

POSTAL BULLETIN

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PB 22115: 7690-05-000-5984	PB 22107: 7690-05-000-5976	PB 22100: 7690-05-000-5969	PB 22093: 7690-05-000-4858
PB 22114: 7690-05-000-5983	PB 22106: 7690-05-000-5975	PB 22099: 7690-05-000-5968	PB 22092: 7690-05-000-4857
PB 22113: 7690-05-000-5982	PB 22105: 7690-05-000-5974	PB 22098: 7690-05-000-5967	PB 22091: 7690-05-000-4856
PB 22112: 7690-05-000-5981	PB 22104: 7690-05-000-5973	PB 22097: 7690-05-000-5966	PB 22090: 7690-05-000-4855
PB 22111: 7690-05-000-5980	PB 22103: 7690-05-000-5972	PB 22096: 7690-05-000-5965	PB 22089: 7690-05-000-4854
PB 22110: 7690-05-000-5979	PB 22102: 7690-05-000-5971	PB 22095: 7690-05-000-5964	PB 22088: 7690-05-000-4853
PB 22109: 7690-05-000-5978	PB 22101: 7690-05-000-5970	PB 22094: 7690-05-000-4859	PB 22087: 7690-05-000-4852

USPSNEWS@WORK

QUITE THE COMBO: Service and customer satisfaction at record levels

Meet the dynamic duo — the Postal Service's™ tag team of service and customer satisfaction. Both are at record levels, according to the latest independently measured results.

Postal Service employees collected, transported, processed and delivered First-Class Mail® items the next day 95 percent of the time during fiscal year 2003 quarter 4, as measured externally and independently by IBM's Business Consulting Services unit. That's the third straight quarter the Postal Service employees have maintained that record External First-Class service levels.

And building upon that service success, a majority of postal customers — 94 percent of them — have a positive view of the Postal Service. That's the highest score ever. Customer satisfaction measurement is independently measured by The Gallup Organization, which surveys customers on postal issues and services, including accuracy and consistency of delivery and courtesy and knowledge of retail employees.

Five districts tied for the lead in on-time delivery performance with scores of 97 percent: Erie, PA; Hawkeye; Northland; Portland, OR; and Spokane, WA.

BE SENSIBLE, GET FLEXIBLE: Flexible spending accounts can help you save money

You work hard for your money. Why not keep more of it with a flexible spending account? Put more money in your pocket. Budget for your health care expenses. Set aside dollars for day care and other dependent care expenses.

Every dollar you put in is tax free. When you enroll in the Flexible Spending Account program, you decide how much you want set aside from each paycheck before taxes are deducted. This lowers your taxable income and reduces the amount of tax you pay for the year.

Do you have a child in day care? Then you know how much you're going to pay during the year, right? Set aside dollars in a flexible spending account.

Did you get the news from the orthodontist that your son or daughter needs braces? And you don't have insurance coverage for orthodontics? Set aside dollars in a flexible spending account.

Remember, you can set up two different flexible spending accounts — one for health care and another for dependent care. You can do either — or both. It's up to you to decide what works best for you.

Open season for the Flexible Spending Account program is under way right now. Postal Service employees can use *PostalEASE* to enroll. Call the toll-free *PostalEASE* number at 877-4PS-EASE (877-477-3273) or go to: <http://blue.usps.gov/corporate/empss/welcome.htm>.

THE LAST MILE: UPS will use Parcel Select service

United Parcel Service (UPS) will start using the Postal Service's Parcel Select® service for final delivery of some of its customers' packages.

Most of these packages are for residential customers who live in rural areas. UPS successfully tested Parcel Select service in July.

Employees at destination delivery units that serve targeted ZIP Codes™ will receive detailed information about handling Parcel Select packages entered by UPS.

INTELLIGENT MAIL: New mail tracking and reporting Web site

The Postal Service is making it easier for customers who use postal tracking services to get information online. Instead of separate Web sites, this information is now available in one place — Mail Tracking & Reporting at <http://mailtracking.usps.com>.

This is the place to go for information and reports on all postal tracking initiatives such as Confirm®, Entry Information, Parcel Select Performance, Delivery Confirmation™ and Signature Confirmation™. The Web site also can be accessed from the Customer Gateway; go to www.usps.com and click on *National & Premier Accounts*.

Customers who use old Web addresses — such as Confirm customers who go to www.planetcodes.com — will automatically be directed to the new mail tracking Web site. They'll get the same information as before — and much more. For example, as part of the new site, the Postal Service will release a new Confirm Web-based report system.

USPSNEWS@WORK

MAN OF THE YEAR: V.P. Jaffer recognized for efforts

Public Affairs and Communications Vice President Azeezaly Jaffer received the 2003 Man of the Year award from the American Stamp Dealers Association. Jaffer was recognized for his extraordinary efforts to promote the hobby of stamp collecting.

During his tenure as director of Stamp Services (1995–1999), Jaffer spearheaded the launch and promotion of the classic *Looney Tunes* stamp series; the highly successful *Celebrate the Century* commemorative stamp program; and the nation's first ever fundraising stamp, the *Breast Cancer Research* semipostal stamp.

BEST OF THE BEST: 2003 USPS Quality Supplier Awards

They are companies that helped us increase efficiency, add value to our services and improve customer satisfaction. They're the winners of the 2003 USPS Quality Supplier Awards.

The 10 companies helped the Postal Service save or avoid \$469 million in costs this past year, according to Supply Management Vice President Keith Strange.

This year's winners in the small business category are Auth-Florence Manufacturing Company (high-security cluster box units), Cleanwise Inc. (cleaning supplies), Johnston McLamb (software systems), NECS (tax recovery for commercial fuel purposes) and Wheeler Bros. Inc. (spare parts for postal vehicles).

Large business winners are Grainger (maintenance supplies), Hewlett Packard (computer equipment), Lockheed Martin (automated package processing systems), Northrop Grumman (flats sorter enhancements), and U.S. Bank Voyager Fleet Systems (credit card services for vehicles).

LEVERAGING ASSETS: Investment Recovery Plan

Too much of a good thing can be a bad thing. Excess equipment is one example — it's not doing us any good if it isn't being used.

Supply Management (SM) has guidelines for handling excess postal equipment and material, as well as stuff that's nonrepairable or obsolete. It's all part of SM's Investment Recovery Plan found at <http://blue.usps.gov/purchase/root/smoframes.htm>. The plan also makes sure that the Postal Service is consistent with the Environmental Protection Agency's requirements for recycling, decomposition and material disposal.

The Postal Service's investment recovery efforts showed some pretty big increases in revenue, cost avoidance and reallocation for 2003 — to the tune of some \$98 million. That's up \$30 million from same period last year.

MOVING MILITARY MAIL: New process improves tracking

Getting mail to the men and women of the U.S. Armed Forces can be a challenging task. Factor in some far-flung locations, a mobile population and some rough terrain, and the challenges might seem daunting. But the mail still goes through. And now, tracking the receipt of that mail just got a whole lot easier.

The Postal Service and the Military Postal Service Agency (MPSA) have developed a new way for the U.S. military to record receipt of mail inexpensively and easily, at any military location or embassy worldwide — even aboard ships at sea. The folks in Intelligent Mail, Planning and Standards, International Network Operations, and International Business Information Technology, along with the MPSA, worked hard to make it happen.

The new system uses hand scanners and Internet communication to record arrival of mail bags and trays containing military mail. Before that, the Postal Service relied on data passed to it from the military on a complex and expensive communications network that used outdated equipment.

Field testing is under way now, with deployment scheduled later this month for Europe, the Middle East and Asia. The Navy is testing shipboard compliance and is expected to begin deployment as early as next month.

The Postal Bulletin — Help Us Save Paper and Money

The *Postal Bulletin* has been around for 123 years, and it's the most relied-upon, trusted source of information in the Postal Service™ today.

In the 1970s, when our nation became more concerned about our environment, the Postal Service began using recycled paper to print the *Postal Bulletin*. We have also tried over the years to print just the right number of copies to save our nation's resources.

Despite our efforts, some offices tell us that they receive too many copies. We need to do something about this.

Reducing or Canceling Your Subscription

Therefore, if you want to reduce the number of copies your office receives or if you want to cancel your subscription altogether, **send an e-mail to pbulleti@usps.gov or call 202-268-5776** (if you reach a recording, be sure to leave a message with your name, telephone number, and ZIP Code™). Please be assured that we will *not* reduce or cancel your subscription unless you ask us to do so.

As we review our subscription list, we will begin calling facilities that seem to have duplicate subscriptions. If we call your facility, please help us determine if we can reduce your subscription.

Accessing the *Postal Bulletin* Online

Remember, each issue of the *Postal Bulletin* since 1995 is available online. To access the online version of the *Postal Bulletin*, please follow either of these routes:

- **On the *Intranet*:** Go to the Postal Service PolicyNet Web site at <http://blue.usps.gov/cpim>; click on *View Postal Bulletins*.
- **On the *Internet*:** Go to www.usps.com; click on *About USPS & News*, then *Forms and Publications*, then *Postal Bulletin*.

More Information

For more information on the *Postal Bulletin*, please see our article in *Postal Bulletin* 22097 (3-6-03, pages 5-6) titled "The *Postal Bulletin* — Your Source for Trusted Information."

We started publishing this article in early April, asking you to let us know if we can reduce or eliminate your subscriptions. Since April of this year, many of you have responded, and together we have reduced the total number of printed copies by more than 14,000!

We've come a long way, and we'll continue to evolve with the times. Our job is to make your job easier. As you know, the *Postal Bulletin* is here to serve you, as it has been for almost 125 years.

— *Policies and Procedures Information,
Public Affairs and Communications, 11-13-03*

Administrative Services

ASM REVISION

Preserving the Postal Service Brand

Effective October 14, 2003, the policy regarding Postal Service™ brand equity is revised to define what the Postal Service brand and brand identity are and how to gain approval of their use.

We will incorporate these revisions into the next printed edition of the ASM and into the next update of the online version accessible on the Postal Service PolicyNet Web site at <http://blue.usps.gov>; click on *More References*; then *Manuals*.

Administrative Support Manual (ASM)

* * * * *

4 Relations With Other Organizations

* * * * *

43 Postal Service Brand Equity

[Revise subchapter 43 to read as follows:]

431 Postal Service Brand

The United States Postal Service brand carries the reputation and good will of the entire organization. It is the sum of all the tangible and intangible characteristics that make its products and services unique to customers, employees, and other stakeholders. The Postal Service brand is the essence of a customer's perception of the Postal Service. Thus, it includes not just the corporate trademark but also the look, the feel, the impression, and the image of the "face" that the Postal Service presents to the customer.

432 Brand Identity

The Postal Service's brand identity is a unique set of attributes that defines the Postal Service based on the experiences, impressions, and emotions of its customers, employees, and other stakeholders when they have contact with the Postal Service. The corporate trademark — the combination of the Eagle symbol and the corporate logotype — is the main symbol of the Postal Service's brand identity and is used to advertise, promote, and communicate the Postal Service brand identity internally and externally. From corporate stationery to packaging materials, the consistent use of the corporate trademark carries the Postal Service brand.

433 Brand Equity

433.1 Responsibility

It is the responsibility of the vice president of Public Affairs and Communications to monitor the use of the Postal Service brand, including the context in which it appears, so as to preserve, protect, and build the brand.

433.2 Review and Approval Process

433.21 General

To ensure that the Postal Service brand is presented clearly and consistently everywhere and in every form it appears, the manager of Brand Equity and Design must approve *all* uses of the brand, including but not limited to the following:

- a. Advertising.
- b. Visual and verbal messaging that is produced for internal and external uses.
- c. Web pages.
- d. New ventures that require naming and/or using a logo, symbols, or graphics.
- e. Film.
- f. Packaging.
- g. Presentations.
- h. Printed materials (stationery, directives, forms, reports, etc.).
- i. Signage.

Note: This applies to all aspects of the Postal Service brand — i.e., all Postal Service trademarks, trade dress, symbols, indicia, seals, and names — including letter carrier and clerk insignia, uniforms, vehicles, or other items that symbolize, are indicative of, or imply the Postal Service.

433.22 Postal Service Developed Communications

Before the Postal Service brand may be used in any context, submit a prototype or mock-up of the proposed use to the manager of Brand Equity and Design for approval. (To facilitate matters, contact the manager of Brand Equity and Design early in the conceptual development process.)

433.23 Use of Postal Service Brand by Other Organizations

The Postal Service brand may be used by organizations other than the Postal Service only when the manager of Brand Equity and Design determines that such use advances the brand in a positive manner. All requests by outside organizations to use the Postal Service brand, whether submitted to field or headquarters officials, must be directed to the attention of the manager of Brand Equity and

Design. The manager of Brand Equity and Design will contact the organization interested in using the Postal Service brand to request such information as the manager deems necessary to determine if the use should be approved.

* * * * *

— *Brand Equity and Design,
Public Affairs and Communications, 11-13-03*

Postal Service Charges Fees for Some FOIA Requests

The Freedom of Information Act (FOIA) allows public access to U.S. Postal Service® records, provided the records are not protected from release by law. On September 30, 2003, the Postal Service™ updated the fees charged for processing certain FOIA requests.

The new fee schedules are available in Handbook AS-353, *Guide to Privacy and the Freedom of Information Act*, in Section 4-7, Fees.

Handbook AS-353 is available on the Postal Service PolicyNet Web site; go to <http://blue.usps.gov>; click on *More References*, then *HBKs*. It is also available on the Internet; go to www.usps.com; click on *About USPS & News*, then *Forms & Publications*, then *Browse All Periodicals & Publications*, and then *Handbooks* (either *PDF Format* or *Text Format*).

The following is an overview of fee changes:

- Fees have increased to \$32 per hour for manual search and review time.
- The same hourly fee is charged, regardless of which category of employee is making the search.
- Fee assessments have changed from quarter-hour to half-hour increments.
- Fees for computer searches have been revised based on current technology.
- The fee for obtaining business change-of-address information has been eliminated.

We will offer FOIA processing training to eligible employees later this fiscal year.

— *Privacy Office,
Consumer Advocate, 11-13-03*

Compliance Information at Your Fingertips

We have updated our Intranet Web site to include information that will help you comply with areas of law that impact how we do business. The newly added information includes plain English overviews, answers to frequently asked questions, contact information, and references for the following areas:

- Alternative dispute resolution
- Commercial protection
- Consumer protection
- Delivery and retail
- Employment and labor
- Enforcement
- Ethics information

- FOIA/privacy act
- Marketing
- Purchasing
- Rates and classification
- Revenue protection

To access our site, go to <http://blue.usps.gov>, click on *General Counsel*, and select a subject under “Resources.” Please take some time to become familiar with the new information to prevent unnecessary litigation in the future.

— *General Counsel,
Dispute Resolution and Prevention, 11-13-03*

Directives and Forms Update

Effective immediately, Publication 223, *Directives and Forms Catalog* (June 1999), is revised. The tables below contain the document ID, edition date, title, PSN (Postal Service™ stock number), and the Postal Service and public supply source for all new, revised, and obsolete directives and forms. Use this article to keep Publication 223 current. Information on how to order directives and forms is available in chapter 1 of Publication 223.

IWEB = Intranet = <http://blue.usps.gov>; click on *More References*.

WWW = USPS www page = www.usps.com.

PE = Postal Explorer = <http://pe.usps.gov>.

F3 = F3 Fill Software.

We will incorporate these revisions into the next printed version of Publication 223 and also into the online version of Publication 223, which is available on the Postal Service PolicyNet Web site. Go to <http://blue.usps.gov>; click on *More References*, then *Publications*.

New Directives

Handbooks

PSIN	Edition Date	Title	Stock Number	Manual Relation	Org.	USPS Source	Public Source
HBK MS-128-VOL-A	8/03	Delivery Bar Code Sorter Phase 1 (DBCS-1), Background Information	7610-07-000-7676	N/A	ENG	MDC	R
HBK MS-136-CHG-1	9/03	Package Bar Code Sorting (PBCS) System (Change 1 to MS-136, Vols. A, B & C, TL-3)	7610-05-000-4905	N/A	ENG	MDC	N/A
HBK MS-187-VOL-D	5/03	Delivery Bar Code Sorter 2 (DBCS-2), Parts Information	7610-07-000-7106	N/A	ENG	MDC	R
HBK MS-189-VOL-A	8/03	Delivery Bar Code Sorter Phase 4 (DBCS-4), Background Information	7610-07-000-7700	N/A	ENG	MDC	R
HBK MS-189-VOL-B	8/03	Delivery Bar Code Sorter Phase 4 (DBCS-4), Maintenance Information	7610-07-000-7701	N/A	ENG	MDC	R
HBK MS-238-VOL-A	6/03	CASI Staging	7610-07-000-7061	N/A	ENG	MDC	R
HBK MS-238-VOL-B	6/03	CASI Staging, Tracking & Retrieval System	7610-07-000-7062	N/A	ENG	MDC	R

Labels

PSIN	Edition Date	Title	Size (inches)	Stock Number	Unit of Issue	Org.	USPS Source	Public Source
LAB 226-C	7/03	Buy Stamps Here at Post Office Prices	4 x 5	N/A	EACH	MKT	HQO	N/A
LAB 226-D	7/03	Buy Stamps Here at Post Office Prices	8 x 10	N/A	EACH	MKT	HQO	N/A
LAB 226-E	7/03	Stamps, Mailing, Shipping	13 x 9	7690-07-000-7673	EACH	S&M	MDC	N/A

Memorandums of Policy

PSIN	Edition Date	Title	Stock Number	Org.	USPS Source	Public Source
MOP FI-09-04-2003	9/03	Policy Memo	N/A	FIN	IWEB	N/A

Notices

PSIN	Edition Date	Title	Stock Number	Org.	USPS Source	Public Source
NOT 23	10/03	28-Day HCR Transportation Pay Cycles Calendar, 2004–2005	N/A	SM	MDCIWB	N/A

Posters

PSIN	Edition Date	Title	Size (inches)	Stock Number	Unit of Issue	Org.	USPS Source	Public Source
POS 315	9/03	The Reasonable Accommodation Process	8 1/2 x 11	7690-07-000-7706	EACH	ERM	MDCIWB	MDCWEB

Publications

PSIN	Edition Date	Title	Stock Number	Manual Relation	Org.	USPS Source	Public Source
PUB 316	9/03	Reasonable Accommodation in the U.S. Postal Service	7690-07-000-7707	N/A	ERM	MDCIWB	MDCWEB
PUB 317	9/03	Manager's Guide to Reasonable Accommodation	7610-05-000-4023	N/A	ERM	MDCIWB	MDCWEB

New Forms

PSIN	Edition Date	Oldest Usable Date	Title	Stock Number	Where Used	Unit of Issue	Org.	USPS Source	Public Source
PS 6807	8/03	7/03	Exit Interview Questionnaire	N/A	HQ	SHEET	ERM	HQO	N/A

Revised Directives*Handbooks*

PSIN	Edition Date	Title	Stock Number	Manual Relation	Org.	USPS Source	Public Source
HBK AS-353	8/03	Guide to Privacy and Freedom of Information Act	7610-07-000-7119	N/A	CA	MDCIWB	MDCWEB
HBK F-75	10/03	Data Collection User's Guide for Revenue, Volume, and Performance Measurement System	7610-07-000-2965	FMM	FIN	MDCIWB	N/A
HBK EL-307	9/03	Reasonable Accommodation, An Interactive Process	7610-01-000-9071	ELM 3	ERM	MDCIWB	MDCWEB
HBK MS-190-VOL-A	8/03	Delivery Bar Code Sorter 5 (DBCS-5), Background Information	7610-05-000-0646	N/A	ENG	MDC	R

Labels

PSIN	Edition Date	Title	Size (inches)	Stock Number	Unit of Issue	Org.	USPS Source	Public Source
LAB 176	7/03	Express Mail — Military Service	4 x 2 and 5/16	7690-02-000-9083	PAD	NOM	MDC	N/A
LAB 226-A	7/03	Buy Stamps Here at Post Office Prices	2 x 3	7690-02-000-7030	EACH	MKT	HQO	N/A

