

Treatment of Mail

Nondelivery of Mail 1.1

Mail can be undeliverable for these reasons:

- a. No postage.
- b. Incomplete, illegible, or incorrect address.
- c. Addressee not at address (unknown, moved, or deceased).
- d. Mail unclaimed.
- e. Mail refused by the addressee at time of delivery.
- f. Mail refused by the addressee after delivery when permitted.
- g. Minimum criteria for mailability not met. [F010.1.0]

USPS Address Adjustments

1.2.1 Types of Adjustments

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

- a. Renumbering of houses.
- b. Renaming of streets.
- c. Conversion from rural-style addresses (rural route and box number or highway contract route and box number) to city-style addresses (house number and street name).
- d. Realignment of rural or highway contract routes.
- e. Conversion from rural or highway contract service to city delivery service.
- f. Consolidation of routes.
- g. Consolidation of post offices or adjustment of delivery districts. [F010.2.1]

1.2.2 Charges

For 3 years after the date when the new address information appears in Address Information System (AIS) products, a mailer who regularly sends bulk mailings into an area affected by USPS adjustments is not charged for requested corrections to galley lists when such corrections relate to those adjustments. [F010.2.2]

1.2.3 Disposal

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

For an adjustment under 1.2.1a through 1.2.1c, for 1 year from the date when the new address appears in the AIS bimonthly products released in February, April, June, August, October, and December.

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

For mail bearing the simplified address "Rural Route Box Customer," "Highway Contract Route Box Customer," or "Post Office Box Customer," either for 90 days or until the next June 30, whichever is later. [F010.2.3]

1.2.4 Records

Records of address changes caused by USPS adjustments are kept by the local post office for 3 years. [F010.2.4]

Directory Service 1.3

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

- a. Mail with extra services (certified, COD, registered, special handling).
- b. Foreign, except circulars. (Foreign mail received in quantities with letter-class postage but the general characteristics of circular mail is not given directory service.)
- c. Mail from overseas Armed Forces.
- d. Parcels mailed at any Package Services rate or endorsed by the mailer.

- Perishable matter. e.
- Official USPS mail. f.
- Express Mail Next Day Service (Post Office to Addressee only). [F010.3.0]

Basic Treatment 1.4

1.4.1 General

Mail that is undeliverable as addressed is forwarded, returned to the sender, or treated as dead mail, as authorized for the particular class of mail. Undeliverable-as-addressed mail is endorsed by the USPS with the reason for nondelivery as shown in [Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed](#). All nonmailable pieces are returned to the sender. [F010.4.1]

Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed

ENDORSEMENT	REASON FOR NONDELIVERY
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with 508.1.8.1 through 508.1.8.3 .
Illegible*	Address not readable.
In Dispute*	Mail returned to sender by order of chief field counsel (or under 508.1.0 and 508.2.0) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address *	Mail without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
Moved, Left No Address	Addressee moved and filed no change-of-address order.
No Mail Receptacle*	Addressee failed to provide a receptacle for receipt of mail.
No Such Number*	Addressed to nonexistent number and correct number not known.
No Such Office in State*	Addressed to nonexistent post office.
No Such Street*	Addressed to nonexistent street and correct street not known.
Not Deliverable as Addressed—Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.
Outside Delivery Limits*	Addressed to location outside delivery limits of post office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.
Refused*	Addressee refused to accept mail or pay postage charges on it.
Returned for Better Address *	Mail of local origin incompletely addressed for distribution or delivery.
Returned for Postage	Mail without postage or indication that postage fell off.

Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law*	Mail returned to sender under false representation order and lottery order.
Returned to Sender Due to Addressee's Violation of Postal False Representation Law*	Mail returned to sender under false representation order.
Returned to Sender Due to Addressee's Violation of Postal Lottery Law*	Mail returned to sender under lottery order
Temporarily Away*	Addressee temporarily away and period for holding mail expired.
Unclaimed*	Addressee abandoned or failed to call for mail.
Undeliverable as Addressed, Missing PMB or # Sign	Failure to comply with 508.1.8.2e..
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

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

[Exhibit F010.4.1]

1.4.2 Official Mail

Official mail is treated the same as mail for the general public. All fees and services must be paid or collected on delivery of mail or address correction notices. [F010.4.2]

1.4.3 Mailer Endorsement

A mailer endorsement is used to request forwarding, return, or address correction service. This endorsement (and other marking) must be prepared under 102, 202, 302, or 402. The endorsements authorized for each class of mail and the required wording are listed in the charts according to class of mail. [F010.4.3]

1.4.4 Order

The information in the charts in this unit is associated with a customer's change-of-address order. Information on temporary changes of address is not provided. [F010.4.4]

1.4.5 Extra Services

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

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

All insured First-Class Mail is forwarded and returned at no additional cost. All insured Standard Mail and Package Services is forwarded or returned.

Parcels with special handling that are undeliverable as originally addressed and forwarded to the addressee continue to receive special handling service without an additional special handling fee.

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

All Registered Mail items are treated as registered while they are being forwarded or returned. [F010.4.5]

1.4.6 Metered Pieces

Mail paid by postage meter that does not have a delivery address and a return address is returned to the post office of mailing. The reason for nondelivery is attached but the address correction fee is not charged. The piece is returned to the meter licensee upon payment of the applicable return postage. [F010.4.6]

1.4.7 Mailgrams

Undeliverable-as-addressed Mailgrams are treated as First-Class Mail. [F010.4.7]

Treatment for Ancillary Services by Class of Mail

1.5.1 First-Class Mail and Priority Mail

Undeliverable-as-addressed (UAA) First-Class Mail (including stamped cards and postcards) and Priority Mail are treated as described in [Exhibit 1.5.1](#), with these additional conditions:

First-Class Mail and Priority Mail cards and unregistered letters that do not appear to contain merchandise and do not bear "Return Service Requested" or "Change Service Requested" (Option 1 only) may be forwarded to international addresses.

Alternative addressing formats under [602.3.0](#) may not be used on mail with any ancillary service endorsement or mail with any extra service. Forwarding service is not provided for such mail. Undeliverable First-Class Mail with any alternative addressing format is returned with the reason for nondelivery attached only if the address is incorrect or incomplete or the mail is undeliverable for another reason as shown in [Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed](#).

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

First-Class Mail or Priority Mail bearing Standard Mail markings and endorsements permitted by [202](#) for letters, [302](#) for flats, and [402](#) for parcels and [244.5.1](#) for letters, [344.5.1](#) for flats, and [444.4.1](#) for parcels receives forwarding, return, and address correction services for Standard Mail under [1.5.3](#).

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

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

First-Class Mail or Priority Mail containing hazardous materials under [601.10.0](#).

First-Class Mail or Priority Mail with an extra service other than Delivery Confirmation or Signature Confirmation.

Address Change Service (ACS) as described in [3.0](#) is available for First-Class Mail and Priority Mail displaying the appropriate ACS participant code for an authorized ACS participant in conjunction with a permitted ancillary service endorsement. The only endorsements permitted for use on valid First-Class Mail and Priority Mail ACS pieces are "Address Service Requested" and "Change Service Requested" subject to the following:

"Address Service Requested" (Option 1) is valid for use on all mailpieces, including ACS participating pieces. "Address Service Requested" (Option 2) is valid for use only on ACS participating pieces.

"Change Service Requested" (Options 1 and 2) are valid for use only on ACS participating pieces.

The words "Option 1" or "Option 2" must not be part of the "Address Service Requested" or "Change Service Requested" endorsement on mailpieces.

Participating ACS mailers are limited to selecting only one of the two options available for "Address Service Requested" and one of the two options available for "Change Service Requested." The option(s) selected along with the mailer's ACS participant code will be programmed at the CFS unit to facilitate processing of valid ACS pieces within the conditions that apply to ACS. [F010.5.1]

Exhibit 1.5.1 Treatment of Undeliverable First-Class Mail and Priority Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No endorsement	In all cases: Same treatment as "Forwarding Service Requested."
"Address Service Requested"	OPTION 1 ¹ If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge). If change-of-address order on file:

- *Months 1 through 12*: Piece forwarded (no charge); separate notice of new address provided (address correction fee charged).
- *Months 13 through 18*: Piece returned with new address attached (no charge).
- *After month 18*: Piece returned with reason for nondelivery attached (no charge).

OPTION 2

If no change-of-address order on file:

Piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged).

If change-of-address order on file:

- *Months 1 through 12*: Piece forwarded (no charge); separate notice of new address provided (address correction fee charged).
- *Months 13 through 18*: Piece returned with new address attached (no charge); separate notice of new address provided (address correction fee charged).
- *After month 18*: Piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged).

"Forwarding Service Requested"

If no change-of-address order on file:

Piece returned with reason for nondelivery attached (no charge).

If change-of-address order on file:

- *Months 1 through 12*: Piece forwarded (no charge).
- *Months 13 through 18*: Piece returned with new address attached (no charge).
- *After month 18*: Piece returned with reason for nondelivery attached (no charge).

"Return Service Requested"

In all cases:

Piece returned with new address or reason for nondelivery attached (in either case, no charge).

