       | Plant Protection and Quarantine Programs<br>Animal and Plant Health Inspection Service<br>US Department of Agriculture<br>4700 River Rd<br>Riverdale MD 20737-1228 |
| Bureau of the Public Debt<br>US Department of the Treasury<br>PO Box 1328<br>Parkersburg WV 26106-1328                                | Postal Regulatory Commission<br>901 New York Ave NW Ste 200<br>Washington DC 20268-0001  |
| Diplomatic Pouch Division<br>US Department of State<br>1375 K St NW<br>Washington DC 20522-0508                                       | Superintendent of Documents<br>US Government Printing Office<br>732 N Capitol St NW<br>Washington DC 20401-0003  |
| Office of the Federal Register<br>National Archives and Records<br>Administration<br>1100 L St NW Rm 8401<br>Washington DC 20005-0001 | US Fish and Wildlife Service<br>US Department of the Interior<br>18TH and C St NW<br>Washington DC 20240-0001  |

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## 8.3 Other Agencies

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|  |   |
|--|---|
| American National Standards Institute<br>11 W 42ND St<br>New York NY 10036-8002<br>(212) 642-4900<br><a href="http://www.ansi.org">www.ansi.org</a>              | Uniform Code Council INC<br>7887 Washington Village Dr Ste 300<br>Dayton OH 45459<br>(937) 435-3870<br><a href="http://www.uc-council.org">www.uc-council.org</a> |
| Automatic Identification Manufacturers (AIM)<br>634 Alpha Dr<br>Pittsburgh PA 15238-2802<br>(412) 963-8588<br><a href="http://www.aimusa.org">www.aimusa.org</a> |   |

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

The Pricing and Classification Service Center (PCSC) and the district business mail entry offices provide guidance on mail classification, prices, and mail preparation standards. Questions about mail classification and special mail services should be directed to local postal officials. The PCSC can help local officials by providing guidance in answer these questions.

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

Pricing and Classification Service Center contact information is as follows:

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



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For return receipts mailed under the provisions in 601.8.0 use the following address:

PCSC, PACT MAILING OFFICE  
USPS ELIGIBILITY NO. XX-00-0000  
90 Church Street Suite 3100  
New York, NY 10007-2951

### 8.4.2 District Business Mail Entry Offices

For District Business Mail Entry contact information use the District Business Mail Entry Locator tool available on PostalPro at <https://postalpro.usps.com>.

## 9.0 Postal Zones

### 9.1 Basis

Postal prices for certain subclasses of mail are based on the weight of the individual piece and the distance that the piece travels from origin to destination (i.e., the number of postal zones crossed). For the administration of these postal zones, the centroid (geometric center) of each 3-digit ZIP Code area or combination of 3-digit ZIP Code areas is calculated. Postal zones are based on the distance between these units of area. The distance is measured from the centroid of the 3-digit ZIP Code area serving the origin Post Office to the centroid of the 3-digit ZIP Code area serving the destination Post Office. The 3-digit ZIP Code areas serving the origin and destination Post Offices are determined by using Labeling List [L002](#), Column A.

### 9.2 Application

Zones are used to compute postage on zoned mail sent between 3-digit ZIP Code areas, including military Post Offices (MPOs), as follows:

- a. For purposes of computing postal zone information, except for items [9.2b](#) and [9.2c](#), the following table applies to MPOs listed in [L002](#), Column A:

| 3-DIGIT ZIP CODE PREFIX GROUP | SCF SERVING THE DESTINATION OFFICE |
|-------------------------------|------------------------------------|
| 090-099*                      | SCF New York NY 100                |
| 340                           | SCF Miami FL 331                   |
| 962-966*                      | SCF San Francisco CA 940           |

\* Chicago IL 606 serves Priority Mail and USPS Ground Advantage mail destinating to these ZIP Codes.

- b. The postage prices for zoned mail transported between the United States, the Canal Zone, Puerto Rico, or U.S. territories or possessions, including the Freely Associated States on the one hand, and MPOs on the other, or, among the MPOs, are the applicable zone prices for mail between the place of mailing or delivery and the city of the postmaster serving the MPO concerned.
- c. The postage price for zoned mail mailed at or addressed to an MPO and transported directly to or from MPOs at Department of Defense expense, without transiting any of the 48 contiguous states (including the District of

Columbia), is the applicable local zone price. If such mail transits any area served by USPS at USPS expense and the distance from the place of mailing to the embarkation point or from the debarkation point to the place of delivery is more than Zone 1 for such mail, postage is assessed by the distance from the place of mailing to the embarkation point or from the debarkation point to the place of delivery of such mail, as the case may be.