Notices

PSIN	Edition Date	Title	Stock Number	Org.	USPS Source	Public Source
NOT 76	7/03	Expanded Vehicle Safety Check	7610-01-000-9673	DEL	MDC	N/A
NOT 107	10/03	Let's Keep the Mail Safe	7610-01-000-9693	NOM	MDC	MDC

Posters

PSIN	Edition Date	Title	Size (inches)	Stock Number	Unit of Issue	Org.	USPS Source	Public Source
POS 7	10/03	Rules and Regulations Governing Conduct on Postal Property	8 1/2 x 11	7690-03-000-9181	EACH	IS	MDCIWB	WWW
POS 37	10/03	Keep the Mail Safe	24 x 36	7690-05-000-4804	EACH	NOM	MDC	N/A
POS 37-S	10/03	Keep the Mail Safe	18 x 24	7690-05-000-5499	EACH	NOM	MDC	N/A

Publications

PSIN	Edition Date	Title	Stock Number	Manual Relation	Org.	USPS Source	Public Source
PUB 78	8/03	eTravel Helpful Hints	7610-07-000-7711	N/A	FIN	MDCIWB	N/A
PUB 91	9/03	Confirmation Services Technical Guide	7610-04-000-5003	N/A	PD	MDCIWB	MDCWEB
PUB 100	9/03	History of the US Postal Service 1775-1993	7610-03-000-9247	ASM 1	GR	MDCIWB	P/F
PUB 275	10/03	Post Office Robbery	7610-01-000-9814	ASM	IS	MDCIWB	N/A
PUB 518	9/03	Employee Assistance Program/Supervisor's Guide	7610-03-000-9442	N/A	ERM	MDCIWB	MDCWEB
PUB 805-E	9/03	Information Security	7610-05-000-4831	N/A	IT	MDCIWB	N/A

Revised Forms (revised forms appear on the Web before they are stocked at the MDC)

PSIN	Edition Date	Oldest Usable Date	Title	Stock Number	Where Used	Unit of Issue	Org.	USPS Source	Public Source
PS 1010	10/03	10/03	eTravel Participant Enrollment Form	N/A	PS	SHEET	FIN	MDCIWB	N/A
PS 1412-A	8/03	8/03	Daily Financial Form	7530-01-000-9295	PS	SHEET	FIN	MDCIWB	N/A
PS 1221	9/03	9/03	Advanced Sick Leave Authorization	7530-02-000-7356	PS	PAD	FIN	MDCIWB	N/A
PS 1357-S	9/03	9/03	(Customer) Request for Computing Access	N/A	PU	SHEET	PD	MDCIWB	WWW
PS 4205	10/03	10/03	Delivery Type File Order Form	N/A	CD	SHEET	P&C	MDCIWB	WWW

Obsolete Directives*Handbooks*

PSIN	Edition Date	Title	Stock Number	Manual Relation	Org.	USPS Source	Public Source
HBK MS-142-VOL-C	10/97	DBCS Models 994, 995 & 996, Parts, Wire List & Schematics	7610-04-000-1002	FMM	ENG	MDC	R
HBK MS-77	6/84	Overhaul and Upgrade Mechanized Mail Processing Equipment	7610-03-000-3626	N/A	ENG	MDC	R
HBK MS-128-VOL-AP1	11/93	DBCS, Model 990 (ECA), Equipment Information	7610-03-000-9375	N/A	ENG	MDC	R
HBK MS-128-VOL-AP2	11/93	DBCS, Model 990 (ECA), Equipment Information	7610-03-000-9376	N/A	ENG	MDC	N/A
HBK MS-128-VOL-AP3	11/93	DBCS, Model 990 (ECA), Equipment Information	7610-03-000-9377	N/A	ENG	MDC	N/A
HBK MS-128-VOL-AP4	11/93	DBCS, Model 990 (ECA), Equipment Information	7610-03-000-9378	N/A	ENG	MDC	R
HBK MS-128-VOL-B	8/03	Delivery Bar Code Sort Phase 1 (DBCS-1), Maintenance Information	7610-07-000-7677	N/A	ENG	MDC	R
HBK MS-128-CHG-1	5/94	Change 1 to MS-128, Vol. A	7610-03-000-4016	N/A	ENG	MDC	R
HBK MS-238-VOL-L	3/03	CASI Stage Tracking	7610-07-000-7071	N/A	ENG	MDC	R

Labels

PSIN	Edition Date	Title	Stock Number	Org.	USPS Source	Public Source
LAB C	5/74	All for Multicode City	7690-01-000-9001	NOM	MDC	N/A
LAB D	5/74	5-Digit Zip Code	7690-01-000-9003	NOM	MDC	N/A
LAB 14	2/88	Nine-Digit Encoded Mail	7690-01-000-9788	NOM	MDC	P/F
LAB U	12/96	All Uncoded for ADC Bundles	7690-03-000-9074	NOM	MDC	P/F
LAB CR	9/92	All for Carrier Route	7690-03-000-9230	NOM	MDC	P/F
LAB MXD	12/96	Mixed States Package	7690-03-000-8654	NOM	MDC	N/A

Posters

PSIN	Edition Date	Title	Size (inches)	Stock Number	Unit of Issue	Org.	USPS Source	Public Source
POS 26	7/95	Letter and Package Bomb Indicators	14 x 21	7690-02-000-9128	EACH	IS	MDC	WWW

Publications

PSIN	Edition Date	Title	Stock Number	Manual Relation	Org.	USPS Source	Public Source
PUB 201	6/98	Consumer's Guide to Postal Services and Products	7610-02-000-9960	DMM	DD	N/A	N/A
PUB 201-S	5/99	A Consumer's Guide to Postal Services and Products (Spanish)	N/A	DMM	CA	IWEB	WWW

Obsolete Forms

PSIN	Edition Date	Oldest Usable Date	Title	Stock Number	Where Used	Unit of Issue	Org.	USPS Source	Public Source
PS 4772	8/98	8/98	Equipment Inventory — History Record	7530-02-000-9308	PS	EACH	FIN	MDC	N/A
PS 3648	7/92	7/92	Bar Code and Facing Identification Mark Order	7530-03-000-3699	CD	SET	MKT	MDC	N/A

— Policies and Procedures Information,
Public Affairs and Communications, 11-13-03

Customer Relations

Mail Alert

The mailings below will be deposited in the near future. Offices should honor the requested home delivery dates. Mailers wishing to participate in these alerts, for mailings of 1 million pieces or more, should contact Business Service Network Integration at 703-292-4041 at least 1 month preceding the requested delivery dates. The Postal Service™

also offers electronic Mail Alerts via ADVANCE. For more information, see the *ADVANCE Notification & Tracking System Technical Guide* on the Internet at <http://www.ribbs.usps.gov/files/advance/ADVTECH.PDF> or contact the National Customer Support Center at 800-458-3181.

Title of Mailing	Class and Type of Mail	Requested Delivery Dates	Number of Pieces (Millions)	Distribution	Presort Level	Comments
The Sportsman's Guide November Surplus	Standard/Catalog	11/17/03–11/21/03	1.0	Nationwide	3/5-Digit, Car-Rt	Quebecor, Franklin, KY
St Jude Christmas Appeal	First-Class and Standard/Letters	11/20/03–11/24/03	3.4	Nationwide	3/5-Digit	Mail America, Forest, VA
Catherine's After Thanksgiving Sale	First-Class/Letter	11/21/03–11/26/03	1.2	Nationwide	Barcoded, 3/5-Digit	Mail-Well Services
Pottery Barn Kids	Standard/Flat	11/24/03–11/25/03	3.5	Nationwide	3/5-Digit, Car-Rt	Quad Graphics, Hartford, WI
The Sportsman's Guide November Main Remail	Standard/Catalog	11/24/03–11/28/03	2.2	Nationwide	3/5-Digit, Car-Rt	Quad Graphics, Lomira, WI

— *Business Service Network Integration, Service and Market Development, 11-13-03*

PUBLICITY KIT

Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected

This year's holiday theme, *This Holiday Season, No One Will Work Harder or Go Farther to Keep Us All Connected*, holds true for how our Public Affairs and Communications Field Communications team stands ready to help you connect with the media to publicize our messaging for the holidays.

Publicity Tips

1. Use the sample news releases included in this kit or develop your own. Send the completed releases to local newspapers, radio, and television stations. Several days after mailing your release, follow up with a phone call to the local reporter, editor, or news director.
2. Plan special events to get media attention. Special events could include:
 - Hosting a wrapping demonstration in the Post Office™ lobby.
 - Holding a Happy Holidays customer appreciation event to kick off the holiday mailing season. Feature gift ideas at the Post Office as well as mailing tips to avoid holiday glitches.
3. Call local radio and television news and talk show producers. Offer to be a guest on programs airing before Christmas to discuss mailing deadlines, proper addressing and packaging, and the holiday gifts available at your Post Office and the new Postal Store online at www.usps.com/shop.
4. Invite radio and television to:
 - Conduct a "live remote" broadcast on December 15 — the busiest mailing day.
 - Deliver mail with a carrier on December 17 — the busiest delivery day of the year.
 - Accompany employees on their routes, dressed as "Santa's helpers," delivering Express Mail® items on Christmas Eve or Christmas Day (if applicable).
5. Direct reporters and editors to the *Holiday Guide* on www.usps.com/holiday; click on *pdf* or *txt* under "USPS® Holiday Guide." Consider making copies of the *Holiday Guide* available to your Post Office lobby customers, as well.

In this year's publicity kit, you will find important mailing information that you can share with our customers. The kit emphasizes the convenience that the Postal Service™ provides as a one-stop shop for all the delivery needs of hurried holiday shoppers. It also offers mailing tips, extended hours, correct addressing, alternative locations to buy stamps, and a complete list of features available at our 24-hour Post Office at www.usps.com.

Mail's Importance to America

The Postal Service is one of the foundations of the nation's infrastructure. It is the lynchpin of the \$900 billion mailing industry that employs 9 million people. And it is the one agency of our national government that has a daily presence in virtually every community in the nation — from the smallest towns to our largest cities.

2003 Holiday Season Outlook

- The domestic Christmas holiday mailing season lasts from Thanksgiving through December. We expect Americans to mail the same amount of cards, letters, and packages this year as last year, approximately 20 billion pieces.
- Americans typically address their greeting cards the weekend before Christmas week. As Christmas falls on a Thursday this year, the Postal Service expects Monday, December 15, to be the busiest mailing day of the year for cards and letters with more than 280 million cards and letters being cancelled. Two days later, Wednesday, December 17, is estimated to be the busiest delivery day of the year. Monday, December 22, is also expected to be a busy day this year.
- On an average day from October through December, the Postal Service receives about 100 million letters and cards nationwide. This number is expected to increase to 150 million a day between Thanksgiving and Christmas.
- Encourage our customers to mail early to prevent a backup of mail during Christmas week.
- To ensure delivery in time for the holidays, suggest that customers switch from Parcel Post® service to Priority Mail® service on Monday, December 15, and then suggest that they use Express Mail® service beginning Monday, December 22.

- To move the large volumes of mail during the holiday season, we will expand the use of FedEx's air cargo network. We are expanding our ground transportation network by creating direct routes between major metropolitan areas.
- Thanks to advances in mail processing technology, the number of holiday hires is expected to be minimal. The decision to hire holiday help is made locally.

Letters to Santa

While there is no national Letters to Santa program, some Post Offices make Santa letters available to individuals upon request, while other Post Offices provide Santa letters to volunteer organizations. New York City is typically recognized as hosting the largest Letters to Santa campaign. The Postal Service is committed to keeping this important holiday tradition alive. After all, it was in 1912 that Postmaster General Frank H. Hitchcock authorized local postmasters to allow individuals or institutions to use letters addressed to Santa Claus for philanthropic purposes.

Remind customers that volunteers who read Santa letters appreciate it if children include their return address on Santa letters. It is also appreciated that the contents of letters be limited to letter-size paper only. We also recommend against placing cookies, candy canes, or other bulky items in the letters because it could damage sorting equipment.

Operation Dear Abby and "Any Service Member" Mail Suspended

The Operation Dear Abby program, founded by the newspaper advice columnist, has delivered mail to U.S. service members overseas during the holiday season for nearly 20 years.

Shortly after September 11, 2001, and the anthrax attacks, the Department of Defense (DOD) suspended the program and the use of mail addresses such as "Any Service Member," "Any Soldier," "Any Marine, Sailor," etc. because of concerns about the risk of mail being introduced into the mail system from unknown sources. These programs remain suspended.

Many well-meaning Americans have circumvented this prohibition by mailing bulk quantities of cards, letters, and care packages to individual service members. Unfortunately, this can clog the military's mail system and slow its ability to deliver items from loved ones.

The DOD instead recommends funneling these positive energies into supporting service member families at home, or other local programs. For individuals still wishing to support our military overseas, the DOD recommends visiting www.defendamerica.mil (click on *Support Our Troops*) or www.operationuplink.org or calling the Military Postal Service Agency's toll-free number at 800-810-6098 to find other alternatives to support service members.

Helping You Leverage the Holidays

Postal Service retail units offer customers many advantages during the busy holiday period. Spread the news: Your Post Office provides more than stamps. The availability of packaging materials makes mailing easy, convenient, and affordable.

Use this kit to share important holiday mailing information through your local news media and generate positive publicity for your office's activities. This kit provides materials needed to distribute news releases on product and service promotions, extended hours, options for buying stamps, stocking-stuffer gifts, and helpful tips on package wrapping and correct addressing.

Take advantage of the opportunity to talk with news reporters. This is the one time of year that the news media are eager to discuss mailing options and deadlines, Santa letters, and other caring activities that involve your employees.

For additional information and coordination on all media activities, contact the Area Public Affairs and Communications representative who covers your performance cluster.

Holiday 2003 Campaign Featuring the Cat in the Hat

The Cat in the Hat is part of a tie-in with the upcoming holiday movie scheduled to be released nationwide November 21. Next year, the Postal Service will honor the Cat in the Hat creator Theodor Geisel with a commemorative stamp. Geisel — better known as Dr. Seuss — is the creator of many classic children's books, including *The Cat in the Hat*, *The Grinch Who Stole Christmas*, and *Horton Hears a Who*.

The Postal Service holiday campaign kicked off in Post Office lobbies on October 18. Who's behind this campaign? The Cat in the Hat, of course. The bewhiskered Dr. Seuss creation is helping Postal Service customers choose the services they need — Express Mail®, Global Express Mail™ ReadyPost® mailing products, NetPost™ online services, or new Priority Mail® bundles.

Priority Mail bundles are special services (Delivery Confirmation™, Insurance, or both) that allow customers to “bundle” their Priority Mail packages, with a method similar to fast food ordering.

The Cat in the Hat is doing “stand-up” in 12,000 retail lobbies. A four-foot replica (or “Standee”) of the whimsical creature “greet” customers at these Post Offices and reminds them about the Priority Mail bundles.

Want to see more of the Cat in the Hat? Check out the in-store point-of-purchase (POP) materials at: <http://blue.usps.gov/corporate/realtime/retail.html>. Between November 1 and January 1, 2004, the cat’s mischievous grin is appearing as a postmark on cards and letters that are processed through automation.



Holiday 2003 Promotional Materials

Every postmaster was mailed a monthly calendar and a communications kit that included Holiday 2003 retail lobby signs. For the Holiday Drive Period, POP materials will feature Dr. Seuss’ the Cat in the Hat characters and introduce new POP elements like an innovative pop-up Standee. The timing of the campaign will coincide with the movie release and will focus on the following three new initiatives:

- Priority Mail bundles (combining Priority Mail with additional services such as Insurance as a convenient way to offer value-added services to customers).
- A Standee.
- A sweepstakes with MasterCard®. The tonality of the holiday campaign is fun, whimsical, and extremely attention-grabbing! These promotional materials should now be on display in all Post Offices. Postmasters needing additional promotional materials may call the Holiday 2003 Hotline at 888-999-6623.

eBay “Secret Santa” Promotion in Post Offices

As a separate promotion, the Postal Service is helping eBay, the online marketplace, play “Secret Santa” this holiday season. Beginning November 13 through December 18, eBay’s Secret Santa Gift Exchange will be promoted in Post Offices located in eBay’s top 10 U.S. markets:

Atlanta
 Boston-Manchester
 Chicago
 Dallas-Ft. Worth
 Los Angeles
 New York
 Philadelphia
 San Francisco-Oakland-San Jose
 Seattle-Tacoma
 Washington, D.C. (Hagerstown)

Posters invite customers to start or join a Secret Santa group on eBay and exchange gifts with family and friends. Everyone who participates may be eligible to win one of 100 \$25 eBay gift certificates awarded daily in random drawings.

Secret Santa is a holiday gift-giving activity where a participant gets the eBay user name of someone to buy for, but won’t know who got his or her user name until the secret is revealed. The posters encourage gift-givers to ship their holiday presents with USPS® — a featured shipper on eBay.

Holiday 2003 Advertising Campaign

In the Holiday “Connected” Campaign, a 30-second television ad will remind customers that no one works harder to keep them connected during the holidays. The ad will air on network and cable news, sports, and entertainment programming. Employees appearing in the ad were selected because their performance cluster — the New Hampshire District — ranked number one in the nation for customer satisfaction. You will also see the Postal Service’s holiday television ads while you’re watching the Thanksgiving Day parade, which also features a Postal Service float.

Holiday print ads will appear in publications and newspapers such as *Entertainment Weekly*, *National Geographic*, *Newsweek*, and *USA Today*. The ads will reinforce the “Connected” holiday campaign by linking consumers’ needs with convenient products and services offered by the Postal Service.

See the TV and prints ads — and the schedule of when and where they'll appear — at <http://blue.usps.gov/corporate/realtime/retail.html>.

The Postal Store at www.usps.com/shop

The Postal Store is online at www.usps.com/shop. The Postal Store offers customers the speed and convenience of secure online shopping for Postal Service products 24 hours a day to purchase stamps and philatelic items.

The Postal Store can help reduce lobby lines. By promoting the shop-at-home convenience of the Postal Store, you will enhance customer satisfaction and improve operational efficiency, while still getting credit for sales. Online sales are credited back to Post Offices based on the 5-digit ZIP Code™ of the customer's billing address.

Stationery and apparel items are offered for the same price as at Postal Service retail stores, plus a charge for shipping and handling. Stamp orders are handled through the Stamp Fulfillment Services center.

From the home page of www.usps.com, click the *Send Mail & Packages* link to access mailing and shipping options, the postage calculator, and options for costs for mailing letters and packages.

Key Holiday Season Messages

- We are providing convenience for our customers this holiday season, making their hectic shopping season simpler with convenient services and gifts.
- Use the Post Office where you're always first in line, 24/7 — www.usps.com. There you can look up ZIP Codes and find and get directions to Post Office locations.
- Click-N-Ship™ is our easy-to-use online shipping label feature at www.usps.com. You can print and pay for labels with postage using your credit card, PC, and printer; calculate rates; find ZIP Codes; validate and save addresses; and print labels without postage — all in one convenient location.
- Reduce long lines by promoting alternative outlets for stamp purchases. In addition to Post Office lobbies, stamps are available through the Postal Store Web site at www.usps.com/shop, and at more than 60,000 locations where other shopping is conducted, such as drug stores and supermarkets, and at more than 17,000 ATMs.

- With the growth in Internet shopping, remind customers of the value of Priority Mail shipping and suggest they request it from their e-tailer for their online gift purchases.
- Direct customers to www.usps.com/holiday; click on *pdf* or *txt* under "USPS® Holiday Guide."

Holiday 2003 Stamps

In October 2003, the U.S. Postal Service® issued its 2003 *Holiday* and *Christmas* series stamps:

- The *Holiday Music Makers* stamps feature two images of whimsical Santas and two equally fanciful reindeer. Playing horns, panpipes, and a drum, these lighthearted, colorful music makers bring to mind the many joys of the season.
- The *Christmas — Madonna and Child* stamp is a re-issue of the 2002 37-cent stamp depicting artist Jan Gossaert's serene oil-on-panel painting *Madonna and Child* (circa 1520) reformatted as a double-sided convertible booklet.