"Change Service Requested"

OPTION 1

In all cases (regardless of whether a change-of-address order is on file):

Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS.

OPTION 2

If no change-of-address order on file:

Piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged).

If change-of-address order on file:

- *Months 1 through 12*: Piece forwarded (no charge); separate notice of new address provided (address correction fee charged).
- *Months 13 through 18*: Piece disposed of by USPS; separate notice of new address provided (address correction fee charged).
- *After month 18*: Piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged).

RESTRICTIONS

(FOR OPTIONS 1 AND 2)

The following restrictions apply:
 (1) This endorsement is limited to use on valid mailpieces bearing a proper ACS participant code and only for: (a) Priority Mail containing perishable matter (other than live animals) and the marking "Perishable" and; (b) First-Class Mail (excluding hazardous materials).
 (2) Delivery Confirmation and Signature Confirmation are the only extra services permitted with this endorsement.

"Temp—

If no change-of-address order on file:

Return Service Requested" Piece returned with reason for nondelivery attached (no charge).
If permanent change-of-address order on file:
 Piece returned with new address or reason for nondelivery attached (in either case, no charge).
If temporary change-of-address order on file:
 Piece forwarded to temporary address (no charge); no separate notice of temporary address provided.

1. Valid for all pieces, including **Address** Change Service (ACS) participating pieces subject to **507.3.0**.
2. Valid only for ACS participating pieces subject to **507.3.0** other than pieces containing hazardous materials.

[Exhibit F010.5.1]

1.5.2 Periodicals

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

Periodicals matter is forwarded only to domestic addresses.

Publications with an alternative addressing format under **602.3.0** are delivered to the address when possible. Forwarding service is not provided for such mail. Periodicals publishers are notified only when mailpieces with the occupant or exceptional address formats are undeliverable for solely address-related reasons.

When a change of address is filed, copies of Periodicals publications bearing the old address are forwarded to the new address even if the copies show the sender's request for return.

Address correction service is mandatory for all Periodicals publications, and the address correction service fee must be paid for each notice issued.

Address correction service (including **Address** Change Service (ACS)) is provided for the first issue after 60 days for all publications, unless copies are to be returned at the publisher's request. ACS participants may receive the change notice before day 60, if so requested. Copies received after the address correction notice is mailed are disposed of by the USPS. When copies of the publication cannot be forwarded, the address correction notice is prepared for the first undeliverable issue of the publication received. Forms 3579 are mailed to publishers at least once a week.

The publisher may request the return of copies of undelivered Periodicals by printing the endorsement "**Address** Service Requested" on the envelopes or wrappers, or on one of the outside covers of unwrapped copies, immediately preceded by the sender's name, address, and ZIP+4 or 5-digit ZIP Code. This endorsement obligates the publisher to pay return postage. Each returned piece is charged the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies (see **201**, **301**, or **401**). When the address correction is provided incidental to the return of the piece, there is no charge for the correction.

A publisher of Periodicals publications may request a refund of the fees paid for duplicate address correction notices on Forms 3579 provided by the USPS if the customer submitted a change-of-address order and the first and duplicate notices are provided on magnetic tape by ACS or on printed copy by a Computerized Forwarding System (CFS) unit. The refund request must be supported by documentation showing the number of duplicate notices received. The USPS does not process refunds for duplicate notices if:

1. The customer did not submit a change-of-address order.

2. The original and duplicate notices are not provided both by ACS or both by CFS.

3. The publisher does not submit documentation to support the refund amount.

[F010.5.2]

Exhibit 1.5.2 Treatment of Undeliverable Periodicals

MAILER

ENDORSEMENT

USPS TREATMENT OF UAA PIECES

No endorsement ¹

If no change-of-address order on file:

Separate notice of reason for nondelivery provided (address

correction fee charged); piece disposed of by USPS.

If change-of-address order on file:

- *First 60 days:* Piece forwarded (no charge).
- *After 60-day period:* Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS.

"Address Service Requested" ¹

If no change-of-address order on file:

Piece returned with reason for nondelivery attached (only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece).

If change-of-address order on file:

- *First 60 days:* Piece forwarded (no charge).
- *After 60-day period:* Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece).

"Forwarding Service Requested"

Not available for Periodicals.

"Return Service Requested"

Not available for Periodicals.

"Change Service Requested"

Not available for Periodicals.

1. Valid for all pieces, including Address Change Service (ACS) participating pieces. [Exhibit F010.5.2]

1.5.3 Standard Mail

Undeliverable-as-addressed (UAA) Standard Mail is treated as described in [Exhibit 1.5.3a](#) and [Exhibit 1.5.3k](#), with these additional conditions:

Standard Mail is forwarded only to domestic addresses.

Exhibit 1.5.3a Treatment of Undeliverable Standard Mail

MAILER ENDORSEMENT

USPS TREATMENT OF UAA PIECES

No endorsement ¹

In all cases:

Piece disposed of by USPS.

RESTRICTIONS:

Standard Mail containing hazardous materials must bear a permissible endorsement (see [507.1.5.3e](#)).

"Address Service Requested" ²

If no change-of-address order on file:

Piece returned with reason for nondelivery attached (only weighted fee charged).

If change-of-address order on file:

- *Months 1 through 12:* Piece forwarded (no charge); separate notice of new address provided (address correction fee charged).
- *Months 13 through 18:* Piece returned with new address attached (only weighted fee charged).
- *After month 18:* Piece returned with reason for nondelivery attached (only weighted fee charged).

"Forwarding Service Requested"

If no change-of-address order on file:

Piece returned with reason for nondelivery attached (only

weighted fee charged).

If change-of-address order on file:

- *Months 1 through 12:* Piece forwarded (no charge).
- *Months 13 through 18:* Piece returned with new address attached (only weighted fee charged).
- *After month 18:* Piece returned with reason for nondelivery attached (only weighted fee charged).

"Return Service Requested" **In all cases:**
Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece).

"Change Service Requested" ^{1, 3} **In all cases:**
Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS.
RESTRICTIONS:
The following restrictions apply:
(1) Delivery Confirmation is the only extra service permitted with this endorsement.
(2) This endorsement is not permitted for Standard Mail containing hazardous materials.

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

[F010.5.3a]

The exceptional address format under **602.3.0** may not be used on mail with any ancillary service endorsement or mail with any extra service. Forwarding service and address correction service are not provided for undeliverable Standard Mail with this address format.

The endorsement "Change Service Requested" is not permitted for Standard Mail containing hazardous materials under **601.10.0**. Standard Mail containing hazardous materials must bear the endorsement "**Address** Service Requested," "Forwarding Service Requested," or "Return Service Requested."

Standard Mail can be forwarded or returned at the appropriate Media Mail or Library Mail rate if the content of the mail qualifies as Media Mail under **173**, **Rates and Eligibility**, **373**, or **473** or Library Mail under **183**, **383**, or **483** and the mail is marked "Media Mail" or "Library Mail" directly below the ancillary service endorsement.

Mail that can qualify for Shipper Paid Forwarding under the applicable standards in **2.3.5** is forwarded or returned at the First-Class Mail single-piece rate or Priority Mail single-piece rate applicable for the weight of the piece.

If a Standard Mail piece and any attachment to that piece are not opened by the addressee and the sender has guaranteed forwarding and return postage, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage. If a Standard Mail piece or any attachment to that piece is opened by the addressee, the addressee must affix the required postage to return the piece to the sender.

Standard Mail with insurance or return receipt for merchandise must be endorsed "**Address** Service Requested," "Forwarding Service Requested," or "Return Service Requested." Standard Mail with Delivery Confirmation must be endorsed "**Address** Service Requested," "Forwarding Service Requested," "Return Service Requested," or "Change Service Requested."

When a large volume of identical-weight pieces originates from a single mailer and is endorsed "Return Service Requested," the USPS may weigh a sample of at least 25 pieces and divide that weight by the number of pieces to determine the weight of a single piece. After the per piece weight is determined, all the pieces are weighed in bulk and divided by the per piece weight to determine the total number of pieces. The return postage is calculated using these numbers. Pieces of identical weight counted in this manner are returned to the sender with the new address or the reason for nondelivery endorsed on the piece.

A weighted fee is charged when an unforwardable or undeliverable piece is

returned to the sender and the piece is endorsed "Address Service Requested" or "Forwarding Service Requested." The weighted fee is the First-Class Mail or Priority Mail single-piece rate and, if applicable, the nonmachinable surcharge (see 123.1.0 or 133.1.0), multiplied by 2.472 and rounded up to the next whole cent (if the computation yields a fraction of a cent). The weighted fee is computed (and rounded if necessary) for each piece individually. Using "Address Service Requested" or "Forwarding Service Requested" obligates the sender to pay the weighted fee on all returned pieces.

Returned pieces endorsed "Return Service Requested" are charged the First-Class Mail single-piece rate or Priority Mail single-piece rate and, if applicable, the nonmachinable surcharge (see 123.1.0 or 133.1.0).

Mail sent as Bulk Parcel Return Service (BPRS) under 10.0 is returned at the BPRS per piece fee if one of the endorsements includes "— BPRS" as shown in Exhibit 1.5.3k.