### 9.3 Zone Charts

The USPS Official National Zone Chart Data Program is administered from the National Customer Support Center (NCSC) in Memphis, TN. Single-page zone charts for originating mail are available at no cost online at [pe.usps.com](https://pe.usps.com). Zone chart data for the entire nation can be purchased in electronic formats. For more information or to purchase zone charts, call the Zone Chart program administrator at 800-238-3150 or write to the NCSC (see 8.0 for address).

### 9.4 Definition

#### 9.4.1 Local

“Local” applies to USPS Connect Local and USPS Connect Local Mail pieces deposited at any Post Office for delivery to addresses within the delivery area of that Post Office. For various types of Post Offices, “Local” applies to all mail that both originates and destines within:

- a. The 5-digit ZIP Code area(s) assigned to the same Post Office.
- b. Any of the 5-digit ZIP Codes that are part of any unique 3-digit ZIP Code prefix(es) or other separate 5-digit ZIP Code(s), as applicable, assigned to the same Post Office.

#### 9.4.2 Zones

Zones are defined as follows:

- a. The Zone 1 price applies to pieces mailed within the same 3-digit origin/destination (O/D) pairs. The Zone 1 price also includes pieces mailed with different 3-digit O/D pairs, whose centroids are up to 50 miles in distance.
- b. Zone 2 includes all units of area outside zone 1 lying in whole or in part within a radius of about 150 miles from the center of a given unit of area.
- c. Zone 3 includes all units of area outside zone 2 lying in whole or in part within a radius of about 300 miles from the center of a given unit of area.
- d. Zone 4 includes all units of area outside zone 3 lying in whole or in part within a radius of about 600 miles from the center of a given unit of area.
- e. Zone 5 includes all units of area outside zone 4 lying in whole or in part within a radius of about 1,000 miles from the center of a given unit of area.
- f. Zone 6 includes all units of area outside zone 5 lying in whole or in part within a radius of about 1,400 miles from the center of a given unit of area.
- g. Zone 7 includes all units of area outside zone 6 lying in whole or in part within a radius of about 1,800 miles from the center of a given unit of area.
- h. Zone 8 includes all units of area outside zone 7.



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- i. Zone 9 includes the destinations listed in DMM [2.2](#) (Republic of Palau, Federated States of Micronesia, and Republic of the Marshall Islands).

### 9.4.3 Delivery Unit (Office)

The delivery unit price applies to mail destinating within the delivery area of the delivery unit at which it is deposited by the mailer.

## 10.0 Forms of Identification

### 10.1 General

This section describes the products and services that require forms of acceptable identification, the number of forms of acceptable identification (primary and secondary), the acceptable forms of primary and secondary identification, and forms of unacceptable identification as follows:

- a. Section [10.2](#) provides a table of the products and services that require forms of acceptable identification and the number of forms (primary and secondary) required.
- b. Section [10.3](#) provides a description of primary forms of acceptable identification and a table of which forms are acceptable for each product and service.
- c. Section [10.4](#) provides a description of secondary forms of acceptable identification.
- d. Section [10.5](#) provides examples of forms of unacceptable identification.

### 10.2 Products and Services Requiring Acceptable Identification

Certain products and services may require forms of acceptable identification in the application process, and/or receipt of an item. When identification is required, the identification presented must be current. [Exhibit 10.2](#) provides a list of the products and services requiring forms of identification and the number of required forms of acceptable identification (primary and secondary). In certain instances (e.g., COA) when an acceptable primary form of identification does not contain acceptable address identification, the Postal Service may require an acceptable secondary form of identification.

**Exhibit 10.2 Products and Services Requiring Acceptable Identification**

| PRODUCTS/SERVICES                | PRIMARY ID | SECONDARY ID |
|----------------------------------|------------|--------------|
| Caller Service                   | ✓          | ✓            |
| Certified Mail Services          | ✓          |              |
| Change-of-Address (COA)          | ✓          |              |
| Collect on Delivery (COD)        | ✓          |              |
| Commercial Mail Receiving Agency | ✓          | ✓            |
| Firm Holdout                     | ✓          |              |
| Hold For Pickup                  | ✓          |              |
| Hold Mail                        | ✓          |              |
| Insurance Services               | ✓          |              |
| Money Order                      | ✓          |              |
| PO Box                           | ✓          | ✓            |
| Premium Forwarding Service       | ✓          | ✓            |
| Priority Mail Express            | ✓          |              |
| Registered Mail Services         | ✓          |              |
| Sure Money (DineroSeguro)        | ✓          |              |
| USPS Signature Services          | ✓          |              |