Three stamps in the *Holiday Celebrations* series (the 37-cent *Eid*, *Hanukkah*, and *Kwanzaa* stamps) and the 37-cent *Holiday Snowmen* stamp (issued in 2002) are also available this holiday season.

2003 Holiday Stamps Inventory

Stamp	Stamp Type
<i>Christmas — Madonna and Child</i>	Convertible booklet of 20 (1 design).
<i>Holiday Music Makers</i> (4 designs)	Self-adhesive pane of 20. Double-sided convertible booklet of 20. Vending booklet of 20. 23-cent stamped postal card (set of 20 stamped cards).
<i>Holiday Snowmen</i> (4 designs)	Self-adhesive pane of 20. Double-sided booklet of 20. Folded vending booklet of 20. Fourth format, called "Tape Stamps" (or liner-less coil stamps) will have limited distribution in coils of 100 at larger Post Offices and Postal Stores.
<i>Holiday Celebrations: Eid</i>	Self-adhesive pane of 20 (1 design).
<i>Holiday Celebrations: Hanukkah</i>	Self-adhesive pane of 20 (1 design).
<i>Holiday Celebrations: Kwanzaa</i>	Self-adhesive pane of 20 (1 design).

machines, or go online to the Postal Store at www.usps.com/shop.

- Express Mail service offers guaranteed delivery service 365 days a year, including all weekends and holidays. The overnight delivery money-back guarantee typically applies to local area delivery and for delivery to major metropolitan areas where timely air transportation connections are available. Express Mail service to all other areas is offered with a 2-day guarantee. While the Postal Service will accept items for Express Mail delivery on Christmas Day, customers are asked to check with their local Post Office for details.
- For procrastinators shipping domestically, we offer Priority Mail service, which gets packages to their destinations on average in 2–3 days. It's a great buy starting at \$3.85 for up to 1 pound. For \$13.65 for up to 8 ounces, we also have Express Mail service that gets mail to most major cities overnight.
- Want to know when your package was delivered? Delivery Confirmation service is available for Priority Mail and Parcel Post shipments. For a 45-cent fee (for Priority Mail service), customers receive a tracking number and can retrieve delivery information through the Postal Service Internet address or a toll-free telephone number. Delivery Confirmation for Parcel Post is 55 cents.
- Shopping online? Don't forget to request the best-value shipping solution, Priority Mail service, from your online retailer for all of your holiday gifts.

We offer five international service options based on speed and price. Delivery times are based on the number of business days specified for each service depending on origin and destination. For example, a package mailed from New York to Beijing will take longer than a package from New York to London.

- **2–3 days: Global Express Guaranteed® service.** Customers who need guaranteed day-certain delivery, generally within 2–3 days, and need to track an item should take advantage of Global Express Guaranteed service. It's delivered to more than 200 countries with rates for documents starting at \$24.00 for 1/2 pound, with package rates starting at \$36.00 for 1 pound. There's an automatic 5% discount on Global Express Guaranteed packages shipped when postage is paid through Click-N-Ship, the USPS online shipping service.

- **3–5 Days: Global Express Mail™ service.** For a perfect balance between speed and price, without having a need for a guaranteed delivery date, Global Express Mail service is the answer. Designed for delivery within 3–5 days to more than 190 countries, depending on distance, Global Express Mail service has on-line tracking to more than 60 countries with prices starting at \$15.50 for 1/2 pound. Global Express Mail is also available through Click-N-Ship, the USPS online shipping service.
- **4–6 Days: Global Priority Mail® service.** For the look and feel of an expedited global service at a lower cost, Global Priority Mail service is designed to be delivered within 4–6 days to 51 major countries. For customer convenience, the service is available in two attractive flat rate envelopes. Small envelope prices start at \$4.00 with large envelopes priced at \$7.00 and \$9.00 respectively for items going to Canada and Mexico and the rest of the world. Global Priority Mail shipments can also be made in an attractive box or large tyvek envelope at country zone rates. Customers can use their own packaging, also at zone rates, by adding the Global Priority Mail sticker. This service, limited to items weighing up to 4 pounds, receives priority handling.
- **4–7 Days: Global Airmail® service.** Global Airmail service mails a standard letter or package and is delivered to virtually every country in the world and is designed to be delivered within 4–7 days for letters, and up to 10 days for parcels. Items travel by air and are delivered as First-Class Mail® service. Special services that can be purchased include a return receipt for letter-post items, and insurance for Parcel Post items. Each item must be marked Airmail/Par Avion. Prices start at 60-cents for a 1-ounce letter and \$13.00 for a 1-pound parcel.
- **4–6 Weeks: Global Economy™ service.** For customers who feel that cost is the issue rather than delivery time, Global Economy service is most economical. To most of the world this means transport by ship from the U.S. to the destination country. Once in the destinating country, the item is moved by truck, rail, or other mode of surface transportation to the recipient. This service is designed to be delivered within 4–6 weeks. There is a 1-pound minimum weight rate for letters starting at \$2.70, and a 5-pound minimum weight rate for packages starting at \$15.25.

Holiday 2003 News Releases

If you need assistance, review the following list and forward requests directly to your Public Affairs and Communications representative — preferably by e-mail. Be sure to include local media contacts when forwarding requests. Following is a listing of news releases and subject matter:

News Release Number	News Release Headline	Subject Matter	Distribute to Local Media on or After:
1	Post Office Works Harder, Goes Farther, to Keep Everyone Connected	Local Postal Service efforts to gear up for the holidays, including local mail stats, examples of extra equipment, transportation, etc.	December 1
2	Post Office Asks Customers to Mail Early	Mail early, use proper addressing techniques.	December 2
3	Children to Send a "Ho, Ho, Ho" Lot of Mail to Santa	Tips for writing letters to Santa; volunteers who read letters to Santa; packaging tips.	December 3
4	(Name) Post Office Extends Hours for the Holiday Season	Post Offices holiday hours and locations.	December 4
5	Mail From Your House with a Click of Your Mouse	Click-N-Ship and other services available at the 24-hour Post Office, www.usps.com .	December 4
6	Many Post Offices Open Sundays This Holiday Season	Locations/hours for Post Offices that are open Sundays, using Express Mail service.	December 5
7	Need Postage Stamps? Try These Alternatives	Alternate locations to purchase stamps: Buy Stamps Here Signs, ATMs, Supermarkets, 800-STAMP-24, www.usps.com , Stamps by Mail, etc.	December 8

News Release Number	News Release Headline	Subject Matter	Distribute to Local Media on or After:
8	(City) Post Office Offers Tips to Accommodate Mailers and Avoid Holiday Glitches	Mailing tips, toll-free number, Web listing, <i>Holiday</i> stamps.	December 9
9	Bring Packages in for Weighing	Mail security restrictions, procedures for domestic items exceeding 16 ounces, customs requirements for international destinations, old package markings, labels.	December 10
10	Need Gift Ideas for the Holidays? The Post Office is a Great Place for "Stocking Up"	Purchasing phone cards, money orders, stamps, and online services.	December 18
11	"Letter Carrier Santas" Deliver on Christmas Day	Invitation to media to photograph letter carriers clad in Santa suits as they deliver on Christmas Eve/day.	December 23



Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected

Publicity Kit



POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

POST OFFICE WORKS HARDER, GOES FARTHER, TO KEEP EVERYONE CONNECTED

[CITY, STATE] — The [CITY] Post Office™ has prepared for your holidays and is ready to take care of [CITY'S] resident's mailing needs this season.

"About 20 billion cards, letters and packages will be mailed nationwide between November 29 and December 31. This translates to about 150 million cards and letters a day, compared with 100 million on an average day," said Postmaster [FULL NAME]. "Here in [CITY], we anticipate delivering additional [NUMBER] pieces of cards, letters and packages during this time."

To move large volumes of mail nationwide, the U.S. Postal Service® has added more transportation and equipment, and where needed, more temporary holiday employees [IF APPLICABLE]. With upgrades to mail processing technology, more handwritten cards and letters are "read" and sorted by automation than ever before.

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POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

POST OFFICE ASKS CUSTOMERS TO MAIL EARLY

[CITY, STATE] — With the volumes of cards, letters and packages expected to balloon with the countdown to the holidays, [CITY] Postmaster [NAME] advises customers to mail early. “Our goal is to deliver increased holiday mail volumes at our normal year-round service levels to keep your holidays special,” says [NAME]. “Although we have taken extra measures to handle the added volume, we are asking customers to mail early to avoid a backup of mail the last days before Christmas.”

U.S. Postal Service® customers will bring nearly 20 billion mail pieces to Post Offices™ during the holiday season, from November 29 to December 31.

Postmaster [LAST NAME] said that customers can help speed Post Office transactions by providing retail associates with full information on packages, such as requirements for Insurance, Delivery Confirmation™ and desired time for package arrival.

Other helpful mailing tips to avoid glitches include:

- Write, type or print the delivery address neatly.
- Always use a return address.
- Always use complete address information, such as AVE., BLVD. and ST. Use the apartment or suite number as well as correct directionals, such as N, W and SW.
- Don't let an incorrect ZIP Code™ delay delivery of cards and letters. Local Post Offices and the Postal Service™ Web site — www.usps.com — offer ZIP Code information. **[FOR POST OFFICES COVERED BY THE NATIONAL CALL CENTERS, YOU CAN ALSO PUBLICIZE THE TOLL-FREE NUMBER.]**
- Avoid placing bulky items such as photographs, keys, coins, rings, etc. in greeting card or letter-size envelopes as these items could be damaged in automated processing.
- Select a container strong enough to protect the contents. Leave space for cushioning inside the carton.
- Always use tape that is designed for shipping, such as pressure-sensitive tape, nylon-reinforced craft paper tape or glass-reinforced pressure-sensitive tape.
- Plain air-popped popcorn, shredded or rolled newspaper, bubble wrap or Styrofoam peanuts work well for cushioning package contents.

- The only addresses on packages for mailing should be the delivery and return addresses. *Tip:* Place a return address label inside the package.
- Carefully pack glass and fragile hollow items, like vases, with newspaper or packing material to avoid damage due to shock. When mailing framed photographs, remove glass and wrap separately.
- Packages that weigh at least one pound must be taken into the Post Office for mailing.
- Access the Postal Service's Web site — *www.usps.com* — to obtain Click-N-Ship™ easy-to-use online shipping labels. Customers can print and pay for labels with postage using a credit card, PC and printer. Customers can calculate rates, find ZIP Codes, validate and save addresses, and print labels without postage — all in one convenient location.
- When writing to Santa, be sure to use a return address. Santa may write back. Also, when writing Santa, please don't place any cookies for Santa or hay for his reindeer as this can foul mail sorting equipment and delay delivery.

"The Holidays are here, and we want to make sure your mail flies like an eagle and is delivered on time. Just help us by mailing early," **[LAST NAME]** said.

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POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

CHILDREN TO SEND “HO, HO, HO” LOTTA LETTERS TO SANTA Postal Service Offers Mailing Tips to Get Letters to the North Pole

[CITY, STATE] — Santa Claus has a lot in common with the United States Postal Service®. Neither rain nor snow nor gloom of night keeps Santa from his appointed rounds at the homes of millions of children the world over. Of course, Santa’s been doing it a bit longer than we have. But since 1775, he’s relied almost exclusively on the Postal Service™ to bring him letters from girls and boys all across America.

This holiday season will be no different. The Postal Service is gearing up for a huge mail delivery to the North Pole to help Santa and his elves get ready for the big day.

Getting Mail to Santa — Quickly and Safely

Santa’s asked us to share these easy tips with children and families to help their letters get to him as quickly and safely as possible:

- Children should ask their parents for help addressing and placing stamps on letters. This can avoid misspellings, which can slow down letters, or using too much or too little postage.
- Like all mail, it’s important that letters to Santa include a complete return address.
- Santa enjoys candy canes and cookies and his reindeer enjoy fresh hay. But because these treats can be damaged or crushed when sent in a regular envelope, Santa says it’s better to leave them out on Christmas Eve than to mail them.
- No extra packaging material, such as string or tape, is needed on a letter to Santa. The glue on the envelope flap is all that’s needed.
- Letters to Santa — and other holiday mail — can be given to your letter carrier at your door, rather than placing it in a collection box or making a special trip to the Post Office™. And, as always, families with curbside mailboxes can put their mail in their mailbox for pickup.

Following these helpful hints can keep letters to Santa moving as quickly as possible and avoid any delays.

Helping Santa Help Those in Need

While Santa himself receives most of the letters addressed to him, some are sent to certified organizations and individuals who help those in need. This tradition began in 1912, when Postmaster General Frank H. Hitchcock authorized postmasters to share letters to Santa with local charities and others.

Many Santa letters will be answered by a variety of Santa's helpers — charitable organizations, employees of local Post Offices, and volunteers who simply want to help a child's holiday wishes come true.

Letters to Santa Claus are handled by local Post Offices, so policies may vary from city to city. Your local Post Office can tell you how your child's letter to Santa will be handled.

An American Tradition . . . for More Than Two Centuries

That's the United States Postal Service. It's provided the people of America with trusted, secure and universal mail service since 1775. Delivering more than 207 billion pieces of mail each year to 135 million homes and businesses, the men and women of the United States Postal Service handle 46 percent of the world's mail volume. We deliver for you — and for Santa.

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Publicity Kit

Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected



POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

[NAME] POST OFFICE EXTENDS HOURS FOR THE HOLIDAY SEASON

[CITY, STATE] — The [CITY] Post Office™, [ADDRESS], will extend its business hours for the 2003 holiday mailing season, says [CITY] Postmaster [FULL NAME] said.

The new hours will be from [LIST NEW HOURS] beginning [DATE] and continue through [DATE], [HE/SHE] said.

[IF APPLICABLE] "We will also be open on Sundays beginning [DATE] between the hours of [LIST TIMES]," Postmaster [LAST NAME] added.

Postmaster [LAST NAME] also reminds customers of other convenient service options such as Stamps By Mail®, Stamps By Phone™ (800-STAMP-24) and on the Postal Service™ Web site at www.usps.com/shop.

###

*Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected**Publicity Kit*

POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

MAIL FROM YOUR HOUSE WITH A CLICK OF YOUR MOUSE

[CITY, STATE] — During the holiday mailing season, many consumers are looking for a way to ease the pressure of getting their holiday mail out on time.

One strategy being used by a growing number of consumers is to go online. By visiting the Post Office™ that never closes — www.usps.com — customers can calculate postage, find ZIP Codes or put mail on hold if going on vacation. They can also purchase stamps, track and confirm mailings, or even design, purchase and mail personalized greeting cards.

To ship online, all you need is a computer, printer and Internet connection to print out labels and leave packages for carriers to pick up and deliver.

“It’s clear we have a hit on our hands,” explained [NAME, TOWN’S] postmaster. “The easy-to-use on-line shipping service allows customers to mail without leaving their homes or offices.

With Click-N-Ship™, customers can create and print mailing labels — with or without postage — and pay via credit card.”

Packages can be sent to both domestic and international addresses. For domestic shipments, customers can choose Priority Mail® service or Express Mail® service. For international destinations, Global Express Mail™ and Global Express Guaranteed® are available. International items weighing more than 16 ounces must be presented to a postal retail counter in person. A free guide to handling your holiday mailings — the “Customer’s Guide to Mailing” is also available from the Post Office and also at www.usps.com. It provides clear, concise information on virtually everything consumer customers need to know about mailing. The guide, available at Post Offices and online, includes illustrations, tips and helpful information about changing an address, putting mail on temporary hold, and choosing extra services such as Insurance or Delivery Confirmation®.

To learn more about the Click-N-Ship print and pay options for shipping, or for a free copy of the guide, visit www.usps.com.

Publicity Kit

Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected



POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

MANY [CITY] POST OFFICES OPEN SUNDAY(S) THIS HOLIDAY SEASON

[CITY, STATE] — Time keeps on slipping by procrastinators who have not yet sent off holiday cards, letters and packages. “To help ease the last-minute holiday rush, a number of [CITY] area Post Office™ will be open on Sunday(s), December [GIVE DATE(S)],” said [CITY] Postmaster [FULL NAME].

[IF APPLICABLE] “[CITY] Post Office(s) will be also be open on Sunday, Christmas Eve day, Dec. 24, for regular customer service hours, and parcel pick up,” added Postmaster [LAST NAME]. [SEE ATTACHED LIST]. [IF APPLICABLE, INCLUDE INFORMATION PERTAINING TO OTHER HOLIDAY CELEBRATIONS, SUCH AS HANUKKAH AND KWANZAA.]

To have last-minute holiday gifts and cards arrive on time, Postmaster [LAST NAME] advises customers to use guaranteed, overnight Express Mail® service that is delivered every day of the year— even Christmas Day.

Express Mail service offers guaranteed delivery service 365 days a year, including all weekends and holidays. The overnight delivery money-back guarantee typically applies to local area delivery, and for delivery to major metropolitan areas where timely air transportation connections are available. Express Mail service to all other areas is offered with a two-day guarantee.

While the Postal Service™ will accept items for Express Mail delivery on Christmas Day, customers are asked to check with their local Post Office for details.

[LIST LOCAL PLANS FOR MAIL COLLECTION OR PROCESSING ON CHRISTMAS EVE.]

[IF APPLICABLE] As a reminder, the [OFFICE NAME], [ADDRESS], is open every day of the year, including Christmas [LIST HOURS].

Post Offices will be closed on Christmas Day, [LAST NAME] added.

[THE ATTACHED PAGE TO YOUR PRESS RELEASE SHOULD LIST THE FULL SCHEDULE INCLUDING OPERATING HOURS OF POST OFFICES OPEN SUNDAY, AND OTHER SPECIAL HOLIDAY HOUR INFORMATION.]

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Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected

Publicity Kit



POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

NEED POSTAGE STAMPS? TRY THESE ALTERNATIVES

[CITY, STATE] — Without a doubt, the holidays are the busiest time of the year for the Post Office™. Customers are not only mailing their usual correspondence, they are often sending several packages, adding special services like Insurance and asking clerks about different ways to mail. “Like any retailer this time of year, we have more customers with larger and more complex transactions,” says [CITY] Postmaster [FULL NAME]. For customers simply buying stamps, [LAST NAME] recommends several approaches to avoid the holiday lines.

- 60,000 additional stamp locations. Beyond visiting the web or the nation’s 38,000 Post Offices, there are now 60,000 more locations to purchase stamps. Customers can obtain postage where they see “Buy Stamps Here” signage among 17,000 ATMs, and more than 40,000 supermarkets, drug stores and banks.
- Purchase from vending machines in Post Office lobbies. Many Post Offices provide 24-hour access to vending machines and offer stamps in different quantities and denominations. (Plus, many areas have postal vending machines in public areas like business parks, malls and grocery stores.)
- Call 800-STAMP-24. Customers can place orders by phone, use a credit card and get stamps delivered to their door.
- Visit the Postal Service™ at www.usps.com not only to order stamps, but to look up ZIP Codes™, calculate postage and get details on mailing options and special services.
- Order Stamps By Mail® with forms available in Post Offices or from letter carriers.

“Getting everything you need to get done for the holidays can be a hassle. By providing alternate means to purchase stamps, the Post Office hopes to help customers avoid holiday hassles and glitches,” says [LAST NAME].

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Publicity Kit

Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected



POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

[CITY] POST OFFICE OFFERS TIPS TO ACCOMMODATE MAILERS AND AVOID THE HOLIDAY GLITCHES

[CITY, STATE] — This year the [CITY] Post Office™ offers extended hours and new services designed to enhance the ease-of-use of Post Offices for customers mailing holiday items.

“We have a number of new options that will make the mailing experience at our Post Office fast and convenient for customers,” says [CITY] Postmaster [FULL NAME]. Illustrating the point, Postmaster [LAST NAME] offers the following list of “Holiday Helpfuls”:

Special Hours, Deliveries and Conveniences

- To help customers this holiday season, we have earlier and later hours. [LIST EXTENDED HOURS AND ANY SUNDAY OFFICE HOURS. (FOR POST OFFICES COVERED BY THE NATIONAL CALL CENTERS, YOU CAN ALSO PUBLICIZE THE TOLL-FREE 800 NUMBER.)]
- We accept all major debit and credit cards.