Exhibit 1.5.3k Treatment of Undeliverable BPRS Standard Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
"Return Service Requested—BPRS"	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, only Bulk Parcel Return Service fee charged).
"Address Service Requested—BPRS"	If no change-of-address order on file: Piece returned with reason for nondelivery attached (only Bulk Parcel Return Service fee charged). If change-of-address order on file: <ul style="list-style-type: none"> • <i>Months 1 through 12:</i> piece forwarded (no charge to addressee); separate ACS notice of new address provided (ACS address correction fee and forwarding postage charged at First-Class Mail single-piece rate or Priority Mail single-piece rate, as appropriate for weight of piece, via ACS participant code). • <i>Months 13 through 18:</i> piece returned with new address attached (only Bulk Parcel Return Service fee charged). • <i>After month 18:</i> piece returned with reason for nondelivery attached (only Bulk Parcel Return Service fee charged).

[F010.5.3b]

Customized MarketMail under 705.1.0 is not eligible to use ancillary service endorsements. [F010.5.3]

1.5.4 Package Services

Undeliverable-as-addressed (UAA) Package Services mail is treated as described in Exhibit 1.5.4, with these additional conditions:

Package Services mail is forwarded only to domestic addresses.

The exceptional address format under 602.3.0 may not be used on mail with any ancillary service endorsement or mail with any extra service. Forwarding service is not provided for such mail. Undeliverable Parcel Post, Media Mail, and Library Mail with this address format are returned with the reason for nondelivery attached only if the address is incorrect or incomplete or the mail is undeliverable for another reason as shown in Exhibit 1.4.1 USPS Endorsements for Mail Undeliverable as Addressed. Undeliverable Bound Printed Matter with this address format is disposed of by the USPS.

The endorsement "Change Service Requested" is not permitted for Package Services mail containing hazardous materials under 601.10.0.

If a Package Services piece and any attachment to that piece are not opened by the addressee and the sender has guaranteed forwarding and return postage, the addressee may refuse delivery of the piece and have it returned to the sender without affixing postage and still have other Package Services pieces forwarded to the addressee. If a Package Services piece or any attachment to that piece is opened by the addressee, the addressee must affix the required postage to return the piece to the sender. If the addressee does not want to pay forwarding postage

for all Package **Services** mail, the postmaster of the new address must use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package **Services** mail.

Package **Services** mail bearing a postage meter indicia from a customer meter that is unaddressed and without a return address (undeliverable) is returned to the post office of mailing. The reason for nondelivery is attached without charging the address correction fee. The piece is returned to the meter licensee on payment of the return postage.

Bound Printed Matter with no ancillary service endorsement and:

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

With an extra service other than Delivery Confirmation or Signature Confirmation is treated as though endorsed "Forwarding Service Requested." [F010.5.4]

Exhibit 1.5.4 Treatment of Undeliverable Package **Services** Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No endorsement	<p>In all cases: Same treatment as "Forwarding Service Requested." <i>EXCEPTION:</i> Bound Printed Matter with Delivery Confirmation, with Signature Confirmation, or with no other extra service is disposed of by USPS.</p>
" Address Service Requested " ¹	<p>If no change-of-address order on file: Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate).</p> <p>If change-of-address order on file:</p> <ul style="list-style-type: none"> • <i>Months 1 through 12:</i> Piece forwarded locally (no charge); forwarded out of town (as postage due for addressee at appropriate Package Services single-piece rate); separate notice of new address provided (address correction fee charged). If addressee refuses to pay postage due, piece returned with reason for nondelivery attached (only forwarding postage, where attempted, and return postage charged at appropriate Package Services single-piece rate). • <i>Months 13 through 18:</i> Piece returned with new address attached (only return postage charged at appropriate Package Services single-piece rate). • <i>After month 18:</i> Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate).
" Forwarding Service Requested "	<p>If no change-of-address order on file: Piece returned with reason for nondelivery attached (only return postage charged at appropriate Package Services single-piece rate).</p> <p>If change-of-address order on file:</p> <ul style="list-style-type: none"> • <i>Months 1 through 12:</i> Piece forwarded locally (no charge); forwarded out of town (as postage due for addressee at appropriate Package Services single-piece rate). If addressee refuses to pay postage due, piece returned with reason for nondelivery attached (only forwarding postage, where attempted, and return postage charged at appropriate Package Services single-piece rate). • <i>Months 13 through 18:</i> Piece returned with new address attached (only return postage charged at appropriate Package Services single-piece rate). • <i>After month 18:</i> Piece returned with reason for nondelivery attached (only return postage charged at

appropriate Package **Services** single-piece rate).

"Return Service Requested"	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, only return postage charged at appropriate Package Services single-piece rate).
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"Change Service Requested" ²	In all cases: Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS. RESTRICTIONS: The following restrictions apply: (1) Delivery Confirmation and Signature Confirmation are the only extra services permitted with this endorsement. (2) This endorsement is not permitted for Package Services mail containing hazardous materials.
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1. Valid for all pieces, including **Address Change Service (ACS)** participating pieces.
 2. Not valid for pieces containing hazardous materials. Valid for all other pieces, including ACS participating pieces.

[Exhibit F010.5.4]

1.5.5 Express Mail

Undeliverable-as-addressed (UAA) Express Mail is treated as described in [Exhibit 1.5.5](#), with these additional conditions:

Express Mail is forwarded ~~only~~ to domestic addresses.

Directory service is provided ~~for~~ Express Mail that cannot be delivered because of an incorrect or incomplete address.

The Express Mail portion of ~~an~~ Express Mail drop shipment receives the forwarding, return, and address correction services described in [Exhibit 1.5.5](#). The mail enclosed within the drop shipment receives the services appropriate for its class.

Undeliverable or unclaimed ~~Express~~ Express Mail is held by the USPS for 5 workdays before it is returned to the sender at no additional postage, unless either of the following applies:

The mail is refused ~~before~~ the end of the 5 workdays.

The mail is not refused ~~and~~ the sender has specified in the return address a longer holding period (not to exceed 30 days). The sender may also place an instruction above the return address, subject to [202.4.0](#), [302.3.0](#), or [402.3.0](#), directing the return of undeliverable mail after fewer than 5 workdays.

[F010.5.5]

Exhibit 1.5.5 Treatment of Undeliverable Express Mail

MAILER ENDORSEMENT	USPS TREATMENT OF UAA PIECES
No endorsement	In all cases: Same as USPS treatment for "Forwarding Service Requested."
"Address Service Requested"	If no change-of-address order on file: Piece returned with reason for nondelivery attached (no charge). If change-of-address order on file: <ul style="list-style-type: none">• <i>Months 1 through 12:</i> Piece forwarded (no charge); separate notice of new address provided (address correction fee charged).• <i>Months 13 through 18:</i> Piece returned with new address attached (no charge).• <i>After month 18:</i> Piece returned with reason for nondelivery attached (no charge).
"Forwarding Service Requested"	If no change-of-address order on file: Piece returned with reason for nondelivery attached (no

charge).

If change-of-address order on file:

- *Months 1 through 12:* Piece forwarded (no charge).
- *Months 13 through 18:* Piece returned with new address attached (no charge).
- *After month 18:* Piece returned with reason for nondelivery attached (no charge).

"Return Service Requested"	In all cases: Piece returned with new address or reason for nondelivery attached (in either case, no charge).
"Change Service Requested"	Not available for Express Mail.

[Exhibit F010.5.5]

Attachments and Enclosures

1.6.1 Periodicals

Undeliverable Periodicals (including publications pending Periodicals authorization) with a nonincidental First-Class Mail attachment or enclosure are returned at the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies. The weight of the attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable Periodicals (including publications pending Periodicals authorization) with an incidental First-Class Mail attachment or enclosure are treated as dead mail unless endorsed "**Address Service Requested.**" [F010.6.1]

1.6.2 Standard Mail

Undeliverable, unendorsed Standard Mail with a nonincidental First-Class Mail attachment or enclosure is returned at the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies. The weight of the First-Class Mail attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Standard Mail with an incidental First-Class Mail attachment or enclosure is treated as dead mail. [F010.6.2]

1.6.3 Package Services

Undeliverable, unendorsed Package **Services** with a nonincidental First-Class Mail attachment or enclosure is either forwarded or returned at the single-piece Package **Services** rate. The weight of the First-Class attachment or enclosure is not included when computing the charges for return of the mailpiece. Undeliverable, unendorsed Package **Services** with incidental First-Class attachments or enclosures is returned at the single-piece Package **Services** rate. [F010.6.3]

Mixed Classes 1.7

1.7.1 Combination With First-Class

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

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

Items with incidental First-Class enclosures or attachments are returned according to the class of the host piece.