**10.3****Acceptable Primary Forms of Photo Identification**

To be accepted as a primary form of identification, the identification must include a clear photograph of the individual bearer. Postal Service customers may provide the following as acceptable primary forms of photo identification:

- a. *U.S. Government I.D.*: U.S. government I.D. may be federal-, state-, or tribal-issued. Customers may provide the following:
  1. State-, territory-, or tribal-issued driver's license.
  2. State, territory, or tribal non-driver's identification card.
  3. U.S. Department of Defense Common Access card (CAC).
  4. Uniformed Service ID card.
  5. U.S. permanent resident or other identification card issued by U.S. Citizenship and Immigration Services.
  6. U.S. certificate of citizenship or naturalization.
  7. Identification card issued by a federally or state recognized tribal nation (tribal identification card).
  8. U.S. government-issued U.S. Access card, including a USAccess card or Personal Identity Verification (PIV) card.



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- b. *Passport*: This includes a U.S. passport, U.S. passport card, or foreign passport.
- c. *Matricula Consular (Mexico)*: A Matricula Consular card is an identification card issued by the Government of Mexico through its consulate offices to Mexican nationals residing outside Mexico.
- d. *NEXUS (Canada)*: NEXUS is a joint Canada Border Services Agency and U.S. Customs and Border Protection operated trusted traveler and expedited border control program. Customers may provide a NEXUS card as a form of identification for money orders. To be accepted, the NEXUS card must contain an identification number.
- e. *Corporate Identification*: For many services specified in [Exhibit 10.3](#) customers may provide a corporate identification card of a corporation located and organized in good standing in the United States.
- f. *U.S. University Identification*: For some retail products and services specified in [Exhibit 10.3](#) customers may provide a public or private U.S. university identification card as an acceptable form of photo identification.

**Exhibit 10.3 Acceptable Primary Forms of Photo Identification per Product and Service**

Exhibit 10.3 lists products and services that require a valid primary form of identification and which primary forms of identification the Postal Service will accept per product or service.

| PRODUCTS/SERVICES                | U.S.<br>GOV'T | U.S./<br>FOREIGN<br>PASSPORT | MATRICULA<br>CONSULAR<br>MEXICO | NEXUS<br>CANADA | U.S.<br>UNIVERSITY | U.S.<br>CORP. |
|----------------------------------|---------------|------------------------------|---------------------------------|-----------------|--------------------|---------------|
| Caller Service                   | ✓             | ✓                            | ✓                               | ✓               | ✓                  | ✓             |
| Certified Mail Services          | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Change-of-Address (COA)          | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Collect on Delivery (COD)        | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Commercial Mail Receiving Agency | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Firm Holdout                     | ✓             | ✓                            | ✓                               | ✓               |                    | ✓             |
| Hold For Pickup                  | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Hold Mail                        | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Insured Mail Services            | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Money Order                      | ✓             | ✓                            | ✓                               | ✓               |                    |               |
| PO Box                           | ✓             | ✓                            | ✓                               | ✓               | ✓                  | ✓             |
| Premium Forwarding Service       | ✓             | ✓                            | ✓                               | ✓               |                    |               |
| Priority Mail Express            | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |
| Registered Mail Services         | ✓             | ✓                            | ✓                               | ✓               | ✓                  |               |

| PRODUCTS/SERVICES            | U.S.<br>GOV'T | U.S./<br>FOREIGN<br>PASSPORT | MATREICULA<br>CONSULAR<br>MEXICO | NEXUS<br>CANADA | U.S.<br>UNIVERSITY | U.S.<br>CORP. |
|------------------------------|---------------|------------------------------|----------------------------------|-----------------|--------------------|---------------|
| Sure Money<br>(DineroSeguro) | ✓             | ✓                            | ✓                                | ✓               |                    |               |
| USPS Signature Services      | ✓             | ✓                            | ✓                                | ✓               | ✓                  |               |

**10.4 Acceptable Secondary Forms of Identification**

As provided under [10.2](#), to verify the validity of the address the customer provided when applying or requesting certain products and services, the Postal Service requires an acceptable secondary form of identification that is traceable to the bearer. Customers may provide as an acceptable secondary form of identification an additional acceptable primary form of identification. Customers may also provide an acceptable non-photo form of current identification, such as the following:

- a. A lease, mortgage, or deed of trust.
- b. Voter or vehicle registration card.
- c. Home or vehicle insurance policy.
- d. Form I-94, *Arrival and Departure Record*.

**10.5 Unacceptable Forms of Identification**

As specified under [10.0](#), acceptable forms of identification provide sufficient proof of identity and validation of an address. Therefore, the Postal Service does not accept Social Security cards, birth certificates, credit cards and other similar items as primary or secondary forms of identification.