Stamps Offer Selection With Ease

- The *Holiday Music Makers* stamps, part of the *Holiday* stamps series, feature two images of whimsical Santas and two equally fanciful reindeer. Playing horns, panpipes and a drum, these lighthearted, colorful music makers bring to mind the many joys of the season. They are sold as self-adhesives in sheets of 20, double-sided booklets of 20, and folded vending booklets of 20. In addition, sets of stamped, ready-to-mail postcards on sheets of 20 will be available (featuring five each of the four stamp images) priced at \$9.75 a set.
- The *Holiday* stamps have been extremely popular since the first stamp in the series was issued in 1961. Since 1966, the Christmas design in the series has prominently featured Renaissance paintings of the Madonna and Child. The Christmas stamp is a reissue of the 2002 37-cent stamp depicting artist Jan Gossaert’s serene oil-on-panel painting “Madonna and Child” (circa 1520), reformatted as a double-sided convertible booklet.
- Holiday Celebrations: Eid Self-Adhesive pane of 20 (1 design)
 Holiday Celebrations: Kwanzaa Self-Adhesive pane of 20 (1 design)
 Holiday Celebrations: Hanukkah Self-Adhesive pane of 20 (1 design)

Most holiday stamps are available at selected grocery stores, banks and various other locations. There is also a toll-free number, 800-STAMP-24, for ordering stamps. Stamps can also be ordered online at www.usps.com/shop.

- Priority Mail® and Express Mail® stamps are available for last-minute mailings.
- Forms to receive Stamps By Mail® are available from letter carriers, and rural carriers can sell stamps on their route.

Holiday help

- Call the Post Office **[PROVIDE NUMBER. FOR OFFICES UNDER THE CALL CENTER SYSTEM, GIVE THE TOLL-FREE NUMBER]** or the holiday mail information **[IF APPLICABLE]** for answers to questions about mailing options, best dates to mail and packaging pointers.
- The Postal Service's™ Web site — www.usps.com — is the Post Office that never closes. There, you can find the Holiday Shipping Guide, buy stamps, calculate postage, look up ZIP Codes™ and perform virtually any transaction as a regular Post Office. From the home page, click on *Shipping* to answer all your letter and package mailing needs.

“As these reminders illustrate,” Postmaster **[LAST NAME]** said, “the Postal Service has many options to help customers complete their holiday mailings with ease and greater convenience.”

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Publicity Kit

Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected



POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

BRING PACKAGES INTO LOCAL POST OFFICE FOR WEIGHING

[CITY, STATE] — The U.S. Postal Service® remains an important part of a government service that strives to ensure the safety of the public and its employees, especially during the holidays, said [CITY] Postmaster [FULL NAME].

In order to avoid delays, as a reminder to [CITY] residents, special security rules put in place by the FAA still apply when mailing stamped packages that weigh one pound or more.

“Even if you’ve carefully calculated and applied the correct amount of postage, you must bring these packages to the Post Office™ for mailing,” [LAST NAME] said.

Packages found in mail collection boxes, because of security guidelines, may be returned to the sender, Postmaster [LAST NAME] explained. The only exceptions are business packages and letters that use metered postage, and customers who use Click-N-Ship™ for domestic mailings, [HE/SHE] added.

Packages for international destinations, including military APO and FPO addresses, have special Customs requirements and must also be mailed personally at the Post Office, [LAST NAME] added.

In addition, [LAST NAME] reminds customers that all former package markings and labels must be removed before a box can be reused for mailing. Parcels cannot be accepted if markings visibly indicate that the box was used for shipping hazardous material. Wrapping boxes to cover markings is not sufficient. If the wrapping is damaged and markings become visible, the package will be returned to the mailer.

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Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected

Publicity Kit



POSTAL NEWS

FOR IMMEDIATE RELEASE
[INSERT DATE]

Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

NEED GIFT IDEAS FOR THE HOLIDAYS? POST OFFICE IS A GREAT PLACE FOR “STOCKING” UP

[CITY, STATE] — We’ve all been through it. You have to buy a gift for the office grab bag. Your Uncle Ray unexpectedly sends you a gift, now you have to get one for him. You forgot to get something for the newspaper boy. And, it’s that time of year again.

“Come to the Post Office,” says Postmaster [FULL NAME]. “We have a variety of gift items for your holiday giving, including the following:”

- **STAMPS** — a practical gift because everyone needs and uses them. Plus, with the variety of stamps, customers are sure to find a subject to fit the interests of the gift recipient.
- **MONEY ORDERS** — better than a gift certificate. They are safe and secure. Purchase any amount up to \$1,000. Fees are 90 cents for money orders up to \$500, and \$1.25 for up to \$1,000.
- **PREPAID FIRSTCLASS PHONECARDS®** — make ideal gifts for college students, grandparents and small business owners.
- **ONLINE SHOPPING AT THE POSTAL STORE** — busy shoppers can go online at www.usps.com/shop any time to buy stamps and philatelic collectibles.

###

Publicity Kit

Holiday 2003 — No One Will Work Harder or Go Farther to Keep Us All Connected

**POSTAL NEWS**FOR IMMEDIATE RELEASE
[INSERT DATE]Contact: [INSERT YOUR NAME]
[INSERT YOUR PHONE NUMBER]
Internet: www.usps.com

PHOTO OPPORTUNITY
LETTER CARRIER "SANTAS" DELIVER ON CHRISTMAS DAY

[CITY, STATE] — Last-minute gifts sent by Express Mail® service will be delivered personally by a "Santa's Helper" on Christmas Eve [AND/OR] Christmas Day [IF APPLICABLE] again this year to customers living in [CITY], said [CITY] Postmaster [FULL NAME].

The tradition began 17 years ago when several U.S. Postal Service delivery employees decided to make working on the holiday more fun by donning Santa outfits and becoming "Santa-for-a-Day."

[TALK ABOUT LOCAL PROGRAM]

Express Mail service offers guaranteed delivery service 365 days a year, including all weekends and holidays. The overnight delivery money-back guarantee typically applies to local area delivery, and for delivery to major metropolitan areas where timely air transportation connections are available. Express Mail service to all other areas is offered with a two-day guarantee.

While the Postal Service™ will accept items for Express Mail delivery on Christmas Day, customers are asked to check with their local Post Office for details.

###

Domestic Mail

DMM REVISION

Move Update — Updating Period Extended Five Days

Effective November 13, 2003, *Domestic Mail Manual* (DMM) A030.1.1 is revised to extend the maximum permissible number of days from 180 to 185 days for updating delivery address records to meet the Move Update standard for Presorted and automation rate First-Class Mail® pieces.

Many mailers and address list vendors have requested this change to increase their flexibility in meeting production schedules and to account for the difference in the number of days in any given cycle of consecutive months. Many mailers and list vendors prefer to incorporate only two or four processing cycles into their data processing operations to cover a complete 12-month period such as a calendar year or a fiscal year.

With this expansion in the number of permissible days for processing address records before the mailing date, mailers can effectively stay within an even number of processing cycles during any 12-month period. This arrangement allows mailers to avoid adding another processing cycle that spills into the next 12-month period, which leads to a “floating” start date.

We will incorporate these revisions into the printed version of DMM 59 and into the monthly update of the online DMM available via Postal Explorer at <http://pe.usps.gov>.

Domestic Mail Manual (DMM)

A Addressing

A000 Basic Addressing

* * * * *

A030 Address Quality

1.0 MOVE UPDATE

1.1 Basic Standards

[Change in 1.1a and 1.1c “180 days” to “185 days.”]

* * * * *

— *Mailing Standards,
Pricing and Classification, 11-13-03*

REMINDER

End of Transitional Period

January 10, 2004, officially marks the end of a transitional period that the Postal Service™ provided for enabling parcel mailers to comply with barcode symbology requirements. At that time, all machinable parcels must be printed with the UCC/EAN Code 128 barcode symbology in order to qualify for the 3-cent automation parcel barcode discount. The discount applies only to mailings of 50 or more machinable parcels.

For more information, please refer to *Domestic Mail Manual* C850, Barcoding Standards for Parcels, at <http://pe.usps.gov>.

— *Package Services,
Product Development, 11-13-03*

CORRECTION

Stop Family Violence Semipostal Stamp

The article titled “DMM Revision: Stop Family Violence Semipostal Stamp” in *Postal Bulletin* 22111 (9-18-03, pages 44–45) stated that the issuance and effective date for this stamp was October 11, 2003. The date of implementation changed after we published this article.

The actual first day of issue and effective date is October 8, 2003.

— *Stamp Services,
Government Relations, 11-13-03*

NOTICE

Unique ZIP Code Range Assigned to Parcel Return Services Experiment

The Parcel Return Services (PRS) Experiment, launched on October 19, 2003, provides merchants a cost-effective solution for merchandise returned by their customers. Merchants, or their parcel consolidator, can pick up the returns at the Post Office™ delivery unit or bulk mail center (BMC) that serves their customers.

The Postal Service™ has designated the ZIP Code™ range of 56901–56999 for the PRS Experiment to identify the participants in the program. Each participant will be assigned a unique 5-digit ZIP Code, which will be used to facilitate processing of these parcels within the BMC network. Use of this unique ZIP Code range will also allow the Postal Service to trap returned parcels at the first BMC where they are processed.

The first participant approved for the experiment, Newgistics, Inc., has been assigned ZIP Code 56901. This ZIP Code will be included in the address block for all Newgistics labels addressed to a return BMC, and in the postal routing barcode on all of its PRS labels.

— Package Services,
Product Development, 11-13-03

Employees

ELM REVISION

Ideas Program

Effective November 13, 2003, the *Employee and Labor Relations Manual* (ELM) is revised to reflect the addition of special technology to the Ideas Program.

We will incorporate these revisions into the next printed version of the ELM and also into the online update of the ELM accessible on the Postal Service™ PolicyNet Web site; go to <http://blue.usps.gov>; click on *More References*, then *Manuals*.

Employee and Labor Relations Manual (ELM)

	*	*	*	*	*
6	Employee Relations				
	*	*	*	*	*
630	Ideas Program				
	*	*	*	*	*
634	Awards				
	*	*	*	*	*
634.3	Cash Awards				
634.31	Amounts				

Cash awards for adopted ideas are as follows:

[Revise item a to read as follows:]

- a. Up to \$250 may be given to an idea originator by a supervisor or manager for proposing an idea that is implemented locally.

* * * * *

635 Records

[Revise section 635 to read as follows:]

All formally submitted ideas are maintained in the eIDEAS system. Awards made as a result of the Ideas Program are maintained in eAWARDS.

636 Processing

* * * * *

636.2 Payment

[Revise section 636.2 to read as follows:]

Supervisors and managers process payments for adopted ideas through eAWARDS.

636.3 Presentation Ceremonies

* * * * *

Exhibit 636.1 Idea Proposal Processing Summary

[Revise the first row of Exhibit 636.1 to read as follows:]

Initiation <i>Employee or Group of Employees</i>	Submits idea to an immediate supervisor by logging into the eIDEAS application at https://eideas.usps.gov .
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* * * * *

— Compensation,
Employee Resource Management, 11-13-03

RETRACTION OF ELM REVISION

Acts of God and Civil Disorders

The *Employee and Labor Relations Manual* (ELM) revision shown in the article “ELM Revision: Acts of God and Civil Disorders” in *Postal Bulletin* 22107 (7-24-03, page 29) has been retracted. As a result, the ELM is not amended at this time. Specifically, section 519.22 is not deleted, and sections 519.211 through 519.215 do not include Civil Disorders under the Acts of God policy.

Note: The policies stated in ELM 17.3, sections 519.21 and 519.22 (before *Postal Bulletin* 22107, 7-24-03), remain in effect.

— Compensation,
Employee Resource Development, 11-13-03

ELM REVISION

Availability of Interest on Back Pay Claims

Effective November 13, 2003, *Employee and Labor Relations Manual* (ELM) 436, Back Pay, is modified to clarify how, and under what circumstances, the Accounting Service Center (ASC) applies an interest calculation to a back pay claim.

An employee found under applicable law, rule, regulation, or collective bargaining agreement to have been subject to an unjustified or unwarranted personnel action that resulted in the withdrawal or reduction of pay, allowances, or differentials may be entitled to receive compensation under a back pay claim for the period the personnel action was in effect. A recipient of back pay may be entitled to interest. The changes in ELM 436.61 through 436.63 are shown in the text printed below the summary of changes. ELM 436.64 remains unchanged.

We will incorporate these revisions into the next printed version of the ELM, and also into the online version, available on the Postal Service™ PolicyNet Web site; go to <http://blue.usps.gov>; click on *More References*, and then *Manuals*. It is also available on the Internet; go to www.usps.com; click on *About USPS & News*, then *Browse All Periodicals & Publications*, and then *Manuals* (either *PDF Format* or *Text Format*).

Summary of Changes

436.61, Purpose, clarifies the general obligation the Postal Service has in paying interest on back pay claims.

436.62, Availability of Interest, clarifies under what circumstances the Postal Service is required to pay interest on a back pay claim.

436.63, Determination of Rate of Interest, clarifies how the ASC determines the rate of interest to be paid on a back pay claim.

Exhibit 436.63a, Interest on Back Pay Decisions, clarifies how the ASC determines the rate of interest for an adjustment on a back pay award issued by a court, arbitration, or federal agency decision.

Exhibit 436.63b, Interest on Back Pay Settlements, clarifies how the ASC determines the rate of interest for an adjustment on a back pay award issued by a court, prearbitration, or federal agency settlement.

Employee and Labor Relations Manual (ELM)

* * * * *

4 Pay Administration

* * * * *

430 Basic and Special Pay Provisions
* * * * *

436 Back Pay
* * * * *

436.6 Interest on Back Pay

436.61 Purpose

[Revise 436.61 to read as follows:]

This section establishes procedures for paying interest that the Postal Service is obligated to pay pursuant to the law, court order, arbitration or federal agency decision, national labor agreement, or Postal Service settlement agreement. This section does not create any Postal Service obligation to pay interest on back pay claims.

[Revise the title and text of 436.62 to read as follows:]

436.62 Availability of Interest

Interest is paid on back pay only under the following circumstances:

- a. *Decisions* — awards resulting from legally binding determinations by courts of law, administrative agencies, or the grievance and arbitration process. They are handled as follows:
 - (1) *Merit Systems Protection Board (MSPB)*. Interest is paid automatically by the Accounting Service Center (ASC).
 - (2) *Equal Employment Opportunity Commission (EEOC)*. Interest is paid automatically by the ASC.
 - (3) *National Labor Relations Board (NLRB)*. Interest is paid automatically by the ASC.
 - (4) *Court Decisions*. Interest is not paid unless specifically awarded in the decision.
 - (5) *Arbitration Decisions*. Interest is paid automatically for arbitration decisions that award back pay for a disciplinary suspension or removal for employees represented by the National Postal Mail Handlers' Union (NPMHU) for cases heard after February 20, 1991, and for employees represented by the National Association of Letter Carriers (NALC) and the American Postal Workers' Union (APWU) for cases heard after June 12, 1991.

Note: For arbitration decisions that are unrelated to a disciplinary suspension or removal, interest is not paid unless it is specifically required by the award.

- b. *Settlements* — awards resulting from agreements between a representative of the Postal Service and an authorized employee representative that are reached through negotiation. Interest is not paid unless it is specifically required by the settlement agreement.

[Revise the title and text of 436.63 to read as follows:]

436.63 Determination of Rate of Interest

When interest is paid on back pay, the interest rate is determined as follows:

- a. *Decisions (see Exhibit 436.63a):*
 - (1) *Merit Systems Protection Board (MSPB)*. The rate of interest is based on the veterans' preference eligibility of the employee.
 - (a) For veterans' preference eligible employees, the rate of interest is calculated using the Internal Revenue Code Overpayment Rate (see 26 U.S.C. 6621(a)(1)). Computation methods for applying the rate of interest are as found in 5 CFR 550.806.
 - (b) For non-veterans' preference eligible employees, the rate of interest is calculated using the Federal Judgment Rate (see 28 U.S.C. 1961).
 - (2) *Equal Employment Opportunity Commission (EEOC)*. Interest is paid at the Internal Revenue Code Overpayment Rate (see 26 U.S.C. 6621(a)(1)). Computation methods for applying the rate of interest are as found in 5 CFR 550.806.
 - (3) *National Labor Relations Board (NLRB)*. Interest is paid at the Federal Judgment Rate (see 28 USC 1961).
 - (4) *Court Decisions*. Interest is paid at the Federal Judgment Rate (see 28 U.S.C. 1961).
 - (5) *Arbitration Decisions*. For arbitration decisions that award back pay for disciplinary suspension or removal, interest is paid at the Federal Judgment Rate (see 28 U.S.C. 1961).

Note: For arbitration decisions unrelated to disciplinary suspension or removal, interest is not paid unless specifically required by the award.
- b. *Settlements (see Exhibit 436.63b):*
 - (1) *Merit Systems Protection Board (MSPB)*. The rate of interest for MSPB cases is based on the veterans' preference eligibility of the employee.
 - (a) For veterans' preference eligible employees, the rate of interest is calculated using the Internal Revenue Code Overpayment Rate (see 26 U.S.C.

- 6621(a)(1)). Computation methods for applying the rate of interest are found in 5 CFR 550.806.
- (b) For non-veterans' preference eligible employees, the rate of interest is calculated using the Federal Judgment Rate (see 28 U.S.C. 1961).
- (2) *Equal Employment Opportunity Commission (EEOC)*. Interest is paid at the Internal Revenue Code Overpayment Rate (see 26 U.S.C. 6621(a)(1)). Computation methods for applying the rate of interest are found in 5 CFR 550.806.
- (3) *National Labor Relations Board (NLRB)*. Interest is paid at the Federal Judgment Rate (see 28 U.S.C. 1961).
- (4) *Court Settlements*. Interest is paid at the Federal Judgment Rate (see 28 U.S.C. 1961).
- (5) *Grievance Settlements*. Interest is paid at the Federal Judgment Rate (see 28 U.S.C. 1961).

Exhibit 436.63a Interest on Back Pay Decisions

Type of Decision	Decisions					
	Merit Systems Protection Board (MSPB) Decisions		Equal Employment Opportunity Commission (EEOC) Decisions	National Labor Relations Board (NLRB) Decisions	Court Decisions	Arbitration Decisions
Application	Veterans' Preference Eligible Recipients	Non-Veterans' Preference Eligible Recipients	All Recipients	All Recipients	All Recipients	All Recipients
Whether Interest Is Paid	Yes, paid automatically by ASC	Yes, paid automatically by ASC	Yes, paid automatically by ASC	Yes, paid automatically by ASC	No, unless specifically stated in the decision	Refer to Note ¹
Rate of Interest	IRS Overpayment Rate ²	Federal Judgment Rate ³	IRS Overpayment Rate ²	Federal Judgment Rate ³	Federal Judgment Rate ³	Federal Judgment Rate ³

Notes:

¹ Interest is paid automatically for arbitration decisions related to disciplinary suspension or removal for employees represented by the National Postal Mail Handlers' Union (NPMHU) for cases heard after February 20, 1991, and for employees represented by the National Association of Letter Carriers (NALC) and the American Postal Workers Union (APWU) for cases heard after June 12, 1991. If an arbitration award is unrelated to disciplinary suspension or removal, interest is not paid unless specifically required by the award.

² See 26 U.S.C. 6621(a)(1) and 5 CFR 550.806.

³ 28 U.S.C. 1961. The rate used is the rate in effect seven days prior to the date of the award.

Exhibit 436.63b Interest on Back Pay Settlements

Settlements						
Type of Settlement	Merit Systems Protection Board (MSPB) Settlements		Equal Employment Opportunity Commission (EEOC) Settlements	National Labor Relations Board (NLRB) Settlements	Court Settlements	Grievance Settlements
Application	Veterans' Preference Eligible Recipients	Non-Veterans' Preference Eligible Recipients	All Recipients	All Recipients	All Recipients	All Recipients
Whether Interest Is Paid	No, unless specifically stated in the settlement	No, unless specifically stated in the settlement	No, unless specifically stated in the settlement	No, unless specifically stated in the settlement	No, unless specifically stated in the settlement	No, unless specifically stated in the settlement
Rate of Interest	IRS Overpayment Rate ¹	Federal Judgment Rate ²	IRS Overpayment Rate ¹	Federal Judgment Rate ²	Federal Judgment Rate ²	Federal Judgment Rate ²

Notes:

¹ See 26 U.S.C. 6621(a)(1) and 5 CFR 550.806.