An undeliverable combination mailpiece that is not returnable to the sender, of which one part is First-Class Mail, is given the treatment that applies to the class of the other part. [F010.7.1]

1.7.2 Other Combinations

Pieces of Periodicals, Standard Mail, or Package **Services** with other classes of mail attached or enclosed (other than incidental First-Class attachments or enclosures) must be forwarded as specified for the host piece by the applicable standards. Neither the enclosures nor the host piece are provided the forwarding service of First-Class Mail. [F010.7.2]

1.7.3 Host Piece

Any undeliverable combination mailpiece that does not include First-Class matter is given the treatment applicable to the host piece. [F010.7.3]

1.7.4 Parcel

A combination parcel containing Media Mail and Bound Printed Matter is charged postage at the Parcel Post Inter-BMC rate when forwarded or returned. [F010.7.4]

Returning Mail 1.8

1.8.1 Nonmailable

Nonmailable matter is returned to the sender immediately. [F030.5.1]

1.8.2 Refused Mail

Returnable mail is returned if refused by the addressee. [F030.5.2]

1.8.3 Express Mail, Priority Mail, First-Class Mail

Mailpieces sent as Express Mail, Priority Mail, or First-Class Mail that cannot be delivered as addressed or forwarded to a new address, unless otherwise requested by the sender, are returned when possible to the sender at no additional charge.

Excluding pieces containing live animals, the following are disposed of by the USPS:

Priority Mail bearing the appropriate **Address Change Service (ACS)** participant code and marked "Perishable" and endorsed "Change Service Requested."

First-Class Mail bearing the appropriate ACS participant code and endorsed "Change Service Requested." [F030.5.3]

1.8.4 Other Classes

Other returnable mail is treated as appropriate for the class of mail and the sender's instructions except as noted below. [F030.5.4]

1.8.5 Extra Services

If a return receipt is attached to a certified, collect on delivery (COD), numbered insured, registered, return receipt for merchandise, or Express Mail piece to be returned, the reason for nondelivery is shown on the face of the piece. The receipt stays attached to the piece and is returned to the sender. Registered Mail is returned through the registry system. The sender must sign a delivery receipt for returned Express Mail and for certified, COD, numbered insured, registered, and return receipt for merchandise mail. [F030.5.5]

1.8.6 No Sender Instructions

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

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

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

For 15 days if for general delivery at an office without city carrier service. [F030.5.6]

1.8.7 Post Office Box

Deliverable mail addressed to a post office box is not returned until after the box is declared vacant, except for certified, collect on delivery (COD), insured, registered, postage due, and perishable mail. [F030.5.7]

1.8.8 Franked Mail

Unclaimed franked mail from a Member of Congress is returned to the origin post office (if known) or the Washington, DC, Post Office. [F030.5.8]

Dead Mail 1.9

1.9.1 Basic Information

Dead mail is matter deposited in the mail that is or becomes undeliverable and cannot

be returned to the sender from the last office of address. Every reasonable effort is made to match articles found loose in the mail with the envelope or wrapper from which lost and to return or forward the articles.

Nonmail matter (e.g., wallets and bank deposits) found in collection boxes or at other points within USPS jurisdiction is returned postage due at the single-piece First-Class Mail or Priority Mail rate for keys and identification devices that is applicable based on the weight of the matter.

Undeliverable, unendorsed Standard Mail, printed matter, circulars, newspapers, magazines, and other publications, and unidentified articles that have no value are disposed of as waste.

Undeliverable articles of \$10 or more in value are treated as dead mail.

Dead letters are opened at mail recovery centers to determine the name and address of the addressee or sender to permit delivery or return.

Except for unendorsed Standard Mail, all undeliverable Standard Mail and Package Services, and insured First-Class Mail containing Standard Mail or Package Services enclosures, that cannot be returned because of an incorrect, incomplete, illegible, or missing return address is opened and examined to identify the sender or addressee.

Dead parcels are opened at mail recovery centers to determine name and address of the addressee or sender to permit delivery or return. Dead parcels returned to the sender or delivered to the addressee are rated postage due at the zone rate from the dead parcel branch. If parcels are endorsed to show that they are USPS property, or that the sender refused to pay postage due on return as undelivered, the parcels are considered USPS property. [F010.8.1]

1.9.2 Books and Sound Recordings

Books and sound recordings are disposed of by the USPS under 1.9.1 and 1.9.3, unless the publisher or distributor requests that books and sound recordings bearing specific trade names, company names, or other organizational identifications be released to the requester or its representative. The requester must submit a written application to the Manager, Policy and Program Development, Office of the Consumer Advocate, USPS Headquarters. The application must state that the requester is the publisher or distributor of the books and sound recordings listed. The request may specify only one location where the books and sound recordings are to be picked up. If the request is approved, instructions and conditions for release are established. The approval stays in effect for 5 years or until canceled in writing by the requester or the USPS. [F010.8.2]

1.9.3 USPS Policy and Procedures

The Postal Operations Manual contains USPS policy and procedures for handling and disposing of dead mail (including through sale at auction or by donation to institutions). [F010.8.3]

[Back to Top](#)

Forwarding 2.0

Change-of-Address Order 2.1

2.1.1 Normal Time Limit

Records of permanent change-of-address orders are kept by city delivery post offices for 18 months, for forwarding and for address correction purposes, from the end of the month when the change takes effect. A record of change-of-address orders from general delivery to a permanent local address without time limit is kept 6 months. A record of change-of-address orders to other than a permanent local address is kept 30 days. [F020.1.1]

2.1.2 Time Limit Extension

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

show that reasonable effort is being made to notify correspondents of the new address. [F020.1.2]

2.1.3 Temporary Forwarding

A customer temporarily moving away may have mail forwarded for a specific time, but not to exceed 12 months. The customer must show beginning and ending dates in the change-of-address order. [F020.1.3]

2.1.4 Individual at Business Address

A customer may inform the post office of a change of address by using Form 3575 or other written or personal notice. A change of address may not be filed with the USPS for an individual's mail addressed to an organization, or to the individual at his or her place of employment, business, or other affiliation either during or after the termination of the employment, business, or other relationship. The organization may change the address (but not the name) on mail to redirect it to such individuals; obliteration of any barcode on the piece prevents missorting on automated equipment. [F020.1.4]

Forwardable Mail 2.2

2.2.1 Classes

Forwarding is available for all classes of mail, subject to the corresponding conditions described in 1.0. [F020.2.1]

2.2.2 Reforwarding

The address (but not the name) may be changed and the mail reforwarded as many times as necessary to reach the addressee. [F020.2.2]

2.2.3 Discontinued Post Office

All Express Mail, First-Class Mail, Periodicals, and Package **Services** addressed to a discontinued post office may be forwarded without added charge to a post office that the addressee designates as more convenient than the office to which the USPS ordered the mail sent. [F020.2.3]

2.2.4 Rural Delivery

When rural delivery service is established or changed, a customer of any office receiving mail from the rural carrier of another office may have all Express Mail, First-Class Mail, Periodicals, and Package **Services** forwarded to the latter office for delivery by the rural carrier without added charge, if the customer files a written request with the postmaster at the former office. [F020.2.4]

2.2.5 Converted Service

Mail addressed to post office, rural, or highway contract route boxholders is delivered to customers residing in the affected area until June 30 following establishment of, or conversion to, city delivery service or for 90 days, whichever is later. [F020.2.5]

2.2.6 Mail for Military Personnel

All Express Mail, First-Class Mail, Periodicals, and Package **Services** addressed to persons in the U.S. Armed Forces (including civilian employees) serving where U.S. mail service operates is forwarded at no added charge when the change of address is caused by official orders. This free forwarding also applies to mail for household members whose change of address is caused by official orders to persons serving in or who are civilian employees of the U.S. Armed Forces. If the official permanent change of station order is to an overseas APO/FPO address, military authorities forward mail between the United States and those addresses; forwarding is limited to 60 days. [F020.2.6]

2.2.7 Mail Addressed to CMRA Customers

Mail addressed to an addressee at a commercial mail receiving agency (CMRA) is not forwarded through the USPS. The CMRA customer may make special arrangements for the CMRA operator to re-mail the mail with payment of new postage. A CMRA must accept and re-mail mail to former customers for at least 6 months after termination of the agency relationship. After the 6-month period, the CMRA may refuse mail addressed to a former customer. [F020.2.7]

Postage for Forwarding 2.3

2.3.1 Origin

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

[F020.3.1]

2.3.2 Express Mail

Express Mail is forwarded without charge. [F020.3.2]

2.3.3 First-Class Mail

First-Class Mail (including postcards and stamped cards) and Priority Mail are forwarded without charge when postage is fully prepaid by the sender. [F020.3.3]

2.3.4 Periodicals

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

[F020.3.4]

2.3.5 Standard Mail

Generally, Standard Mail is subject to collection of additional postage from the mailer when forwarding service is provided by charging the Standard Mail weighted fee on all returns. Shipper Paid Forwarding, used in conjunction with **Address Change Service (3.0)**, provides mailers of Standard Mail machinable parcels an option of paying forwarding postage at the single-piece First-Class or Priority Mail rate as applicable for the weight of the piece. Mail that qualifies for Bulk Parcel Return Service (BPRS) is returned at the BPRS per piece charge if the mailer uses one of the ancillary service endorsements that specifies BPRS (e.g., "Return Service Requested—BPRS").