² 28 U.S.C. 1961. The rate used is the rate in effect seven days prior to the date of the award.

* * * * *

— Compensation,
Employee Resource Management, 11-13-03

ELM REVISION

Quality Step Increases

Effective October 30, 2003, *Employee and Labor Relations Manual* (ELM) 474.241, Comparison to Regular Within-Grade Increases (under Quality Step Increase), is revised to clarify the determination of the step and next step date for a quality step increase (QSI) action.

We will incorporate these revisions into the next printed version of the ELM and also into the online version, available on the Postal Service™ PolicyNet Web site; go to <http://blue.usps.gov>; click on *More References*, and then *Manuals*. It is also available on the Internet; go to www.usps.com; click on *About USPS & News*, then on *Browse All Periodicals & Publications*, and then on *Manuals* (either *PDF Format* or *Text Format*).

Employee and Labor Relations Manual (ELM)

* * * * *

4 Pay Administration

* * * * *

470 Incentive Awards and Service Recognition

* * * * *

474 Awards for Career Bargaining Unit Employees Only

* * * * *

474.2 Quality Step Increase

* * * * *

474.24 Comparisons

474.241 Comparison to Regular Within-Grade Increases

[Revise 474.241 to read as follows:]

A QSI requires exceptional authorization by management and is always in addition to regular pay adjustments (such as general increases, cost of living adjustments, and/or regular within-grade increases) required by the labor contracts. Any employee below the highest step is eligible to receive a QSI.

A bargaining unit employee cannot receive more than one QSI in any 52-week period (see ELM 474.22). A QSI, once filed on Form 1727, *Award Recommendation/Authorization*, may result in an advancement of either one or two steps, as

determined by the procedure described below. The QSI may also change the due date for advancement to the next higher step.

The step and next step date for the QSI action are determined as follows:

- a. If the number of weeks served before the QSI is greater than the number of weeks that would be required to progress from the QSI step to the next step, the employee is actually advanced two steps as the result of the QSI. The next step date is then set to allow for a complete waiting period following the QSI.

Example: Before the QSI, Joseph completed 38 weeks in Step I in RSC M. The labor contract requires 34 weeks to progress from step J to K. Because the time served in step I is greater than the time required to progress from step J to K, Joseph is given an additional step and placed directly into step K as the result of the QSI. He then must wait the full contractual period (34 weeks) before he reaches the next step, step L.

- b. If the number of weeks served before the QSI is less than or equal to the number of weeks required to

progress from the QSI step to the next step, the employee is advanced only a single step. The next step date is then determined by subtracting the waiting period weeks required by the labor contract to progress from the QSI step to the next step by the weeks already served before the QSI.

Example: Before the QSI, Joseph completed 22 weeks in Step I in RSC M. The labor contract requires 34 weeks to progress from step J to step K. Because the time served in step I is less than the time required to progress from step J to K, Joseph is advanced just a single step, to step J, as the result of the QSI. The next step is determined by taking the waiting period required between steps J and K (34 weeks) and subtracting from it the weeks served in step I before the QSI (22 weeks). The next step, to step K, occurs 12 weeks after the QSI (34 weeks – 22 weeks = 12 weeks).

* * * * *

— *Compensation,*
Employee Resource Management, 11-13-03

(Employees section continues on page 73.)

Fraud Alert

ALL PERSONNEL PROCESSING MAIL FOR DISPATCH ABROAD

Foreign Order No. 488

Keep all foreign order notices for use as reference.

Tentative Orders

Australia

MILLIONAIRE MAKERS ACADEMY (MMA)
GPO BOX 5248
SYDNEY NSW 2001
AUSTRALIA

MILLIONAIRE MAKERS ACADEMY (MMA)
GPO BOX 3260
SYDNEY NSW 2001
AUSTRALIA

AUSTRALIAN INTERNATIONAL WINNERS GROUP (AIWG)
RESERVATIONS DEPARTMENT
GPO BOX 4808
SYDNEY NSW 2001
AUSTRALIA

AUSTRALIAN INTERNATIONAL WINNERS GROUP (AIWG)
BOX 1467
GPO SYDNEY
NSW 2001
AUSTRALIA

Do not dispatch any mail to the above. Place the mail pieces in a pouch endorsed "Foreign Order Mail" and send it to:

POSTMASTER
CLAIMS AND INQUIRY
JAMES A FARLEY BUILDING RM 2029A
NEW YORK NY 10199-9652

Do not place any endorsement on the mail pieces themselves.

Personnel may post this notice at the outgoing primary. They must post it on the Foreign Order Board at all Processing and Distribution plants, designated international exchange offices, and Customer Service plants.

— Judicial Officer, 11-13-03

Withholding of Mail Orders

Withholding of Mail Orders are enforced by the postmasters at the cities listed below.

State/City/ZIP Code	Names and Addresses Covered
CA, Monte Rio 95462-9709	Any and All Various Names Other Than the Name of Lilit Rogers, 20285 River Boulevard, #8

— Judicial Officer, 11-13-03

Domestic Orders

False Representation. Enforced by postmasters at the cities listed below.

State/City/ZIP Code	Names and Addresses Covered	Product
IL, Chicago 60690-1071	Safco Fire Equipment, PO Box 1071	A false billing scheme

— Judicial Officer, 11-13-03

Invalid Express Mail Corporate Account Numbers

These numbers are to be posted and used by retail/acceptance clerks. This listing supersedes all previous notices, which must be recycled. Retail/acceptance clerks must not accept Express Mail® shipments bearing any of the invalid numbers (listed below) in the “customer

number” or “agreement number” section of the label or form.

Note: The first 6 digits of a 9-digit Custom Designed Service and Next Day Pickup Service Agreement make up the Corporate Account Number.

005171	018140	054300	071584	095995	110851	131264	171332	196108	257133	301121	328594	334075
006155	018496	055044	071587	096123	111410	131484	172041	196111	271086	301133	328974	334210
006160	018522	056086	071647	096199	111472	132064	172062	196143	271123	301142	329028	334335
006357	018770	057114	071689	096711	111975	132197	172065	196149	271182	301222	329609	334349
006784	018891	060044	075836	097184	113432	132407	173054	196151	272018	301322	329663	334351
007062	018932	060225	075894	097292	114218	134052	173073	196161	272065	301324	330004	334738
007102	019086	060266	075981	097300	114550	134057	174079	198200	272164	301427	330051	334882
007150	019252	060447	076078	097473	115038	135139	175053	198260	272175	301947	330148	335172
007207	019266	060679	076539	097569	115171	135216	175057	200272	272268	302213	330154	335704
007352	019303	060830	076625	097781	115214	136015	175061	200435	272325	302927	330197	335768
007389	019402	061260	076659	097807	115282	136035	175065	200656	272362	305036	330212	335774
008109	019423	061586	076894	097815	115286	136177	175067	200751	273077	305066	330216	336669
008255	019437	061608	076899	097822	115299	138011	176053	207212	273118	305109	330465	336824
008334	019605	063139	077449	097947	115353	139057	176075	207893	274145	305188	330528	337045
008549	019717	063147	078429	098148	116029	139063	176081	208596	274278	306035	330699	337072
008651	019846	064068	079032	098151	116046	139282	177025	208636	274350	306178	330717	337081
009007	020137	064113	079035	098342	117163	142113	177069	210389	274354	306899	331129	337159
009162	020267	064281	079148	098559	117268	142745	177077	210530	274502	311097	331568	338080
009239	020308	064329	079762	098671	117292	142788	178069	210533	275043	311163	331572	338149
009264	021140	064511	080173	098681	117320	146061	178070	210577	276003	311486	331619	338152
009301	021454	064562	080194	098703	117547	146613	180007	210716	276408	311557	331631	338341
009310	021837	064640	080208	098933	117625	150040	180065	210794	277045	311693	331924	340046
009471	022155	064869	080319	098952	117730	150233	180117	210825	277115	312527	331981	340141
009645	023230	065002	080371	098970	117884	150298	182003	212928	280179	314358	331982	340471
009710	023626	065044	080412	098992	118001	151229	183009	220092	283344	317266	332024	340644
009739	025403	065110	080457	100107	118886	152008	184038	220129	283460	319102	332064	340682
009784	025739	065180	080543	100150	119021	152018	184053	220188	283473	319142	332100	340909
009845	028017	065923	080551	100198	119169	152315	185038	220251	283500	320038	332129	340912
009871	028029	065979	080610	100406	119527	152635	185040	220257	283507	320209	332181	340982
009944	028101	066025	080681	102679	120182	156026	185046	220279	283510	320808	332184	344125
010127	028497	066187	085459	102919	120183	156141	185067	220383	286021	321066	332300	344197
010133	028602	067277	085472	103265	120286	156194	185071	220577	286034	322142	332503	347002
010300	028838	067330	085772	103328	120295	156249	185080	220645	286065	322187	332534	347068
010524	028988	068005	088644	103341	120319	159234	186009	220706	286112	322351	332560	347091
010602	032117	068006	089315	103363	121164	165035	186036	220726	292273	322858	332777	347108
011406	033226	068037	089902	103703	121178	165152	187014	220749	292631	323066	332801	347119
012338	033253	068232	090391	103895	122317	169015	187025	221040	294347	323577	332921	347139
014342	038089	068434	091357	103970	122363	170099	187031	221135	294552	323653	332926	349405
014355	038246	068526	091463	104386	122364	170150	187044	221191	296127	324592	332942	349484
014766	038449	068539	091515	104633	122426	170210	187053	221263	300024	325115	332982	349613
014959	038529	068552	091982	105046	123089	170278	187058	221376	300090	325116	332998	349693
015136	038640	068581	092240	106184	123140	170285	187069	221559	300321	325126	333002	349735
015261	040035	069071	092335	106353	125046	170291	191976	222200	300407	325603	333012	349770
015568	041143	069150	092574	107137	125257	170318	192268	222329	300434	325611	333014	349814
015594	041336	069279	093068	108162	125363	170322	192319	223036	300445	325770	333047	349828
015641	041342	069550	093223	109173	125395	170330	192827	223371	300519	326346	333161	349888
015702	041359	069555	093262	109227	128504	171112	192974	224024	300659	326414	333243	352399
015708	042092	070131	093502	109583	128992	171139	193125	235129	300683	326457	333388	356700
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016269	049004	070788	093931	109682	129877	171267	193380	235448	300731	326745	333560	372857
016700	049315	070795	094646	109733	129928	171280	195059	235540	300863	327129	333770	392645
016833	053036	070951	094854	110002	130018	171289	195061	245001	300952	327709	334014	395203
016859	054034	071203	095436	110445	130055	171329	195067	249106	301002	328568	334024	400034
018051	054141	071437	095563	110728	130698	171331	195076	249109	301082	328592	334032	402026

402303	478109	482488	532460	606608	685274	752644	780138	816350	900412	907298	931065	954436
402573	479119	482493	551070	606878	701998	752652	782064	820320	900446	907398	931206	958125
402754	480334	482498	551181	607104	711525	752660	782091	824101	900452	907566	931222	958570
405069	480448	482501	551358	607366	722071	752681	782292	824102	900469	907857	931315	958643
405108	480456	482507	551525	607515	722145	752742	782317	828200	900508	907950	931355	958778
417004	480472	482515	551834	607649	722206	752830	782331	829047	900672	910372	931502	958791
430133	480707	482530	551960	608209	722219	752875	782417	829506	900726	911013	932627	958816
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432791	481155	482625	554103	610150	731461	754025	782843	834042	900965	911332	933551	958911
432828	481369	482637	554379	611185	731465	755003	782933	836400	901165	912257	935114	958941
432922	481428	482714	554650	611238	731720	755004	784384	837700	901233	913016	935255	958981
432964	481459	482721	554705	613101	737021	757001	785725	841275	901270	913073	937545	958999
432965	481522	482734	571023	616132	738003	757005	787012	850490	901415	913084	939609	967059
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441129	481700	482864	574032	627061	740101	757225	787090	853049	901507	913410	940341	968166
441430	481707	482868	581004	628130	740296	757295	787505	856420	901522	913539	940390	968347
441714	481710	482893	581174	630010	740592	757319	787781	871608	901567	914329	940769	968501
441745	481726	482899	585228	631285	740636	757339	787968	880003	901635	914356	940935	968621
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443219	481788	483245	591415	631435	740952	757517	788037	891348	901736	914713	941328	968895
443312	481795	483298	591490	631499	741020	757561	790016	891435	901782	915396	941329	969086
447134	481810	483319	591508	631579	741115	760032	791112	891489	901806	915619	941393	970411
447143	481837	483351	591580	631791	741647	761053	795005	891519	901813	915650	941575	970603
451004	481841	483366	591997	631803	741742	761151	797023	891542	901836	917208	941605	970782
452059	481909	483528	596520	631852	746007	761709	799029	891717	901909	917253	941639	970869
452231	481910	483793	597510	631878	746021	762035	800220	891741	901931	917535	941693	970909
452287	481913	485157	598535	631984	749110	763132	800224	891955	901942	917839	941746	970933
452433	481924	485206	598541	631986	749155	767533	801334	895016	901973	918160	941757	970942
452504	481939	485308	599501	641026	750142	767557	802065	895057	901985	918559	941993	970952
452577	481949	486069	600043	641238	750257	770023	802112	895662	902535	921080	943028	972628
452620	481963	489225	600135	652240	750385	770454	802324	900021	902668	921092	943029	972906
457123	481990	489360	600211	652245	750493	770721	802356	900023	902839	921302	945390	982401
458095	482193	489366	600593	652335	750604	771338	802381	900054	902955	921329	946535	982469
462026	482200	492034	600651	652390	750721	771919	802405	900074	904133	921372	948241	982504
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462065	482218	493025	601024	654102	751012	773049	802747	900097	904757	924302	948719	992763
462072	482330	494121	601065	658107	751061	773053	802754	900133	906022	924476	950160	995265
462277	482335	494163	601739	658165	752030	774362	802772	900224	906032	925043	950513	995340
462589	482339	495490	601791	658247	752106	775283	804127	900230	906211	925138	950950	995440
463046	482353	497254	601795	666520	752144	775322	804281	900236	906243	926295	952247	995823
463052	482368	503009	601998	666940	752228	775351	805037	900243	906602	926368	952338	998345
463055	482412	507002	603059	680072	752263	775368	805278	900254	906651	926372	952344	
463072	482418	511017	603195	681401	752332	778338	805473	900260	906883	926418	953254	
467099	482423	515015	604760	681551	752461	778373	805505	900310	906924	926512	953326	
468071	482442	526034	605080	681612	752472	779102	811007	900320	907028	926813	953366	
470001	482459	531453	605454	683014	752545	780069	811011	900356	907225	927315	953369	
470036	482477	531766	606207	685080	752554	780091	815013	900361	907288	931020	953371	

— Product Information Requirements,
Product Development, 11-13-03

Missing, Lost, or Stolen U.S. Money Order Forms

Do Not Cash — Upon Receipt, Notify Local Postal Inspectors

This listing will be provided to all Postal Service™ employees responsible for accepting and cashing postal money orders. All interim notices should be destroyed when the numbers listed appear in the *Postal Bulletin*. The

actual serial numbers consist of the first 10 digits on the money orders. Check for altered dollar amounts by holding money orders to the light.

010 504 1932 to 010 504 1999	026 492 3180 to 026 492 3199	044 087 3457 to 044 087 3499	381 325 4500 to 381 604 2510 to	4599 2699
011 582 1889 to 011 582 1899	027 361 0430 to 027 361 0499	044 087 4000 to 044 087 4099	381 645 9525 to 383 314 3968 to	9599 3999
011 588 2900 to 011 588 3099	027 369 4482 to 027 369 4495	045 524 4121 to 045 524 4298	383 892 1000 to 383 892 1382 to	1344 1399
012 579 5675 to 012 579 5699	027 671 8762 to 027 671 8776	046 800 9870 to 046 800 9899	384 925 3641 to 385 568 2331 to	3654 2399
013 289 6176 to 013 289 6199	027 787 9886 to 027 787 9899	047 552 4370 to 047 552 4399	385 599 7554 to 385 774 2024 to	7575 2099
013 610 0014 to 013 610 0099	027 965 9487 to 027 965 9499	048 396 3647 to 048 396 3699	386 624 1412 to 386 883 8936 to	1599 8999
014 932 1000 to 014 932 1099	028 191 1852 to 028 191 1999	051 774 8857 to 051 774 8899	387 314 5574 to 387 837 6300 to	5599 6399
014 972 0800 to 014 972 0899	028 850 3000 to 028 850 3199	051 781 2875 to 051 781 2885	388 828 0656 to 389 696 2400 to	0699 2799
015 363 0007 to 015 363 0099	029 510 1500 to 029 510 1599	058 187 3836 to 058 187 3899	389 846 3104 to 389 846 3145 to	3135 3195
017 028 3200 to 017 028 3299	030 687 0903 to 030 687 0999	058 591 1153 to 058 591 1299	389 887 9211 to 389 887 9234 to	9230 9299
018 569 5333 to 018 569 5399	030 701 3442 to 030 701 3499	077 999 4001 to 077 999 4099	390 001 3182 to 390 001 3500 to	3199 3699
018 986 5264 to 018 986 5299	031 077 4507 to 031 077 4799	210 221 0548 to 210 221 0599	390 545 5974 to 391 104 6146 to	5999 6199
019 518 2814 to 019 518 2899	032 295 7500 to 032 295 9999	227 275 9400 to 227 275 9999	391 574 1466 to 391 783 3020 to	1499 3599
020 698 5159 to 020 698 5199	034 394 1000 to 034 394 1099	273 070 8059 to 273 070 8099	391 792 6100 to 392 668 2956 to	6199 2999
020 844 7307 to 020 844 7399	034 943 0400 to 034 943 0799	273 775 7700 to 273 775 7899	392 854 8500 to 393 584 7566 to	8899 7699
020 972 8948 to 020 972 8999	037 706 9578 to 037 706 9599	302 000 0000 to 302 123 9999	393 650 0074 to 393 838 8316 to	0099 8499
022 021 9110 to 022 021 9181	037 805 3677 to 037 805 3699	349 746 2056 to 350 518 7350 to	393 893 6007 to 394 126 6907 to	6099 6999
022 037 1411 to 022 037 1499	037 909 5490 to 037 909 5499	360 011 1690 to 360 168 6008 to	394 189 0405 to 394 822 3243 to	0599 3278
023 637 7169 to 023 637 7199	040 024 3901 to 040 024 3999	360 173 8800 to 360 324 2326 to	394 990 1810 to 395 343 3264 to	1899 3299
024 380 4100 to 024 380 4199	040 674 7100 to 040 674 7199	362 861 3064 to 373 006 2176 to	395 373 3035 to 395 396 9649 to	3099 9799
024 496 6870 to 024 496 6896	040 688 8816 to 040 688 8899	374 768 2600 to 375 169 4400 to	395 970 3240 to 397 622 4054 to	3299 4099
025 092 0987 to 025 092 0999	041 299 6752 to 041 299 6799	375 829 3400 to 375 851 9100 to	397 819 8902 to 398 149 7200 to	8999 7699
025 369 5535 to 025 369 5599	041 623 8889 to 041 623 8899	376 196 0911 to 378 085 3679 to	399 070 0872 to 399 156 7119 to	0899 7199
025 729 1151 to 025 729 1199	041 803 6565 to 041 803 6599	378 351 1063 to 379 843 5100 to	399 203 5064 to 399 296 9910 to	5099 9999
025 729 1643 to 025 729 1799	043 205 5922 to 043 205 5999	380 093 9600 to 380 165 1165 to	399 396 8935 to	9999 8999