[F020.3.5]

2.3.6 Package Services

Package **Services** is subject to the collection of additional postage at the applicable rate for nonlocal forwarding. Unless endorsed "Change Service Requested," all Package **Services** is delivered as directed without additional postage charge when the old and new addresses are served by the same post office. The addressee may refuse any piece of Package **Services** that has been forwarded. This refusal does not revoke the right to have other Package **Services** forwarded. If the addressee does not want to pay forwarding postage for all Package **Services**, the addressee must ask the postmaster of the new address to use Form 3546 to notify the postmaster of the old address to discontinue the forwarding of Package **Services**. [F020.3.6]

2.3.7 Extra Services

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

[F020.3.7]

[Back to Top](#)

Address Correction Services

Address Correction Service

3.1.1 Address Correction Service Fee

For all classes of mail:

Manual notice, each: \$0.70. a.

Electronic notice, each: \$0.20. [R900.1.0]

3.1.2 Purpose

If mail cannot be delivered as addressed, address correction service allows the sender on request, using the appropriate ancillary service endorsement under **1.0**, to obtain the addressee's new (forwarding) address (if the addressee filed a change-of-address order with the USPS) or the reason for nondelivery. **Address** corrections and notices are not provided for customers who file a temporary change of address or for individuals at a business address (see **2.1**). **Address** correction service is available

alone or in combination with forwarding and return service. [F030.1.1]

3.1.3 Invalid Endorsement

Any obsolete ancillary service endorsement or similar sender endorsement not shown in 1.0 is considered invalid. Material bearing invalid or conflicting ancillary service endorsements will not be accepted for mailing. If discovered in the mailstream, pieces bearing an invalid ancillary service endorsement or conflicting endorsements are treated as unendorsed mail. *Exception:* Undeliverable Parcel Post, Media Mail, and Library Mail pieces that bear invalid or conflicting ancillary service endorsements are treated as if endorsed "Forwarding Service Requested." [F030.1.2]

3.1.4 Periodicals

Address correction service is provided automatically for all Periodicals publications (including publications pending Periodicals authorization) and begins 60 days after the effective date of the addressee's change of address. **Address** corrections are provided as separate notices or, at the mailer's request, on the returned pieces. [F030.1.3]

3.1.5 Other Classes

When possible, "on-piece" address correction is provided for First-Class Mail, Express Mail, Priority Mail, Standard Mail, and Package **Services**. If the piece cannot be forwarded, it is returned with the address information or reason for nondelivery attached. Generally, when separate corrections are necessary, Form 3547 is returned to the sender with the address correction fee charged and the mail is forwarded. This service is not available for Express Mail, First-Class Mail, or Standard Mail addressed for delivery to the addressee by military personnel at any military installation, including APOs and FPOs. [F030.1.4]

3.1.6 Fee and Return Postage

Unless excepted, the applicable fee for address correction service is charged for each separate notification of address correction or the reason for nondelivery. When "on-piece" address correction is provided, no address correction fee is charged but return postage can be charged, depending on mail class. [F030.1.5]

Address Change Service (ACS)

3.2.1 Description

Address Change Service (ACS) is an automated electronic enhancement to the manual method that centralizes, automates, and improves the process of providing address correction or reason for nondelivery notices. ACS is designed to reduce the volume of manual notifications provided for valid participating ACS mailpieces, but it does not completely eliminate manual notifications. ACS involves transmitting address correction information to a central point where the changes are consolidated electronically by unique publication or mailer identifier. The records are sequentially organized by USPS-assigned codes and distributed to each participating mailer. Mailers must keep their address records in electronic format and mark their mailpieces with the ACS symbols under 708.7.0 and the correct endorsement under 1.0 to obtain address correction. To obtain nondelivery information under 1.4.1, *General*, in addition to address correction service, mailers must also use an ACS keyline on mailpieces. ACS also can be used to pay forwarding postage on most Standard Mail and Package **Services** pieces using Shipper Paid Forwarding under 3.2.7. Additional information for using ACS is contained in Publication 8, *Address Change Service*. [F030.2.1]

3.2.2 Availability

ACS is available monthly, weekly, or more frequently, depending on the needs and ACS volume of the mailer. Because ACS is associated with USPS computerized forwarding operations, the service is not available at all post offices. Therefore, ACS is not a guaranteed service and the USPS makes no assurance that any minimum percentage of a mailer's address correction notifications will be provided electronically rather than manually. The use of an authorized ACS participant code and the required endorsement on mailpieces does not guarantee the return of all notifications in an electronic format. To participate in ACS, write to the National Customer Support Center (see 608.8.0 for address). [F030.2.2]

3.2.3 Participant Code

The **Address** Change Service (ACS) participant code is provided to authorized mailers by the National Customer Support Center (NCSC) (see [608.8.0](#) for address). The participant code consists of seven alpha characters, aligned left, and must be preceded by a single pound sign (#) delimiter. [M013.3.1]

3.2.4 Placement

The ACS participant code may be placed in one of two positions:

In the optional endorsement line. The participant code must occupy the first eight positions on the left side of the OEL and be formatted as provided in [708.7.2.3](#).

On the mailpiece or an address label directly below the ancillary service endorsement, left-justified, when the endorsement is placed directly above the address block, if these additional standards are met:

The mailpiece must be letter-size and machinable or automation-compatible with or without a barcode, or flat-size with or without a barcode.

If mailer keyline information is used, it must be the top line of the address block. A barcode may not be placed above a mailer keyline.

If a window envelope is used, the clearance between the top line (mailer keyline) of the address block and the top edge of the address window must be at least 1/25 inch. This clearance must be maintained during the range of movement of the insert in the envelope.

If an address label is used, the clearance between the top line (mailer keyline) of the address block and the top edge of the address label must be at least 1/25 inch.

The ACS participant code and ancillary service endorsement must be printed in a non-narrow variant of Helvetica or Arial sans serif font in the range of 10 to 12 points. [M013.3.2]

3.2.5 Periodicals

Address correction by ACS is provided automatically for 60 days after the effective date of the addressee's change of address for participating Periodicals publications (including publications pending Periodicals authorization). [F030.2.3]

3.2.6 Address Correction Service Fee

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

[F030.2.4]

3.2.7 Shipper Paid Forwarding

Shipper Paid Forwarding is an ACS fulfillment vehicle. It allows mailers of Standard Mail machinable parcels and most Package **Services** to pay forwarding charges via approved ACS participant code(s). For information about Shipper Paid Forwarding, contact the National Customer Support Center (see [608.8.0](#) for address). Mailers have the option of paying forwarding charges through a postage due advance deposit account. Mailers who choose to do so must pay an annual accounting fee. [F030.2.5]

3.2.8 Shipper Paid Forwarding Fee

Annual accounting fee for (optional) advance deposit account: \$475.00. [R900.25.0]

FASTforward

3.3

3.3.1 Purpose

FASTforward is an automated system that interfaces with addressing and automation systems, such as computer-based mailing list correction processes, multiline optical character reader (MLOCR), or remote video encoding (RVE) technologies, to identify names and addresses for which current change-of-address orders are on file with the USPS. The *FASTforward* Mailing List **Correction** application updates name and address mailing lists before pieces are prepared for mailing. Approved *FASTforward* MLOCR and RVE systems print an on-piece address correction (text and delivery point barcode of the new address) for identified pieces before entry in the mailstream. Technical and licensing information is available from the National Customer Support Center (see [608.8.0](#) for address). [F030.3.1]

3.3.2 Addressing

When MLOCR and/or video image technologies are used with *FASTforward*, all name lines and lines of the delivery address as defined in [602.1.0](#) on each mailpiece must

have a uniform left margin and be entirely within the OCR read area defined in 202.2.1. The term name lines includes recipient's name, firm name, and building name. An optional information line (e.g., keyline or optional endorsement line) is permitted if placed above the top line of the address block. Any alternative addressing format under 602.3.0 is not permitted. [F030.3.2]

3.3.3 Barcoding

When MLOCR and/or video image technologies are used with *FASTforward*, each letter-size piece must have a barcode clear zone meeting the standards in 202.5.1, free of any printing and barcode. If a *FASTforward* match is made, the new address and barcode representing the new address are printed in the barcode clear zone and, for mail processing, take precedence over the old address and any barcode in the address block. The new barcode must meet the barcoding standards in 708.4.0. An envelope containing a window that intrudes into the barcode clear zone is not eligible for *FASTforward*. [F030.3.3]

Sender Instruction 3.4

3.4.1 Mail Not Forwarded

The following types of mail are not forwarded:

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

Mail with exceptional address format.

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

Perishable items not marked to abandon that cannot be delivered before spoiling, or day-old poultry that cannot be delivered within 72 hours after hatching. These items are returned to the sender immediately, if the return can be made before spoilage or within the 72-hour period. [F030.4.1]

3.4.2 Extra Services

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

COD mail is not forwarded to overseas military post offices.

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

"Do not forward or return1 If not accepted within _____ days, treat as abandoned. Notify mailer of disposition."

"Do not forward or return2 If undelivered after _____ days, sell contents to highest bidder and remit proceeds, less commission, to mailer." (A commission of 10%, but not less than \$0.25, is kept by the USPS from the amount for which perishable items are sold.)

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

Insured Standard Mail is forwarded and returned.

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

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

The USPS holds undeliverable collect on delivery (COD) mail for no fewer than 3 nor more than 30 days (unless the sender specifies fewer). [F030.4.2]

3.4.3 Express Mail Pouch

The USPS opens an undeliverable-as-addressed Express Mail pouch to find a delivery address on any envelope or article inside. The USPS does not open the wrappers or envelopes or break the seals of any Express Mail article in the pouch. If no address information is found, the pouch is treated as dead mail. Express Mail is held no more than 5 workdays unless the sender sets a shorter period. [F030.4.3]

3.4.4 Holding Mail

At the sender's request, the delivery post office holds mail, other than registered, insured, certified, COD, and return receipt for merchandise, for no fewer than 3 days nor more than 30 days. A specific retention time of not less than 3 nor more than 30 days, if requested, must be included by the sender in the return address on the mailpiece (e.g., "Return in 30 days to" followed by sender's return address). [F030.4.4]

[Back to Top](#)

Recall of Mail 4.0

Who May Recall Mail 4.1

4.1.1 Sender

Mail deposited in a collection box or at a post office may be recalled, with proper identification, by the sender or the sender's representative. Form 1509 must be submitted to the postmaster at the office of mailing. [D030.1.1]

4.1.2 Federal Agency

A federal agency may recall any mailpiece sent as official mail by submitting to any post office a Mailgram or an Express Mail letter identifying the piece. This provision excepts a federal agency only from the requirement to file recall orders at the office of mailing and does not authorize an agency to recall mail that it did not send. [D030.1.2]

4.1.3 Expenses and Postage

The mailer must pay all expenses of recalling mail (including return postage for other than First-Class Mail). If mail recalled before dispatch is again presented for mailing, the original stamps are accepted for postage at face value. This provision does not apply to stamps paying for registry, insurance, or COD fees. [D030.1.3]

4.1.4 Registered Mail

For recalled Registered Mail, the sender must write or stamp "Withdrawn Before Dispatch" on the customer's copy of the Registered Mail receipt, sign it, and surrender it. The same words must be written or stamped on the face of the article. [D030.1.4]

Mailer Request for Withdrawal and Disposal of Mail

4.2.1 Mail Without Scheduled Delivery Date

The mailer may request the USPS to withdraw and dispose of mail without a scheduled delivery date before its delivery if:

The mailing contains at least 200 pieces.

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

The mailer sends the request to the postmaster of the accepting post office (if the mailing has been deposited but not accepted) or to the postmaster of each destination office (if the mailing has been accepted). [D030.2.1]

4.2.2 Mail With Scheduled Delivery Date

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

The mailing contains at least 200 pieces.

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

The mailer sends the request to the postmaster of the accepting post office (if the mailing has been deposited but not accepted) or, if the mailing has been accepted, the mailer either:

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

Sends a written request to the postmasters of destination post offices before depositing the mail, stating that time-dated mail is to be received at their offices and describing the mail by size, color, weight, identifying markings, number of pieces, class of mail, and type of postage payment. The mailer also authorizes the withdrawal and disposal of time-dated mail if received after the scheduled dates. [D030.2.2]

4.2.3 No Guarantee

The USPS does not guarantee success in preventing delivery of all pieces in a withdrawn mailing. [D030.2.3]

4.2.4 Mail Disposal

Disposal of mail at the mailer's request creates no obligation of the USPS to refund postage. The mailer must pay all expenses that the USPS incurred in disposing of the mail. [D030.2.4]

[Back to Top](#)

Pickup Service 5.0

Pickup Service Fee 5.1

Available for Express Mail, Priority Mail, and Parcel Post, per pickup: \$12.50. [R900.19.0]

Basic Standards 5.2

5.2.1 Availability

Pickup service is available from designated post offices for:

Express Mail. a.

Priority Mail. b.

Single-piece rate Parcel Post. [D010.1.1]

5.2.2 Extra Services

Certified Mail, Delivery Confirmation, and Signature Confirmation are the only extra postal services that may be used with pieces that are picked up. [D010.1.2]

5.2.3 Volume

There are no limitations on the number of pieces that may be picked up. The USPS may defer pickup or make multiple pickups at no additional charge to the customer if the volume to be picked up exceeds available vehicle capacity. The USPS may establish plant load service if warranted. [D010.1.3]

5.2.4 Standards

Each piece of Express Mail, Priority Mail, or Parcel Post must meet all applicable eligibility and preparation standards. Material prepared for Express Mail or Priority Mail drop shipment must meet the applicable standards in 705.16.0. [D010.1.4]

5.2.5 Form 5541

When paying the fee, a customer must sign Form 5541. The USPS employee completes the information required on the form. [D010.1.5]

5.2.6 Collecting Other Mail

Incidental amounts of other postage-affixed, full-rate mail also may be collected when pickup service is provided. [D010.1.6]

5.2.7 Service Changes

The USPS may suspend or refuse pickup service due to exceptional or unsafe

situations (e.g., hazardous weather or road conditions, facility emergencies on customer or USPS property, unforeseen employee or vehicle shortages, or unsafe or inadequate mailer facilities). [D010.1.7]

5.2.8 International Mail

Certain types of international mail that meet all eligibility and preparation standards required in the *International Mail Manual* may be collected when pickup service is provided. [D010.1.8]

Postage and Fees 5.3

5.3.1 Postage

The correct amount of postage must be affixed to each piece. *Exception:* Express Mail paid with a corporate account, Priority Mail or Parcel Post with a merchandise return service permit label (9.0), and manifest mailings approved by Business Mailer Support (BMS) do not need to have postage affixed. [D010.2.1]

5.3.2 Fee Charged

Pickup fees are listed in 113.1.5, 123.1.8, and 153.1.6, *Pickup Fees*. The customer is charged the required fee:

Every time pickup service is provided, regardless of the number of pieces or combination of classes of mail.

For additional trips to pick up an exceptional volume of which the serving post office was not notified. [D010.2.2]

5.3.3 Fee Not Charged

The customer is not charged the applicable fee for:

A scheduled pickup that is canceled as required.

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

Express Mail, Priority Mail, or Parcel Post that is collected during a regular delivery stop or a scheduled stop to collect mail not subject to a pickup fee.

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

Priority Mail reshipment service (9.2.8). [D010.2.3]

5.3.4 Fee Payment Method

The pickup fee must be paid by one of these methods:

Meter, precanceled, or adhesive stamps affixed to Form 5541.

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

Check payable to the postmaster of the serving post office.

Advance deposit account used by the merchandise return service permit holder to pay other applicable postage and fees (9.4.4).

Regular postage due account maintained by the mailer at the serving post office. [D010.2.4]

On-Call Service 5.4

5.4.1 Availability

On-call pickup service is available only from designated post offices with city delivery. [D010.3.1]

5.4.2 Requesting a Pickup

A customer may obtain information about the availability of pickup service and schedule a pickup by calling 1-800-222-1811. Pickups are made within 2 hours of the request. A pickup can be made later than 2 hours after the request if the customer and the serving post office agree and service is not adversely affected. Depending on the time of the request and the delivery schedule of the serving post office, the pickup may be deferred to the next business day. When scheduling a pickup, the customer must indicate the quantity of mail to be picked up. [D010.3.2]

Scheduled Service 5.5

5.5.1 Availability

Scheduled pickup service is available from post offices with city delivery and from other post offices where the customer's address is along the line of travel and within the regular delivery period of a rural route or highway contract route. [D010.4.1]

5.5.2 Service Agreement

A customer requesting scheduled pickup service must enter into a service agreement with the USPS. The agreement specifies the time, place, day or date, frequency of service, and approximate volume per pickup. [D010.4.2]

5.5.3 Service hours

Scheduled pickup service may be requested during the regular business hours of the serving post office. Scheduled pickup service begins the day after the service agreement is finalized and continues until the customer cancels it. [D010.4.3]

5.5.4 Customer Changes

The customer must notify the serving post office at least 24 hours before a scheduled pickup if the pickup is to be canceled or the volume of mail to be picked up is more than 20% higher than the volume specified in the service agreement. The customer may:

- Amend the service agreement, effective 5 business days after the USPS receives the customer's written notice to the serving post office.

- Terminate scheduled pickup service, effective 24 hours after the USPS receives the customer's written notice to the serving post office. The customer must pay all fees for pickup service provided before termination of service. [D010.4.4]

5.5.5 USPS Changes

The USPS may:

- Change the service agreement, effective 5 business days after the customer receives written notice from the serving post office. The customer may appeal this notice to the district manager but must pay all fees for pickup service provided during the appeal period.

- Terminate scheduled pickup service, effective 24 hours after the customer receives written notice from the serving post office. Termination must be based on the customer's failure to pay postage and fees or to meet the standards for pickup service or Express Mail, Priority Mail, or Parcel Post. The customer may appeal this notice to the district manager but must pay for all fees for pickup service provided during the appeal period. [D010.4.5]

Express Mail Reship Service

5.6.1 Reship Service

The USPS picks up shipments made up of mail addressed to post office boxes and dispatches it as a Custom Designed or Next Day Service shipment under a service agreement (on Form 5631) between the USPS and the mailer, subject to these standards:

- Service frequency is scheduled.