399 792 7775 to 7799	418 633 5922 to 5999	439 310 0458 to 0499	458 671 8721 to 8798
399 792 8300 to 8399	418 719 8520 to 8599	440 698 1947 to 1999	458 847 5044 to 5999
400 427 1051 to 1999	418 744 2235 to 2299	440 858 6300 to 6399	459 274 7624 to 7699
401 045 1505 to 1549	418 962 2848 to 2899	440 858 6420 to 7299	459 365 5432 to 5499
401 045 1571 to 1599	419 543 0286 to 0299	441 199 1655 to 1699	459 378 5764 to 5799
401 294 2700 to 2799	419 730 0300 to 0399	443 127 3648 to 3699	459 472 4816 to 4999
401 310 9505 to 9599	420 277 0015 to 0049	443 127 4000 to 4099	460 349 6878 to 6899
401 382 5312 to 5399	420 599 0734 to 0798	443 673 7900 to 7999	460 550 1909 to 1999
402 578 7876 to 7899	420 661 4115 to 4199	443 800 9335 to 9399	460 997 5234 to 5299
403 125 6744 to 6799	420 758 9500 to 9699	444 382 8822 to 8899	461 973 6443 to 6499
403 260 7000 to 7499	420 969 3951 to 3971	444 390 1667 to 1699	462 152 0107 to 0299
403 280 6470 to 6499	420 969 3973 to 3999	444 457 3854 to 3899	462 274 1072 to 1099
403 685 8600 to 8699	421 116 3565 to 3599	450 048 4173 to 4199	462 277 8373 to 8399
404 003 0300 to 0399	421 130 9300 to 9399	450 048 4442 to 4699	462 554 6051 to 6099
404 041 8838 to 8899	421 313 4500 to 4999	450 560 5173 to 5199	463 011 5529 to 5540
404 071 4268 to 4299	421 364 5537 to 5599	450 620 3077 to 3099	463 176 4115 to 4199
404 347 5356 to 5399	421 656 2609 to 2699	450 620 3135 to 3199	463 176 4229 to 4299
404 347 5548 to 5599	421 988 9700 to 9799	450 780 2716 to 2799	463 185 2600 to 2799
404 726 4500 to 4599	422 172 4667 to 4699	450 801 2700 to 2799	463 227 7711 to 7799
404 961 5001 to 5199	422 484 4212 to 4299	451 109 2967 to 2984	463 414 4869 to 4899
405 325 0188 to 0198	422 556 1270 to 1299	451 115 4110 to 4125	463 808 3484 to 3499
406 009 4587 to 4599	422 587 7024 to 7099	451 115 4127 to 4199	463 945 7400 to 7899
406 260 6830 to 6899	422 819 7533 to 7599	451 746 0700 to 0799	464 629 9000 to 9399
406 459 6641 to 6999	422 842 5073 to 5087	452 265 0074 to 0099	464 711 4332 to 4399
406 733 3000 to 3999	422 907 7563 to 7599	452 265 0246 to 0299	465 692 3963 to 3999
407 545 1557 to 1599	424 500 6050 to 6099	452 265 0335 to 0999	465 698 8300 to 8599
407 594 0412 to 0599	424 641 8500 to 8599	452 509 1169 to 1199	465 743 7745 to 7799
407 692 9100 to 9299	424 871 6600 to 6699	452 855 6471 to 6499	466 798 6056 to 6067
407 959 2190 to 2199	425 298 2352 to 2399	452 890 4679 to 4799	467 147 4300 to 4399
408 265 2275 to 2288	425 418 4269 to 4299	452 900 8215 to 8238	468 079 5782 to 5799
408 499 7700 to 7799	425 418 4405 to 4499	453 117 9146 to 9199	469 067 2817 to 2899
408 499 7900 to 7999	426 547 4566 to 4599	453 334 3631 to 3699	469 127 8000 to 8199
408 682 8484 to 8599	427 412 6337 to 6499	453 603 7841 to 7891	469 213 0359 to 0399
408 698 7015 to 7099	427 481 0900 to 0999	453 650 1140 to 1199	469 213 0500 to 0599
409 072 3941 to 3999	428 027 2742 to 2752	453 741 1300 to 1399	469 561 8011 to 8099
410 491 2311 to 2399	429 474 4172 to 4199	454 013 2919 to 2999	469 658 1961 to 1999
410 694 8400 to 8599	429 889 2900 to 2999	454 186 2411 to 2499	469 666 9900 to 9999
410 775 1500 to 1599	430 150 4401 to 4599	454 268 4883 to 4899	469 678 1900 to 1999
410 795 7927 to 7999	430 172 9800 to 9899	454 302 5400 to 5499	469 781 4900 to 4999
410 867 0917 to 0966	430 177 1900 to 2099	454 302 5400 to 5499	469 781 4900 to 4999
410 867 0970 to 0999	430 444 9500 to 9699	454 490 8300 to 8399	469 947 6960 to 6999
411 868 1023 to 1199	430 664 4070 to 4099	454 547 7434 to 7499	470 755 5800 to 5818
411 922 2322 to 2399	430 664 4070 to 4099	454 922 4867 to 4895	471 918 0300 to 0999
412 193 0900 to 0999	432 168 8419 to 8499	455 221 1348 to 1499	471 985 2408 to 2419
412 395 8599 to 8699	432 708 6800 to 6999	455 364 2147 to 2199	472 191 6700 to 6799
412 485 6500 to 6599	432 744 1544 to 1599	455 399 5400 to 5499	472 270 2555 to 2599
412 485 6610 to 6699	432 995 9775 to 9799	455 476 0676 to 0699	472 987 0213 to 0241
412 885 5953 to 5999	433 003 5800 to 5899	455 543 0618 to 0699	472 987 0290 to 0299
414 193 3608 to 3674	433 757 3047 to 3099	456 410 9006 to 9099	473 151 2069 to 2199
414 193 3677 to 3699	433 765 4003 to 4099	456 470 4146 to 4299	473 666 9138 to 9199
414 411 7348 to 7399	434 482 7060 to 7199	456 619 4460 to 4499	473 952 3429 to 3499
414 640 0757 to 0799	434 513 2386 to 2399	457 333 2686 to 2699	474 108 5402 to 5499
414 965 1727 to 1799	434 968 3076 to 3092	457 729 1767 to 1777	474 356 5193 to 5299
417 302 8104 to 8199	435 303 1831 to 1842	457 937 8615 to 8699	474 949 3366 to 3399
417 387 6532 to 6599	435 303 1986 to 1999	458 028 9810 to 9899	475 134 9362 to 9399
417 496 6800 to 6999	435 666 6092 to 6399	458 057 2712 to 2999	475 167 9667 to 9699
417 871 9250 to 9299	436 082 6400 to 6899	458 069 9537 to 9599	475 319 3415 to 3499
417 930 9533 to 9599	436 160 6441 to 6499	458 069 9665 to 9699	475 319 3649 to 3799
418 164 6500 to 6799	437 316 7115 to 7199	458 337 5222 to 5299	475 340 6400 to 6599
418 423 9863 to 9899	437 427 0500 to 3499	458 354 7653 to 7999	475 424 8410 to 8499
	439 179 2300 to 2399	458 671 8678 to 8699	475 629 9156 to 9199

475 850 6101 to	6199	491 258 8100 to	9099	609 825 4100 to	4115	632 500 0000 to	599 9999
475 875 2500 to	2599	491 567 1376 to	1399	609 884 2981 to	2999	633 110 4165 to	4199
476 169 8264 to	8299	492 254 4800 to	4899	609 893 1000 to	1099	633 110 4303 to	4499
476 189 3000 to	3499	492 283 5100 to	5199	610 092 3200 to	3299	633 438 6429 to	6599
476 331 2480 to	2499	492 610 6813 to	6899	610 582 4200 to	4299	633 588 7173 to	7182
477 289 8601 to	8699	493 394 5568 to	5599	611 879 6939 to	6999	634 725 0700 to	0799
477 681 5206 to	5299	493 470 2562 to	2599	612 291 8013 to	8099	634 803 3239 to	3299
478 010 4243 to	4268	493 473 7700 to	7799	612 751 5171 to	5199	634 807 2474 to	2499
478 010 4270 to	4291	493 716 2153 to	2199	612 751 5226 to	5299	634 827 5900 to	5999
478 450 5071 to	5099	494 206 2972 to	2999	612 751 6083 to	6099	634 886 3428 to	3499
478 469 7838 to	7858	494 217 3446 to	3999	612 751 6268 to	6299	635 559 3449 to	3499
478 469 7883 to	7899	494 224 0500 to	0599	612 751 6572 to	6599	636 289 6214 to	6299
479 280 9800 to	9899	495 145 0600 to	0699	612 774 2111 to	2199	636 634 8007 to	8042
479 365 9116 to	9176	496 209 7425 to	7499	612 774 2254 to	2299	637 150 1200 to	1299
479 412 9900 to	9999	496 213 8728 to	8799	612 774 2500 to	2599	637 562 5828 to	5899
479 667 6190 to	6199	496 474 5226 to	5248	614 469 0979 to	0999	638 042 1647 to	1699
479 748 9680 to	9699	497 053 8517 to	8699	614 474 3000 to	3099	638 049 4984 to	4999
479 860 7000 to	7199	497 854 8673 to	8699	614 521 3490 to	3499	638 318 1115 to	1199
480 526 2000 to	2099	498 449 8888 to	8899	614 645 1800 to	1899	638 318 1453 to	1499
480 640 6330 to	6399	498 929 8285 to	8499	614 832 1100 to	2099	638 885 0000 to	0299
480 658 0568 to	0599	498 936 5310 to	5399	615 017 7505 to	7599	638 903 4362 to	4373
480 689 5100 to	5199	499 016 5425 to	5499	617 711 6609 to	6699	639 415 1929 to	1999
481 072 9463 to	9499	499 440 8575 to	8899	617 760 5266 to	5299	639 415 2019 to	2099
481 673 0074 to	0095	499 731 6717 to	6799	617 813 3601 to	3699	639 420 6200 to	6299
482 527 1500 to	1599	500 064 1858 to	1869	618 840 9200 to	9299	639 469 3517 to	3799
482 541 5255 to	5299	500 070 5725 to	7799	619 551 7229 to	7299	639 605 2143 to	2199
482 729 6800 to	6899	600 645 3223 to	3299	619 859 3000 to	3099	639 657 8600 to	8799
483 363 7207 to	7299	601 339 1200 to	1399	620 073 9400 to	9499	640 289 7500 to	7599
483 402 2356 to	2399	601 653 5884 to	5899	621 614 7907 to	7930	640 289 7700 to	7999
483 486 5100 to	5199	601 661 7700 to	7799	621 614 7932 to	7999	641 170 4420 to	4499
483 632 1521 to	1599	601 682 5343 to	5399	621 648 8021 to	8199	641 318 3133 to	3199
483 632 2600 to	2799	601 928 1600 to	1699	621 648 8500 to	8599	641 378 6500 to	6999
483 849 1615 to	1699	602 512 2972 to	2999	621 904 8351 to	8599	641 383 8739 to	8799
484 174 4803 to	5299	602 555 2400 to	2799	621 916 1978 to	1989	641 877 3187 to	3299
484 323 8900 to	9199	602 829 7061 to	7099	622 989 8032 to	8099	641 877 3310 to	3399
484 680 5000 to	5038	603 483 9572 to	9599	623 076 9300 to	9399	642 355 8094 to	8199
484 680 5040 to	5074	603 490 7200 to	7299	623 819 5006 to	5099	642 355 8308 to	8999
484 680 5077 to	5099	603 678 7100 to	7199	623 895 8200 to	8399	642 900 0018 to	0099
485 029 4913 to	4999	603 678 7662 to	7699	623 917 0000 to	0099	643 030 6254 to	6299
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486 559 7555 to	7599	603 678 8418 to	8499	624 468 5288 to	5299	644 069 0600 to	0699
486 696 3023 to	3199	603 678 8700 to	9999	624 665 3162 to	3198	644 077 7506 to	7699
488 173 7900 to	7999	604 086 0880 to	0899	625 088 6735 to	6799	644 085 8157 to	8199
488 206 4100 to	4199	604 349 1414 to	1499	625 916 9500 to	9799	644 112 9839 to	9899
488 226 0200 to	0299	604 503 7776 to	7799	625 968 8956 to	8999	644 373 9083 to	9099
488 709 3906 to	3999	605 520 9037 to	9099	627 005 3938 to	3999	644 380 1460 to	1499
488 855 8359 to	8399	605 685 4010 to	4099	627 384 3907 to	4099	644 733 4715 to	4799
489 181 8963 to	8999	605 988 6467 to	6499	627 496 7549 to	7599	644 900 9712 to	9799
489 223 2000 to	2099	607 689 7951 to	7960	627 708 3605 to	3699	644 901 0109 to	1299
489 311 1930 to	1999	607 728 1276 to	1299	627 776 2500 to	2599	644 901 1325 to	1399
489 318 6200 to	6300	608 727 7100 to	7199	628 226 3100 to	3199	644 923 6800 to	7799
489 384 0027 to	0099	608 727 7273 to	7599	628 814 4702 to	4799	644 932 4655 to	4699
489 427 0658 to	0899	608 813 9950 to	9999	628 851 9689 to	9699	645 318 7240 to	7499
489 997 5252 to	5299	609 067 5325 to	5399	629 510 7200 to	7299	645 333 1766 to	1799
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490 793 1500 to	2099	609 438 4400 to	4499	631 459 9117 to	9199	645 975 0737 to	0762
490 886 8171 to	8199	609 493 1100 to	1199	631 762 9325 to	9399	646 242 6200 to	6299
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646 798 4000 to 4999	664 656 3055 to 3099	688 314 3107 to 3191	702 846 6331 to 6399
647 048 7035 to 7099	665 174 6400 to 6499	690 291 1361 to 1371	702 848 3900 to 3999
647 049 2900 to 2999	665 274 8208 to 8299	690 788 2877 to 2899	702 878 0114 to 0199
647 398 8300 to 8399	665 669 5400 to 5499	690 893 5344 to 5399	740 002 7710 to 7719
647 398 8481 to 8499	666 132 8226 to 8299	690 893 5512 to 5599	740 241 9049 to 9099
647 437 3000 to 4999	666 696 2209 to 2299	690 904 1300 to 1599	740 255 1718 to 1799
647 811 2188 to 2199	666 696 2309 to 2399	690 941 6000 to 6199	740 470 2420 to 2443
648 009 6057 to 6099	667 032 9300 to 9399	691 313 6383 to 6399	740 523 7432 to 7449
648 163 5300 to 5499	667 729 5529 to 5599	691 313 6600 to 6699	740 535 1555 to 1580
648 722 5283 to 5299	668 383 8400 to 8699	691 582 8003 to 8099	740 701 6105 to 6114
648 892 3164 to 3199	670 368 3400 to 3499	691 664 1800 to 1999	740 705 9790 to 9799
649 100 3989 to 3999	670 369 7336 to 7399	691 664 2400 to 2499	740 726 6400 to 6500
649 647 0370 to 0399	670 750 7169 to 7199	692 727 9362 to 9399	740 765 3306 to 3399
649 647 0522 to 0599	671 046 6200 to 6399	692 798 1800 to 1899	805 885 8411 to 8499
649 647 5237 to 5399	671 251 5448 to 5499	693 249 0779 to 0799	806 087 1100 to 1499
649 647 9100 to 9299	671 926 5600 to 5799	693 249 0877 to 1699	806 268 9275 to 9299
649 666 7800 to 8299	672 444 2000 to 2999	693 445 0566 to 0999	806 534 3400 to 3477
650 114 7707 to 7719	672 828 3410 to 3499	693 448 8500 to 8999	807 342 3283 to 3399
650 130 3400 to 3599	673 167 5776 to 5799	693 645 9583 to 9599	808 086 7100 to 7199
650 213 0406 to 0499	675 464 3700 to 3799	693 965 4200 to 4299	808 090 3440 to 3499
650 555 1749 to 1799	675 464 4000 to 4199	695 741 2906 to 2999	808 325 5161 to 5699
650 564 1900 to 1999	676 365 5958 to 5999	695 947 8518 to 8599	808 784 8000 to 8299
650 627 4212 to 4299	676 669 1024 to 1099	696 662 8247 to 8299	830 125 0672 to 0699
650 736 2043 to 2099	677 126 6734 to 6799	697 447 8285 to 8296	830 602 5800 to 5999
650 739 1540 to 1699	677 333 9979 to 9999	698 042 4816 to 4899	830 610 3700 to 3799
651 741 4415 to 4499	677 466 1088 to 1099	698 131 2138 to 2157	830 983 3500 to 3599
651 882 2800 to 2899	678 071 4500 to 4799	698 227 0000 to 0099	830 983 3635 to 3699
652 754 6317 to 6399	678 096 7531 to 7599	700 065 2570 to 2599	831 354 1387 to 1399
653 131 4945 to 4999	679 909 2578 to 2599	700 065 4800 to 4899	831 815 8240 to 8299
653 426 3300 to 3399	680 112 9565 to 9599	700 190 3350 to 3359	832 525 3810 to 3899
653 455 4874 to 4899	680 244 0903 to 0999	700 228 6048 to 6099	833 159 1884 to 1899
654 238 0000 to 0399	680 412 6046 to 6099	700 650 0452 to 0499	833 456 2567 to 2599
654 404 3065 to 3092	680 761 6800 to 6899	700 666 1323 to 1349	833 566 3015 to 3071
654 962 2900 to 3199	681 677 0540 to 0699	700 786 9106 to 9142	834 130 5200 to 5299
655 103 5081 to 5199	682 070 1029 to 1099	700 859 0744 to 0758	834 316 5444 to 5499
655 523 2600 to 2999	682 956 6280 to 6299	701 028 6780 to 6899	834 354 8747 to 8766
656 305 2448 to 2499	682 956 6490 to 6599	701 213 3900 to 3999	834 354 8824 to 8838
657 347 4438 to 4999	682 956 6700 to 6799	701 267 2000 to 3999	835 269 5700 to 5799
657 710 8100 to 8999	682 965 1178 to 1199	701 335 7312 to 7399	835 496 7303 to 7399
657 780 0985 to 0999	682 965 1201 to 1299	701 369 2005 to 2050	835 539 5200 to 5999
658 586 1400 to 1499	683 118 2389 to 2399	701 499 2260 to 2299	835 813 3015 to 3099
658 877 8000 to 8199	683 378 2000 to 2099	701 503 2247 to 2299	837 672 8967 to 8999
658 880 8000 to 8199	683 378 2117 to 2299	701 541 2271 to 2299	837 784 3282 to 3299
659 398 7300 to 7399	683 415 1200 to 1499	701 553 6557 to 6599	838 176 8377 to 8399
659 706 8113 to 8199	683 444 8159 to 8199	701 601 3457 to 3499	838 518 1257 to 1299
659 846 7837 to 7899	685 154 7780 to 7789	701 605 5913 to 5999	839 718 8257 to 8299
660 510 4100 to 4199	685 297 7645 to 7699	701 695 3982 to 3999	840 323 0600 to 0699
660 673 0400 to 0599	685 623 5264 to 5299	701 695 4148 to 4199	840 875 6235 to 6299
661 488 5000 to 5099	685 650 9487 to 9499	701 695 4227 to 4299	840 910 0900 to 0999
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661 716 9420 to 9499	685 757 8452 to 8499	701 736 3966 to 3999	841 805 7747 to 7899
661 906 6522 to 6599	686 071 2694 to 2799	701 838 2800 to 2899	841 805 7944 to 8099
662 021 8332 to 8399	686 176 3333 to 3354	701 941 0600 to 0699	842 226 0685 to 0695
662 068 0700 to 0899	686 372 3200 to 3299	702 171 1603 to 1699	842 685 4600 to 4699
662 553 0774 to 0799	686 644 5879 to 5899	702 195 5109 to 5199	842 685 4742 to 4999
663 078 7034 to 7099	686 899 1371 to 1399	702 254 9300 to 9399	842 860 0300 to 0399
663 763 5300 to 5399	686 931 7636 to 7699	702 264 7569 to 7599	842 898 5582 to 5599
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664 253 8000 to 8499	688 120 9000 to 9999	702 821 5805 to 5899	843 077 6378 to 6399

843 758 5769 to	5778	859 190 0600 to	0644	870 536 5820 to	5829	909 100 1900 to	2099
843 786 2554 to	2699	859 437 5538 to	5599	870 541 7167 to	7239	909 355 0422 to	0499
845 656 8165 to	8199	859 811 2888 to	2899	870 575 8155 to	8999	909 568 8900 to	9099
845 727 2100 to	2199	859 855 8873 to	8999	870 589 0485 to	0494	909 568 9300 to	9499
845 746 2618 to	2635	860 240 8520 to	8599	870 691 7060 to	7099	909 725 7307 to	7399
846 390 7531 to	7599	860 275 3900 to	3999	872 100 0445 to	0459	909 833 0947 to	0999
846 918 0572 to	0599	860 518 9629 to	9699	900 556 4178 to	4199	910 219 8631 to	8699
847 237 7690 to	7699	860 600 0021 to	0999	900 845 0044 to	0099	910 265 1100 to	1199
847 284 2481 to	2499	861 158 2350 to	2599	900 936 0217 to	0299	910 471 7273 to	7299
847 374 7055 to	7065	861 367 5400 to	5499	900 936 0435 to	0499	910 536 2505 to	2599
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847 636 5304 to	5399	861 979 7292 to	7499	901 273 1082 to	1099	911 140 1000 to	2199
847 700 5447 to	5499	862 216 6100 to	6199	901 287 5143 to	5199	911 245 2545 to	2599
847 723 7500 to	7599	862 263 9213 to	9299	901 291 2789 to	2799	911 268 9077 to	9099
849 485 3427 to	3499	862 271 0800 to	0999	901 525 7122 to	7199	911 400 8948 to	8999
849 520 9850 to	9899	862 271 5000 to	5099	902 198 9769 to	9799	911 508 1620 to	1799
849 608 1357 to	1399	863 871 5138 to	5199	902 948 1269 to	1299	911 509 9310 to	9399
849 792 2600 to	2699	863 949 5300 to	5399	902 985 0833 to	0899	911 523 3000 to	3999
850 546 1862 to	1899	864 088 8200 to	8299	903 370 6934 to	6999	912 057 9922 to	9999
851 143 6826 to	6844	864 426 3972 to	3999	904 600 6523 to	6599	913 605 2218 to	2299
851 209 9880 to	9899	864 520 6117 to	6136	904 892 0378 to	0399	913 709 2429 to	2499
851 928 9221 to	9299	865 151 0526 to	0599	904 892 0648 to	1299	913 818 3501 to	3999
852 589 6560 to	6599	865 500 4034 to	4099	905 056 2216 to	2299	914 063 4300 to	4399
853 049 3646 to	3699	865 883 6082 to	6099	905 510 6647 to	6799	914 346 7621 to	7644
854 304 4089 to	4999	866 004 3000 to	3999	905 510 6900 to	7099	914 529 6185 to	6299
854 529 2200 to	2299	866 442 4100 to	4899	905 794 0000 to	0199	915 546 6822 to	6999
854 532 0000 to	2999	867 366 9108 to	9118	905 794 0288 to	0299	915 671 3963 to	3980
855 001 6204 to	6249	867 633 7403 to	7499	905 873 6900 to	6999	915 671 3982 to	3999
855 319 9364 to	9399	867 737 5623 to	5699	905 873 7100 to	7299	915 675 2217 to	2299
855 361 3390 to	3399	868 169 4529 to	4599	905 880 8900 to	8999	916 440 3377 to	3399
856 226 0490 to	0499	868 173 8400 to	8599	905 889 7100 to	7199	916 670 6352 to	6399
856 656 5800 to	5999	868 514 9000 to	9099	906 158 1508 to	1599	916 682 5300 to	5399
856 752 0200 to	0299	868 566 9200 to	9299	906 558 8812 to	8899	916 694 1414 to	1499
857 111 1352 to	1399	869 387 1150 to	1199	906 982 2214 to	2299	916 703 0802 to	0821
857 279 3450 to	3499	869 505 3500 to	3599	907 725 8500 to	8599	917 370 6300 to	6499
857 843 4000 to	4099	869 523 7033 to	7099	907 815 0216 to	0257	917 486 4900 to	4999
858 124 7644 to	7699	869 800 0000 to	999 9999	908 622 4225 to	4235	918 951 7231 to	7299
858 756 3111 to	3299	870 054 4814 to	4899	908 936 9254 to	9299	920 309 9039 to	9199
859 063 8200 to	8699	870 491 4812 to	4849	909 100 1787 to	1799	920 857 5500 to	5899

— Group2—Internal and External Investigations,
Postal Inspection Service, 11-13-03

Missing, Lost, or Stolen Canadian Money Order Forms

Do Not Cash — Upon Receipt, Notify Local Postal Inspectors

This listing will be provided to all Postal Service™ employees responsible for accepting and cashing postal money orders. Destroy any interim notices when the numbers listed appear in the *Postal Bulletin*. The new money order serial numbers consist of the first 9 digits. The 10th digit is a check digit only.

Do not cash new style money orders **000 000 001 to 692 600 000**. Advise holders to send invalid money orders to: Canada Post Corporation, Ottawa, Canada K1A 0B1. Check for altered dollar amounts by holding money orders to the light.

000 000 001 to 692 600 000	702 104 368 to 4 900	709 649 804 to 9 820	719 869 731 to 9 760
692 720 871 to 0 900	702 128 306 to 8 400	709 733 281 to 3 580	720 227 871 to 7 930
692 876 955 to 7 050	702 179 891 to 9 900	710 046 813 to 6 840	720 227 949 to 7 960
693 290 380 to 0 400	702 260 751 to 0 850	710 358 093 to 8 166	720 368 543 to 8 570
693 290 426 to 0 450	702 410 595 to 1 050	710 358 257 to 8 270	720 392 151 to 2 570
694 063 700 to 3 897	702 660 151 to 0 540	711 021 501 to 1 510	720 556 491 to 6 640
694 063 900 to 4 000	702 723 429 to 3 450	711 049 411 to 9 560	720 558 621 to 8 650
694 550 501 to 0 530	703 004 401 to 4 820	711 408 045 to 8 090	720 575 361 to 5 570
694 595 031 to 5 050	703 083 819 to 4 020	712 003 381 to 3 650	720 590 152 to 0 179
694 595 087 to 5 300	703 432 131 to 2 230	712 104 220 to 4 230	721 638 331 to 9 170
694 698 551 to 8 650	703 626 061 to 6 090	712 327 861 to 7 890	721 815 391 to 5 420
694 745 458 to 5 600	703 863 121 to 3 240	712 327 952 to 7 980	721 969 713 to 9 740
695 105 313 to 5 350	703 863 477 to 3 540	712 647 061 to 7 090	722 072 137 to 2 160
695 142 809 to 3 050	703 867 801 to 7 980	713 284 171 to 4 260	722 378 265 to 8 280
695 144 666 to 4 700	704 030 628 to 0 640	713 292 871 to 2 990	722 413 990 to 4 004
695 272 601 to 2 750	704 154 024 to 4 120	714 035 101 to 5 160	722 764 948 to 4 980
695 277 576 to 7 650	704 227 561 to 7 829	714 155 011 to 5 400	722 825 840 to 5 889
695 530 761 to 0 800	704 227 831 to 8 069	714 328 231 to 8 440	723 153 841 to 3 850
696 487 701 to 7 800	704 228 071 to 8 100	714 442 952 to 2 980	723 237 616 to 7 630
696 784 101 to 4 550	704 420 344 to 0 490	714 562 843 to 2 860	723 331 081 to 1 110
696 870 601 to 0 650	704 568 751 to 8 990	714 590 391 to 0 430	723 496 443 to 6 470
697 047 501 to 7 600	704 965 301 to 5 770	714 609 811 to 9 930	723 967 291 to 7 320
697 052 101 to 2 350	705 116 780 to 6 790	714 609 961 to 9 990	724 655 196 to 5 340
697 217 251 to 7 400	705 280 801 to 0 980	714 807 181 to 7 240	724 711 441 to 1 500
697 249 952 to 50 050	705 475 651 to 6 040	714 871 321 to 1 500	724 711 538 to 1 560
697 414 886 to 4 900	705 566 127 to 6 280	714 928 529 to 8 590	724 793 221 to 3 250
697 469 606 to 9 700	705 740 581 to 0 730	715 128 183 to 8 330	724 908 109 to 8 120
697 850 401 to 0 750	705 782 796 to 2 820	715 144 171 to 4 470	724 937 461 to 7 670
698 098 446 to 8 550	705 822 271 to 2 480	715 197 211 to 7 570	725 163 118 to 3 151
698 300 251 to 0 300	706 180 148 to 0 290	715 595 910 to 6 180	725 202 735 to 2 750
698 504 383 to 4 650	706 184 041 to 4 220	715 941 781 to 1 810	725 398 591 to 8 800
698 533 927 to 4 200	706 357 861 to 8 190	715 962 421 to 2 480	725 464 591 to 4 920
698 562 268 to 2 400	706 382 419 to 2 430	716 477 396 to 7 430	725 475 321 to 5 330
699 090 686 to 0 750	706 628 735 to 8 820	716 556 635 to 6 660	725 711 057 to 1 070
699 752 699 to 2 850	706 638 211 to 8 420	717 083 841 to 3 960	725 738 581 to 8 730
700 068 473 to 8 500	706 817 959 to 8 000	717 191 648 to 1 690	725 981 311 to 1 430
700 161 501 to 1 650	707 034 391 to 4 450	717 193 161 to 3 490	725 987 835 to 7 880
700 202 522 to 2 700	707 292 636 to 2 660	717 228 591 to 8 680	726 060 811 to 0 900
700 290 275 to 0 300	707 441 401 to 1 687	717 333 902 to 3 950	726 391 970 to 2 520
700 465 730 to 5 750	707 441 836 to 1 940	717 739 745 to 9 910	726 484 771 to 4 800
700 561 444 to 1 550	707 958 541 to 8 570	717 884 991 to 5 050	726 493 351 to 5 300
701 423 101 to 3 150	707 960 107 to 0 160	718 026 171 to 6 290	726 504 031 to 4 063
701 625 469 to 5 550	708 059 941 to 60 000	718 466 370 to 6 420	726 504 070 to 4 090
701 643 829 to 3 850	708 115 830 to 5 860	718 568 451 to 8 479	726 504 331 to 4 390
701 945 451 to 5 500	708 116 251 to 6 310	718 590 741 to 0 770	726 563 701 to 4 060
702 033 701 to 4 050	708 138 301 to 8 480	718 714 210 to 4 370	726 599 371 to 9 460
702 051 501 to 1 750	709 222 591 to 2 920	718 795 881 to 6 000	726 626 356 to 6 370
702 053 601 to 3 800	709 243 479 to 3 500	718 961 721 to 1 780	727 182 271 to 2 510
	709 411 171 to 1 320	718 982 001 to 2 300	727 416 181 to 6 240

PULL-OUT SECTION

727 481 431	to	1 460	735 783 961	to	3 990	744 234 751	to	4 780	756 371 565	to	1 580
727 749 241	to	9 780	735 803 401	to	3 430	744 499 591	to	9 680	756 876 031	to	6 120
728 382 331	to	2 480	736 005 420	to	5 440	744 626 901	to	6 910	756 876 151	to	6 240
728 702 338	to	2 400	736 366 021	to	6 110	745 388 794	to	8 910	756 970 129	to	0 140
728 915 371	to	5 850	736 624 456	to	4 500	746 446 806	to	6 820	757 059 613	to	9 630
728 953 141	to	3 410	736 670 851	to	1 060	746 818 351	to	8 410	757 078 540	to	8 560
728 954 280	to	4 310	736 767 061	to	7 090	747 245 266	to	5 280	757 086 209	to	6 240
729 169 081	to	9 140	736 767 093	to	7 120	747 364 813	to	4 830	757 240 591	to	0 650
729 363 841	to	3 870	736 982 191	to	2 370	747 501 434	to	1 450	757 277 371	to	7 700
729 682 891	to	3 190	736 982 551	to	2 730	747 739 891	to	0 070	757 291 591	to	2 730
729 838 940	to	9 070	737 110 141	to	0 170	748 148 649	to	8 760	757 964 251	to	4 280
729 839 101	to	9 130	737 185 501	to	5 710	748 259 960	to	9 970	758 067 001	to	7 090
730 077 683	to	7 840	737 317 321	to	7 350	748 565 162	to	5 280	758 105 221	to	5 250
730 109 847	to	9 880	737 517 781	to	7 840	748 874 988	to	5 030	758 324 941	to	5 000
730 373 761	to	3 850	737 628 181	to	8 210	749 137 381	to	7 410	758 593 628	to	3 650
730 501 951	to	2 130	737 634 258	to	4 270	749 190 192	to	0 210	758 709 038	to	9 060
730 519 379	to	9 470	738 361 971	to	1 980	749 685 421	to	5 450	758 744 101	to	4 160
730 569 278	to	9 360	738 447 601	to	7 660	749 846 791	to	6 850	758 850 883	to	0 900
730 711 711	to	1 740	738 648 355	to	8 450	749 993 131	to	3 580	758 860 951	to	1 550
730 722 991	to	3 230	738 849 811	to	9 900	750 071 587	to	1 610	759 152 851	to	2 880
730 845 970	to	5 990	738 892 270	to	2 290	750 408 167	to	8 183	759 740 941	to	1 090
730 888 291	to	8 320	738 997 259	to	7 380	750 438 421	to	8 501	760 004 596	to	4 610
730 927 591	to	7 680	739 161 451	to	1 540	750 743 911	to	4 030	760 118 191	to	8 250
731 307 914	to	7 930	739 219 381	to	9 440	750 779 118	to	9 400	760 155 001	to	5 090
731 402 431	to	2 460	739 740 151	to	0 180	750 910 981	to	1 010	760 378 002	to	8 020
731 407 232	to	7 320	739 793 491	to	3 520	750 960 841	to	0 900	760 692 722	to	2 749
731 588 301	to	8 340	739 793 527	to	3 550	751 296 211	to	6 240	761 055 460	to	5 480
731 767 273	to	7 320	739 942 621	to	2 650	751 539 121	to	9 180	761 169 781	to	9 810
731 781 061	to	1 120	739 999 231	to	9 320	751 541 311	to	1 790	761 504 941	to	5 120
731 837 821	to	7 910	740 011 517	to	1 530	751 757 641	to	7 700	761 516 836	to	6 910
731 841 377	to	1 450	740 030 701	to	0 970	751 936 951	to	7 010	761 613 588	to	3 600
732 018 481	to	8 600	740 261 740	to	1 820	751 951 861	to	1 890	761 688 631	to	8 690
732 067 972	to	8 370	740 265 811	to	6 290	751 999 021	to	9 110	761 805 199	to	5 240
732 188 649	to	8 670	740 299 111	to	9 170	752 139 516	to	9 570	761 826 106	to	6 120
732 193 460	to	3 470	740 299 231	to	9 260	752 182 892	to	2 950	761 881 171	to	1 560
732 201 241	to	1 390	740 329 266	to	9 320	752 206 861	to	7 100	761 975 641	to	5 670
732 220 431	to	0 440	740 889 081	to	9 090	752 295 241	to	5 600	761 975 886	to	5 895
732 355 201	to	5 380	741 010 421	to	0 530	752 731 351	to	1 410	762 304 144	to	4 170
732 472 320	to	2 560	741 113 041	to	3 370	752 767 441	to	7 470	762 324 931	to	4 960
732 541 605	to	1 620	741 373 891	to	4 340	753 008 941	to	9 030	762 439 261	to	9 290
732 572 221	to	2 490	741 452 369	to	2 490	753 194 311	to	4 370	762 524 158	to	4 220
732 586 479	to	6 710	741 492 991	to	3 140	753 620 378	to	0 400	762 584 872	to	4 970
732 994 037	to	4 080	741 553 460	to	3 470	754 013 917	to	3 940	762 593 431	to	3 460
733 163 449	to	3 460	741 764 431	to	4 520	754 161 061	to	1 120	763 155 160	to	5 180
733 297 171	to	7 290	742 178 834	to	8 880	754 358 445	to	8 610	763 178 631	to	8 660
733 446 631	to	7 110	742 325 500	to	5 520	754 410 451	to	0 660	763 506 001	to	6 060
733 474 665	to	4 770	742 325 668	to	5 700	754 438 393	to	8 410	763 522 141	to	2 470
733 704 482	to	4 570	742 408 771	to	8 830	754 493 109	to	3 130	763 717 694	to	7 800
733 751 041	to	1 130	742 512 120	to	2 150	754 664 182	to	4 220	763 826 461	to	6 520
734 009 101	to	9 130	742 684 849	to	4 890	754 816 377	to	6 470	763 900 460	to	0 471
734 290 759	to	0 770	742 839 553	to	9 630	755 487 421	to	7 600	763 900 479	to	0 530
734 389 273	to	9 290	742 913 668	to	3 700	755 592 901	to	3 140	763 917 271	to	7 750
734 440 031	to	0 111	742 917 287	to	7 296	755 790 020	to	0 030	764 125 801	to	5 860
734 797 201	to	7 320	742 921 891	to	1 980	755 791 730	to	1 800	764 284 525	to	4 560
734 939 611	to	9 640	742 983 631	to	3 810	755 926 951	to	7 070	764 526 241	to	6 330
734 950 111	to	0 170	743 020 021	to	0 170	755 934 332	to	4 510	764 601 421	to	1 600
735 120 331	to	0 840	743 206 491	to	6 500	755 957 701	to	8 000	764 650 231	to	0 470
735 283 008	to	3 020	743 235 992	to	6 050	755 962 981	to	3 280	764 984 371	to	4 850
735 293 131	to	3 220	743 940 631	to	0 900	756 035 371	to	5 490	765 003 667	to	3 680
735 635 010	to	5 040	743 978 011	to	8 070	756 301 257	to	1 290	765 042 517	to	2 540

765 194 728 to 4 970	773 125 387 to 5 410	778 218 730 to 8 780	784 507 759 to 7 860
765 387 365 to 7 450	773 179 320 to 9 410	778 251 871 to 1 930	784 913 509 to 3 531
765 541 801 to 2 100	773 202 989 to 3 140	778 286 911 to 6 940	785 429 491 to 9 520
765 638 461 to 8 970	773 208 991 to 9 290	778 328 699 to 8 730	785 989 351 to 9 440
765 647 101 to 7 190	773 231 311 to 1 340	778 567 471 to 7 860	786 036 450 to 6 480
765 813 781 to 4 029	773 348 739 to 8 940	778 570 771 to 0 830	786 111 854 to 1 930
765 879 314 to 9 390	773 575 891 to 5 950	778 699 096 to 9 110	786 510 527 to 0 540
765 954 001 to 4 030	773 852 971 to 3 030	778 779 471 to 9 480	786 510 571 to 0 600
766 120 286 to 0 320	773 858 011 to 8 100	779 146 205 to 6 230	786 676 937 to 6 980
766 125 716 to 5 750	773 892 721 to 7 190	779 233 681 to 3 710	786 730 831 to 0 920
766 158 824 to 8 840	773 958 061 to 8 660	779 316 961 to 7 200	786 743 671 to 3 700
766 388 433 to 8 460	774 101 148 to 1 190	779 339 221 to 9 400	786 743 711 to 3 730
766 509 421 to 9 660	774 107 161 to 7 190	779 702 191 to 2 250	786 854 491 to 4 550
766 572 901 to 3 020	774 177 226 to 7 270	779 994 001 to 4 090	786 977 256 to 7 461
766 748 500 to 8 521	774 279 481 to 9 810	780 103 591 to 3 650	787 158 121 to 8 390
767 024 341 to 4 370	774 408 399 to 8 420	780 533 288 to 3 310	787 325 701 to 5 910
767 326 471 to 6 590	774 431 821 to 2 450	780 625 208 to 5 920	787 493 281 to 3 340
767 332 561 to 2 950	774 510 451 to 0 780	780 711 345 to 1 540	787 793 816 to 3 880
768 009 841 to 9 960	774 652 981 to 3 010	780 778 894 to 8 920	787 822 428 to 2 440
768 011 489 to 1 520	774 778 981 to 9 040	780 865 851 to 5 920	787 887 881 to 7 901
768 177 980 to 7 990	774 867 481 to 7 510	780 873 421 to 3 450	788 306 478 to 6.490
768 391 081 to 1 170	774 867 515 to 7 540	781 141 891 to 1 980	788 326 339 to 6 380
768 661 569 to 1 650	774 934 275 to 4 290	781 238 697 to 8 730	788 403 671 to 3 690
769 000 051 to 0 080	774 961 261 to 1 290	781 503 151 to 3 180	788 815 771 to 5 860
769 050 841 to 0 900	775 106 223 to 6 235	781 518 818 to 8 840	789 044 014 to 4 100
769 159 081 to 9 178	775 106 237 to 6 248	781 624 126 to 4 200	789 326 341 to 6 880
769 737 496 to 7 510	775 331 515 to 1 550	781 679 221 to 9 340	790 209 421 to 9 480
769 778 491 to 8 730	775 444 210 to 4 230	781 723 771 to 3 890	790 448 020 to 8 460
769 827 331 to 7 450	775 579 301 to 9 320	781 723 964 to 3 990	790 597 485 to 7 530
770 216 071 to 6 100	775 622 683 to 2 760	781 761 391 to 1 720	790 911 883 to 1 900
770 723 281 to 3 400	776 144 621 to 4 670	781 878 721 to 9 020	791 057 441 to 7 550
770 790 451 to 0 480	776 154 010 to 4 060	782 424 840 to 4 900	791 239 081 to 9 290
770 915 150 to 5 490	777 561 631 to 2 080	782 939 821 to 9 850	791 374 483 to 4 500
771 455 551 to 5 610	776 657 371 to 7 490	782 985 347 to 5 360	791 387 971 to 8 030
771 609 661 to 9 690	776 817 421 to 7 450	783 063 631 to 3 690	791 447 521 to 7 850
771 932 551 to 2 580	776 951 225 to 1 250	783 578 101 to 8 130	791 451 151 to 1 240
772 057 224 to 7 440	777 141 601 to 2 140	783 578 143 to 8 160	791 500 009 to 0 470
772 162 660 to 3 070	777 297 421 to 7 510	783 663 991 to 4 050	791 771 431 to 1 490
772 718 615 to 8 640	777 621 721 to 1 750	783 739 838 to 0 280	792 004 293 to 4 320
772 940 140 to 0 160	777 810 309 to 0 330	784 142 598 to 2 610	792 018 379 to 8 420
772 970 886 to 0 940	778 049 651 to 9 670	784 380 061 to 0 090	792 070 621 to 0 740
773 009 419 to 9 430	778 106 225 to 6 310	784 507 591 to 7 740	792 391 381 to 1 620
773 112 031 to 2 060			

— Group2—Internal and External Investigations,
Postal Inspection Service, 11-13-03

Counterfeit Canadian Money Order Forms

Do Not Cash

To be posted and used by retail window employees. As directed, destroy previous notices. All interim notices should be destroyed when the numbers listed appear in the *Postal Bulletin*.