- For each pickup stop, the mailer is charged the applicable pickup fee no matter how many of the same mailer's post office boxes are checked in the same post office box unit at the same time.

- Express Mail postage and fees are paid by Express Mail Corporate Account or federal agency "Postage and Fees Paid" indicia.

- The mailer must keep a postage-due or business reply account at the postal facility where the post office box is located for any shortpaid or business reply mail. The service agreement must state that such an account exists.

- Express Mail reship service is not available for registered, certified, COD, insured, or Express Mail items addressed to the post office box. The mailer must give instructions for redirecting such items on Form 1093.

- The service agreement must: (1) list the Expedited Mail analyst at the originating office as the "Firm Representative"; (2) show the pickup time is when the USPS employee picks up the mail from the post office boxes and prepares it for dispatch as Express Mail.

- Commencement and termination of service agreements are subject to the standards for Express Mail Custom Designed Service. [D500.3.0]

5.6.2 Delivery

Delivery of Express Mail is subject to [508.1.1.7](#). [D500.4.0]

[Back to Top](#)

Mailing List Services

Mailing List Service Fees 6.1

6.1.1 List Correction

Minimum charge per list (30 items): \$9.00.

For each address on list: \$0.30. [R900.13.1]

6.1.2 5-Digit ZIP Code Sortation

For sortation of mailing lists on cards into groups labeled by 5-digit ZIP Code, per 1,000 addresses or fraction: \$100.00. [R900.13.2]

6.1.3 Election Boards

For address changes provided to election boards and voter registration commissions, per Form 3575: \$0.27. [R900.13.3]

General Information 6.2

6.2.1 Definition

A *mailing list* is a listing of names and addresses, or addresses only, produced on individual cards or in sheet form. [A910.1.1]

6.2.2 Carrier Route File

The official city delivery scheme, called the Carrier Route File, is available to mailers. [A910.1.2]

6.2.3 Purpose

To improve address quality, the USPS offers (for a designated fee) mailing list services to correct name and address lists; correct occupant lists; and sort mailing lists on cards by 5-digit ZIP Code (available only for multi-ZIP Code post offices). These services are available for mailing lists submitted by members of Congress; federal agencies; departments of state governments; municipalities; religious, fraternal, and recognized charitable organizations; and concerns or persons who solicit business by mail. For the designated fee, the USPS also provides address changes to election boards and voter registration commissions. [A910.1.3]

6.2.4 Lists

In providing services, the USPS does not compile any mailing list, including an occupant list. All corrections are marked on the list submitted by the customer. [A910.1.4]

6.2.5 Prohibitions

Persons other than USPS employees may not copy, or record by any means, names or addresses from carrier cases. Labels, wrappers, envelopes, stamped cards, or postcards indicating one-time use are not accepted as mailing lists. [A910.1.5]

Fee Assessment 6.3

6.3.1 Corrections

The fee for correcting name and address lists or occupant lists is assessed for each name or street address on the list. Individual apartments are considered separate addresses. The minimum fee in [6.1.1](#) applies to lists with fewer than 30 names or addresses. For assessing the fee, the USPS considers a list to be all the addresses sent at one time to the appropriate postal facility. [A910.2.1]

6.3.2 Rural Route Consolidation

No fee is charged for correcting name and address lists or occupant lists where rural routes are consolidated or changed to another post office, or where rural route and box number addresses are changed to city-style addresses. The lists must contain

only names and/or addresses of persons residing on the routes involved, and the lists must be submitted for correction during the time when the local post office is required to keep the address conversion information. [A910.2.2]

6.3.3 Cards

The fee for sorting mailing lists on cards by 5-digit ZIP Code is assessed per 1,000 addresses or fraction thereof. [A910.2.3]

6.3.4 Election Board and Voter Commissions

The fee for address changes provided to election boards and voter registration commissions is assessed for each Form 3575 submitted. The fee is collected on a per card basis regardless of the number of changes made on the card and whether the change concerns a person on the board's or commission's list of registrants. Instead of the actual forms, the USPS may supply facsimiles of the forms or copies of the information they contain at no additional fee. [A910.2.4]

6.3.5 Payment

The post office providing the correction service annotates the total fee due on the outside of the package containing the corrected cards or lists. Payment must be made to the postal installation to which the list was submitted. Payment must be in cash or by check or money order made payable to the postmaster. Payment for correcting a list submitted by a federal agency or a person authorized to send matter as official mail may be made under the official mail reimbursement program. Payment may be made when the list is submitted or when the corrected list is delivered. [A910.2.5]

6.3.6 Time Limit

The USPS corrects and returns a mailing list to the owner within 15 workdays after receipt. This time limit does not apply to mailing lists received for correction between November 16 and January 1; they are returned as soon as possible. [A910.2.6]

Name and Address List Correction

6.4.1 Preparation

If addresses are submitted in list form, the list must be typewritten, printed, or computer-prepared and in sheet form, with enough space between or next to each address to permit entry of corrections. The list owner's name must appear in the upper left corner of each page or sheet. Lists must be separated by post office. A separate list must be presented for each carrier route served by a post office with 190 or more revenue units. Each post office can advise customers in this regard. [A910.3.1]

6.4.2 Card Size

If the addresses are submitted on cards, the cards must be about the size (3-1/2 by 5-1/2 inches) and quality of a stamped card; data processing cards are acceptable. Information on the cards must be typewritten, printed, or computer-prepared, having only one name and address per card, and with enough space to permit entry of corrections. The list owner's name must appear in the upper left corner of each card. Lists (groups of cards) must be separated by individual post office. [A910.3.2]

6.4.3 Submission

The customer must submit the address cards or mailing lists to the district manager of Address Management Systems for addresses within the district. (The address of each district and the ZIP Codes each serves may be found in Publication 65, National Five-Digit ZIP Code and Post Office Directory.) Unless directed otherwise by the district, the customer must address the submission as follows:

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

[A910.3.3]

6.4.4 Postage

Cards or lists may be mailed by their owners to the designated district, but the list owner must prepay the postage for such items at the applicable rate. The submitted items are returned free of postage. [A910.3.4]

6.4.5 Elements Corrected

USPS employees:

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

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

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

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

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

Mark an "X" in the upper right corner of the card or next to each entry on the sheet where no change is necessary. [A910.3.5]

6.4.6 No Additions

In making list corrections, USPS employees do not add a new name or address to a card or list. [A910.3.6]

Occupant Lists

6.5

6.5.1 Submission

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

[A910.4.1]

6.5.2 Elements Corrected

USPS employees:

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

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

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

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

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

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

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

Group the corrected cards on sheets by carrier route for return to the list owner. [A910.4.2]

Sortation of Lists on Cards by 5-Digit ZIP Code

6.6.1 Coding

The customer must code mailing lists by 5-digit ZIP Code for single 5-digit ZIP Code post offices. [A910.5.1]

6.6.2 Preparation

To allow the USPS to sort a mailing list to 5-digit ZIP Codes, a mailing list of addresses only for multi-ZIP Code post offices must be prepared on cards about the size (3-1/2 by 5-1/2 inches) and quality of a stamped card; data processing cards are acceptable. Only one address may appear on each card. The owner must separate the cards by post office of address and submit each group to the district manager of Address Management Systems serving that post office. The list owner must wrap mailing lists (cards) for mailing when practicable. The owner's name and address must appear on the outside of the wrap or container. [A910.5.2]

6.6.3 USPS Sortation

USPS employees sort cards by 5-digit ZIP Code and securely package them with a facing slip marked "All for ZIP Code Area (00000)." ZIP Codes are not written on individual cards. [A910.5.3]

Election Boards and Voter Registration Commissions

6.7.1 General

[02-03-05] Election boards or voter registration commissions may use the "Return Service Requested" endorsement and/or the National Change of Address Linkage System (NCOA^{Link}) to maintain current address lists. [A910.6.1]

6.7.2 Procedure

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

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

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

The board or commission receives the requested information from the postmasters of the listed post offices and pays those postmasters the applicable fees. [A910.6.2]

[Back to Top](#)

Address Sequencing Services

Address Sequencing Service Fees

7.1.1 Basic Service

Each card or address removed because of an incorrect or undeliverable address: \$0.30. [R900.2.1]

7.1.2 Blanks for Missing Addresses

Each card or address removed because of an incorrect or undeliverable address: \$0.30.

Insertion of each blank card for missing or new address: no charge. [R900.2.2]

7.1.3 Missing or New Addresses Added

Insertion of each addressed card for missing or new address: \$0.30. [R900.2.3]

Service Levels 7.2

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

Sequencing of address cards or electronic address files.

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

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

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

If a request for sequencing contains a seeded address, the owner of the seeded address will be notified within 30 days of detection. If all known possibilities of fraud cannot be ruled out, the request will be denied and the Postal Inspection Service will be notified. [A920.1.0]

Card Preparation and Submission

7.3.1 Color, Size, and Quantity

When submitting cards, all address cards must be made of white or buff-colored card stock and of an identical size (5 to 8-5/16 inches long and 2-1/4 to 4-1/4 inches high). Blank cards for missing and/or new addresses must be of the same size as the submitted address cards but of a different color. A customer must provide enough blank cards to equal at least 10% of the number of address cards submitted. [A920.2.1]

7.3.2 Limitation

The customer must not submit address cards or an address file in excess of 110% of the possible deliveries for a specific 5-digit ZIP Code delivery area. Customers requesting the service level in 7.2c. will be allowed three attempts to qualify a ZIP Code for the service within a 12-month period. Failure to qualify within three attempts within 12 months will result in a suspension of 1 year for any additional attempts to qualify the ZIP Code. [A920.2.2]

7.3.3 Addressing Format

Addressing format is specific to the media being used.

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

Electronic Processing. The customer must submit address files on electronic media, as described by the Postal Service. Call the National Customer Support Center at 1-800-331-5747 for a copy of the required format. [A920.2.3]

7.3.4 Header Cards

When submitting address cards, customers must provide carrier route header cards prepared with standard 80-column computer card stock (or another size as described in 7.3.1). The header cards must be typed, computer-generated, or printed by the customer. A route header card of the same size as the address cards must be placed in front of the cards for each route. All columns must be provided on the header cards, regardless of the service level requested. Column headings may be abbreviated. Examples of the required format for the route header card can be obtained from the National Customer Support Center (see 608.8.0 for address). [A920.2.4]

7.3.5 Delivery Unit Summary

A Delivery Unit Summary must be typed, computer-generated, or printed and provided by the customer for card processing. A printed copy or electronic file will be acceptable for address file submissions. When submitting address cards, an original and two copies must be submitted for each 5-digit ZIP Code. When submitting an address file, an original and two copies of a printed form or one electronic file must be submitted for each 5-digit ZIP Code. This form, used by the USPS to provide summary information to the customer, is necessary for calculating total charges for the service level provided. For address card submissions, the original is returned to the customer with the cards as the customer's bill. For electronic address file submissions, a computer-generated Delivery Unit Summary is returned as the customer's bill. Upon receipt of payment, the ZIP Code will be qualified for Computerized Delivery Sequence (CDS), and product fulfillment will begin. Examples of the required printed or electronic format of the Delivery Unit Summary can be obtained from the National Customer Support Center (see 608.8.0 for address). [A920.2.5]

7.3.6 5-Digit ZIP Codes

When submitting address cards, the cards for each 5-digit ZIP Code must be placed in separate containers, each with an envelope affixed containing a packing list and Delivery Unit Summary sheets for that 5-digit ZIP Code. For each 5-digit ZIP Code, the customer must also show the number of containers submitted on the Delivery Unit Summary and number those containers sequentially (e.g., "1 of 3," "2 of 3," and "3 of 3"). If there is more than one container for the 5-digit ZIP Code, the Delivery Unit Summary must be affixed to the first container. [A920.2.6]

7.3.7 Submitting Cards or Electronic Files

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

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

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

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

COMPUTERIZED DELIVERY SEQUENCING DEPARTMENT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
6060 PRIMACY PKWY STE 201
MEMPHIS TN 38188-0001 [A920.2.7]

7.3.8 Postage

Containers of cards mailed to the post office must have postage paid at the applicable rate. Address files can be mailed at the appropriate rate or be electronically transmitted, as determined by the USPS, to the National Customer Support Center. They are returned to the customer free of postage. [A920.2.8]

7.3.9 USPS Sequencing

Unsequenced address cards received at post offices or unsequenced address files received at the National Customer Support Center will be arranged in sequence of carrier route delivery without charge. Cards with incorrect or undeliverable addresses are removed from carrier route bundles, bundled separately, and returned to the customer. When address files are submitted, incorrect or undeliverable addresses are removed from the original file and returned as a separate file. [A920.2.9]

7.3.10 USPS Time Limits and Billing

The post office or the National Customer Support Center, whichever performs the service, returns the cards or address file and the bill for applicable charges to the customer within 15 working days after receiving a properly prepared request for address sequencing. This time limit does not apply to cards received between November 16 and January 1; they are returned as soon as possible. [A920.2.10]

7.3.11 Seasonal Addresses

Under all service levels, correct addresses subject to seasonal occupancy, but which do not indicate seasonal treatment, will be identified with an "S" on cards or a flag on address files. If the address is included in a series, such as those used for apartment buildings, trailer parks, and seasonal delivery areas in general, the appropriate "seasonal" indicator box is checked on the card or flagged on the address file. When correct address cards or address files that are not subject to seasonal occupancy but that include seasonal treatment notations are submitted, the seasonal indicator is marked out on cards or left blank on address files. For cards, a rubber band is placed around the card to identify it before it is put in carrier route sequence order in the returned deck of cards. No charge is assessed for this service. [A920.2.11]

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

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

address files a series of missing sequence numbers will be omitted identifying the number of missing addresses.) [A920.3.0]

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

7.5.1 USPS Sequencing

USPS employees at post offices (for cards) or the National Customer Support Center (for address files) arrange unsequenced addresses in sequence of carrier route delivery without charge, remove incorrect or undeliverable addresses, and, if cards, package separately for return to the customer or, if an address file, return as a separate file, and add new or missing addresses (including rural address conversions to city delivery) for each existing address that is not included in the customer's cards or address file. [A920.4.1]

7.5.2 Separate Address Groups

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

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

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

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

[A920.4.2]

7.5.3 Post Office Boxes

Within a 5-digit ZIP Code, post office box addresses must be placed in separate groups from city carrier, rural, and highway contract route addresses and separately identified on the customer's statement. [A920.4.3]

7.5.4 Address Percentage

For the 5-digit ZIP Code, the mailing list that the cards or address file represents must contain 90% of all possible residential or business city carrier addresses in the respective address group, 90% of all city carrier addresses in a combination residential/business address group, or 90% of all possible deliveries in rural/highway contract route and post office box groups. [A920.4.4]

7.5.5 Calculating Percentage

In calculating the total number of addresses within a 5-digit ZIP Code, each apartment unit in an apartment building or each office in an office building that is a deliverable address is treated as a separate address. [A920.4.5]

7.5.6 Resubmitting Cards or Address File

Customers must monitor community growth and determine when address cards or address files need to be submitted for resequencing to maintain the 90% eligibility level of address coverage. Such a determination is not supplied by the USPS. See [509.1.0, Address Information System Products](#), for information on obtaining delivery statistics. [A920.4.6]

Service Charges 7.6

7.6.1 Basic Service

For sequencing of address cards or address files, the fee in [7.1.1, Basic Service](#), is charged for each address card or address that is removed because of an incorrect or undeliverable address. All cards removed are packaged separately and returned to the customer. [A920.5.1]

7.6.2 Blanks for Missing Addresses

For sequencing of address cards or address files with total possible deliveries shown, the fee in [7.1.2](#) is charged for each address card or address that is removed because it is incorrect or undeliverable. No charge is assessed for the insertion of blank cards or missing sequence numbers (for address files) showing the range of missing

addresses in a submitted list. [A920.5.2]

7.6.3 Missing or New Addresses

For sequencing of address cards or address files with missing or new addresses added, the fee in 7.1.3 is charged for each address card or address that is removed because it is incorrect or undeliverable, and for each address (possible delivery) that is added to the customer's list. For apartment or office buildings with a series of addresses for which the USPS provides a range of addresses, the charge is for each address (possible delivery) in the range or series. [A920.5.3]

7.6.4 Customer's Bill

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

[A920.5.4]

7.6.5 Free Services

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

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

The USPS attempts, but does not guarantee, to make simple corrections to addresses (e.g., obvious spelling errors) that can be identified as a specific delivery address and are not undeliverable as addressed or nonexistent.

Corrections are noted on the cards placed in proper carrier route sequence in the returned cards and identified by a rubber band around the card. [A920.5.5]

Submitting Properly Sequenced Mailings

7.7.1 Customer Responsibility

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

[A920.6.1]

7.7.2 Changes

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

[A920.6.2]

7.7.3 Out-of-Sequence Mailing

If a mailing is found to be out of sequence, the customer is informed in writing both of the error and that, unless the situation is corrected, the USPS will not provide carrier route sequencing service. If the customer does not take corrective action, the USPS gives written notice that the customer is no longer allowed to submit address cards to the post office or address files to the National Customer Support Center for sequencing. Within 30 days, the customer may file a written appeal with the postmaster who gave notice. [A920.6.3]

7.7.4 Reinstatement

Generally, a customer denied address card or address file sequencing service for a specific ZIP Code may not submit address cards (to the post office) or address files (to the National Customer Support Center) for sequencing where that sequencing service was terminated for 1 year after the effective date of termination. After that time, the customer is again authorized to submit the ZIP Code address cards (to the post office) or address files (to the National Customer Support Center) for sequencing. At any time during the year after termination of service, the customer may renew the submission if the postmaster (for address cards) or the National Customer Support Center (for address files) is convinced that the customer has taken all necessary action to correct the past errors. [A920.6.4]

[Back to Top](#)