671,819,086	686,794,382
676,612,640	686,794,426
677,891,039	686,794,427
678,282,493	686,794,431
678,916,031	687,262,502
679,552,215	687,262,503
679,694,334	687,262,525
679,751,983	687,262,526
679,800,207	687,287,578
681,130,536	687,287,581
681,844,376	687,287,582
683,594,542	694,063,898
684,683,610	694,063,899
686,619,878	694,063,980
686,619,886	701,321,725
686,619,887	

— *Group2—Internal and External Investigations,
Postal Inspection Service, 11-13-03*

Toll-Free Number Available to Verify Canadian Money Orders

The Canada Post Corporation is now providing a toll-free number that cashing agents can call to verify the validity of Canadian Postal Money Orders. The number is 800-563-0444.

This toll-free number is printed on the back of the Canadian Postal Money Orders.

— *Group2—Internal and External Investigations,
Postal Inspection Service, 11-13-03*

Overseas Military Mail

Mail addressed to military post offices overseas is subject to certain conditions or restrictions of mailing regarding content, preparation, and handling. The APO/FPO table below outlines these conditions by APO/FPO ZIP Codes™ through the use of footnoted mailing restrictions codes (see the Restrictions page following the table).

Acceptance clerks should use the table with the integrated retail terminal (IRT) or POS ONE terminal to determine which APO/FPO ZIP Codes are active and

which conditions of mailing apply. **Acceptance clerks may contact the Military Postal Service Agency with any questions regarding APO/FPO ZIP Codes, toll free, at 800-810-6098, Monday–Friday, 0730–1630.**

For Express Mail Military Service (EMMS) availability, all acceptance clerks must refer to the local hardcopy EMMS directory.

The entries under “Changes” appear in bold in the APO/FPO table below.

Changes

APO/FPO	Action	Effective Date	See Restrictions
APO AE 09338	Close	Immediately	
APO AE 09347	Add N	Immediately	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1
APO AE 09363	Add N	Immediately	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1
APO AE 09888	Close	Immediately	

We have eliminated “Not Active” entries from the table below to save space and paper.

APO/FPO Table

APO/FPO	See Restrictions						
09007	A1-B-B1-C-D-U	09086	A1-B-B1-C-D-U	09165	A1-B-B1-C-D-U	09264	A1-B-B1-C-D-U
09009	A1-B-B1-C-D-U	09089	A1-B-B1-C-D-U	09166	A1-B-B1-C-D-U	09265	A1-B-B1-C-D-N-U
09012	A1-B-B1-C-D-U	09090	A1-B-B1-C-D-U	09169	A1-B-B1-C-D-U	09266	A1-B-B1-C-D-U
09013	A1-B-B1-C-D-U-Z1	09094	A1-B-B1-C-D	09172	A1-B-B1-C-D-U	09267	A1-B-B1-C-D-U
09014	A1-B-B1-C-D-U	09095	A1-B-B1-C-D-U	09173	A1-B-B1-C-D-U	09301	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09021	A1-B-B1-C-D-U	09096	A1-B-B1-C-D-U	09175	A1-B-B1-C-D-U	09302	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1
09028	A1-B-B1-C-D-U	09098	A1-B-B1-C-D-U	09177	A1-B-B1-C-D-U	09304	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1
09031	A1-B-B1-C-D-U	09099	A1-B-B1-C-D-U	09180	A1-B-B1-C-D-U	09305	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1
09033	A1-B-B1-C-D-U	09100	A1-B-B1-C-D-U	09182	A1-B-B1-C-D-U	09306	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09034	A1-B-B1-C-D-U	09102	A1-B-B1-C-D-U	09183	A1-B-B1-C-D-U	09307	A1-B-B1-V-Z1
09036	A1-B-B1-C-D-U	09103	A1-B-B1-D-U	09185	A1-B-B1-C-D-U	09308	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09042	A1-B-B1-C-D-U	09104	A1-B-B1-C-D-U	09186	A1-B-B1-C-D-U	09309	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09045	A1-B-B1-C-D-U	09107	A1-B-B1-C-D-U	09211	A1-B-B1-C-D-U	09311	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09046	A1-B-B1-C-D-U	09110	A1-B-B1-C-D-U	09212	A1-B-B1-C-D-U-V	09315	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-V-Z1
09050	A1-B-B1-C-D-U	09112	A1-B-B1-C-D-U	09213	A1-B-B1-C-D-U	09318	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1
09053	A1-B-B1-C-D-U	09114	A1-B-B1-C-D-U	09214	A1-B-B1-C-D-U	09320	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09054	A1-B-B1-C-D-U	09123	A1-B-B1-C-D-U	09225	A1-B-B1-C-D-U	09321	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1
09056	A1-B-B1-C-D-U	09126	A1-B-B1-C-D	09226	A1-B-B1-C-D-U		
09058	A1-B-B1-C-D-U	09128	A1-B-B1-C-D-U	09227	A1-B-B1-C-D-U		
09059	A1-B-B1-C-D-U	09131	A1-B-B1-C-D-U	09229	A1-B-B1-C-D-U		
09060	A1-B-B1-C-D-U	09136	A1-B-B1-C-D	09237	A1-B-B1-C-D-U-V		
09063	A1-B-B1-C-D-L-U	09137	A1-B-B1-C-D-U	09244	A1-B-B1-C-D-U		
09067	A1-B-B1-C-D-U	09138	A1-B-B1-C-D-U	09245	A1-B-B1-C-D-U		
09069	A1-B-B1-C-D-U	09139	A1-B-B1-C-D-U	09250	A1-B-B1-C-D-U		
09074	A1-B-B1-C-D-U	09140	A1-B-B1-C-D-U	09252	A1-B-B1-C-D-U		
09076	A1-B-B1-C-D-U	09142	A1-B-B1-C-D-U	09261	A1-B-B1-C-D-U		
09080	A1-B-B1-C-D-U	09143	A1-B-B1-C-D-U	09262	A1-B-B1-C-D-U		
09081	A1-B-B1-C-D-U	09154	A1-B-B1-C-D-U	09263	A1-B-B1-C-D-U		

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09322	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09357	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09447	A1-B-B1-C-C1-U-V	09590	A1-B-V
09323	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09358	A-A1-B-B1-E2-F-H1-N-R-V-Z1	09454	A1-B-B1-C-C1-U-V	09591	A1-B-V
09324	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09359	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09456	A1-B-B1-C-C1-U	09593	A1-B-V
09325	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09360	A1-B-B1-V	09459	A1-B-B1-C-C1-U	09594	A1-B-V
09326	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09361	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09461	A1-B-B1-C-C1-U	09595	A1-B-V
09327	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09363	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09463	A1-B-B1-C-C1-U	09596	A1-B-V
09328	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09365	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09464	A1-B-B1-C-C1-U	09599	A1-B-V
09329	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09366	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09468	A1-B-B1-C-C1-U	09601	A1-B-B1-C-F-F1-U
09330	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09368	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09469	A1-B-B1-C-C1-U	09602	A1-B-B1-C-F-F1-N-U
09331	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09372	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09470	A1-B-B1-C-C1-U	09603	A1-B-B1-C-F-F1-U
09332	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09375	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09494	A1-B-B1-C-C1-U	09604	A1-B-B1-C-F-F1-U
09333	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09376	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09496	A1-B-B1-C-C1-U-V	09609	A1-B-B1-C-F-U
09334	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09377	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09498	A1-B-B1-C-C1-U	09610	A1-B-B1-C-F-U
09335	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09378	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09499	A1-B-B1-C-C1-U	09612	A1-B-B1-C-F-U
09336	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09379	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09501	A1-B-V	09613	A1-B-B1-C-F-U-V
09337	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09383	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09502	A1-B-V	09617	A1-B-B1-C-F-U
09339	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09384	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09503	A1-B-V	09618	A1-B-B1-C-F-U
09340	A-A1-B-B1-C1-F-R-V	09385	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09504	A1-B-V	09619	A1-B-B1-C-F-U
09342	A-A1-B-B1-C1-E2-F-H1-M-I-R-R1-V-Z-Z1	09386	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-V-Z-Z1	09505	A1-B-V	09620	A1-B-B1-C-F-U
09344	A-A1-B-B1-C1-E2-F-H1-M-I-R-R1-V-Z-Z1	09387	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-V-Z-Z1	09506	A1-B-V	09621	A1-B-B1-C-F-U
09345	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09388	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-V-Z-Z1	09507	A1-B-V	09622	A1-B-B1-C-F-U
09346	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09389	A-A1-B-B1-C1-E2-F-H1-I-M-N-R-R1-V-Z-Z1	09508	A1-B-V	09623	A1-B-B1-C-F-U
09347	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09390	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09509	A1-B-V	09624	A1-B-B1-C-F-U
09348	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09391	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09510	A1-B-V	09625	A1-B-B1-C-F-U
09349	A-A1-B-B1-C-C1-D-E2-F-F1-H-I-M-N-R-R1-V-Z-Z1	09392	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-V-Z-Z1	09511	A1-B-V	09626	A1-B-B1-C-F-U
09351	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09393	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09517	A1-B-V	09627	A1-B-B1-C-F-U
09353	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09394	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09521	A1-B-V	09628	A1-B-B1-C-F-F1-U-V
09354	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09397	A-A1-B-B1-C-F-I-M-V-Z-Z1	09524	A1-B-V	09630	A1-B-B1-C-F-U-V
09355	A-A1-B-B1-C1-E2-F-H1-M-R-R1-V-Z1	09399	A-A1-B-B1-C-F-M-V-Z1	09532	A1-B-V	09631	A1-B-B1-C-F-U
09356	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09409	A1-B-B1-C-C1-U-V	09534	A1-B-V	09636	A1-B-B1-C-F-U
		09420	A1-B-B1-C-C1-U	09542	A1-B-V	09638	A1-B-B1-C-E2-F-U-V
		09421	A1-B-B1-C-C1-U	09543	A1-B-V	09642	A1-B-B1-N-U
				09545	A1-B-V	09643	A1-B-B1-U
				09549	A1-B-V	09644	A1-B-B1-U
				09550	A1-B-V	09645	A1-B-U
				09554	A1-B-B1-V	09647	A1-B-B1-N-U
				09556	A1-B-V	09648	A1-B-B1-N-U-V-Z1
				09557	A1-B-V	09649	A1-B-B1-U
				09564	A1-B-V	09703	A1-B-B1-C-F1
				09565	A1-B-V	09704	A1-B-B1-C-D-V
				09566	A1-B-V	09705	A1-B-B1-U
				09567	A1-B-V	09706	A1-B-B1-C-U-V
				09568	A1-B-V	09707	A1-B-B1-C-N-U-V
				09569	A1-B-V	09708	A1-B-B1
				09570	A1-B-V	09709	A1-B-B1-F1
				09573	A1-B-V	09710	A1-B-B1-C-C1-F1-M-R-R1-U
				09574	A1-B-V	09711	A1-B-B1-F1-Z1
				09575	A1-B-V	09713	A1-B-B1-C-F1
				09576	A1-B-V	09714	A1-B-B1-C-C1-F1-M-R-R1-U
				09577	A1-B-V	09715	A1-B-B1-F1
				09578	A1-B-V	09716	A1-B-B1-C-D-N-U-V
				09579	A1-B-V	09717	A1-B-B1-M-W
				09581	A1-B-V	09718	A1-B-B1-F-I-N-U-V
				09582	A1-B-V	09719	A1-B-B1-C-F1-V
				09586	A1-B-V	09720	A1-B-B1-U-V
				09587	A1-B-V	09721	A1-B-B1-N-U-V-Z1
				09588	A1-B-V		
				09589	A1-B-B1-V		

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
09722	A1-B-B1-C-D-N-U-V	09841	A-A1-B-B1-U-Z1	34079	A1-B-B1-F1-N-V-Z1	96336	A1-B-B1-M-V-W
09723	A1-B-B1-N-U-V-Z1	09842	A-A1-B-B1-Z1	34090	A1-B-V	96337	A1-B-B1-M-W
09724	A1-B-B1-C-C1-F1-M-R-R1-U	09844	A-A1-B-B1-U-V-Z1	34091	A1-B-V	96338	A1-B-B1-M-W
09725	A1-B-B1-C	09852	A1-B-B1-E2-E3-F-H1-N-R-R1-U1-V-Z1	34092	A1-B-V	96339	A1-B-B1-M-V-W
09726	A1-B-B1-N-U	09853	A1-B-B1-E2-F-H1-R-R1-U2-V-Z1	34093	A1-B-V	96343	A1-B-B1-M-W
09728	A1-B-B1-C	09855	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1	34095	A1-B-V	96347	A1-B-B1-F-F1-F2-M-W
09729	A1-B-B1-N-U-V	09858	A1-B-B1-E2-E3-F-H1-N-R-R1-U1-V-Z1	34098	A1-B-V	96348	A1-B-B1-F-F1-F2-M-W
09732	A1-B-B1-N-V-Z1	09858	A1-B-B1-E2-E3-F-H1-N-R-R1-U1-V-Z1	34099	A1-B-V	96349	A1-B-B1-F-F1-F2-M-W
09733	A1-B-B1-V	09865	A-A1-B-B1-V-Z1	96201	A-A1-B	96349	A1-B-B1-F-F1-F2-M-W
09735	A1-B-B1-N-V-Z1	09865	A-A1-B-B1-V-Z1	96202	A-A1-B1-U-V	96350	A1-B-B1-F-F1-F2-M-W
09777	A-A1-B-B1-C-E1-N	09868	A-A1-B-B1-U-V-Z1	96203	A-A1-B	96350	A1-B-B1-F-F1-F2-M-W
09788	A-A1-B-B1-F-R-V	09871	A1-B-B1-E2-E3-F-H1-N-R-R1-U1-V-X-Z1	96204	A-A1-B-B1	96351	A1-B-B1-F-F1-F2-M-W
09779	A-A1-B-B1-F-R-V	09871	A1-B-B1-E2-E3-F-H1-N-R-R1-U1-V-X-Z1	96205	A-A1-B-B1-U	96351	A1-B-B1-F-F1-F2-M-W
09780	A-A1-B-B1-F-R-V	09880	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1	96206	A-A1-B-B1-U	96362	A1-B-B1-F-F1-F2-M-W
09789	A-A1-B-B1-F-R-V	09880	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1	96207	A-A1-B-B1-V	96362	A1-B-B1-F-F1-F2-M-W
09790	A-A1-B-B1-C1-F-R-V	09889	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1	96208	A-A1-B-B1-U	96365	A1-B-B1-M-V-W
09791	A-A1-B-B1-C1-E1-F-M-N-R-V	09889	A-A1-B-B1-C1-E2-F-H1-R-R1-U2-V-Z1	96212	A-A1-B-B1-U	96367	A1-B-B1-L-M-W
09793	A-A1-B-B1-F-R-V	09890	A1-B-B1-E2-F-H1-N-R-R1-U2-V-Z1	96213	A-A1-B-B1-U	96368	A1-B-B1-M-W
09797	A1-B-B1-C-D-P-V	09890	A1-B-B1-E2-F-H1-N-R-R1-U2-V-Z1	96214	A-A1-B-B1-U	96370	A1-B-B1-F-F1-F2-M-W
09801	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	09892	A-A1-B-B1-F-N-R-R1-V-Z1	96215	A-A1-B-B1-U-V	96372	A1-B-B1-M-W
09802	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-V-Z-Z1	09892	A-A1-B-B1-F-N-R-R1-V-Z1	96217	A-A1-B-B1-U-V	96373	A1-B-B1-M-W
09803	A1-B-B1-E2-E3-F-H1-N-R-R1-U1-V-Z1	09898	A1-B-B1-E2-F-H1-R-R1-U2-V-Z1	96218	A-A1-B-B1-U	96374	A1-B-B1-M-W
09806	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	34002	A1-B-B1-N-U-Z1	96219	A-A1-B-B1-U	96375	A1-B-B1-M-W
09807	A-A1-B-B1-C1-E2-F-H1-M-N-R-R1-V-Z1	34020	A1-B-B1-M-N-V-Z1	96220	A-A1-B-B1-U-V	96376	A1-B-B1-M-W
09808	A-A1-B-B1-C-C1-F-I-V-Z-Z1	34021	A1-B-M-N-V-Z1	96221	A-A1-B-B1-U-V	96377	A1-B-B1-M-W
09809	A1-B-B1-E2-E3-F-H1-R-R1-U1-V-Z1	34022	A1-B-B1-D-F-M-N-V-Z1	96224	A-A1-B-B1-U	96378	A1-B-B1-M-W
09811	A1-B-B1-E2-E3-F-H1-N-R-R1-U1-V-Z1	34023	A1-B-B1-M-N-V-Z1	96251	A-A1-B-B1-U	96379	A1-B-B1-M-W
09812	A1-B-B1-E2-E3-F-F1-I-N-R-U-V-Z-Z1	34024	A1-B-B1-M-N-V-Z1	96257	A-A1-B-B1-U	96384	A1-B-B1-M-W
09814	A1-B-B1-E2-E3-F-F1-I-N-R-U-V-Z-Z1	34025	A1-B-B1-F-N-U-V-Z1	96258	A-A1-B-B1-U	96386	A1-B-B1-M-W
09819	A-A1-B-F-P-V-Z1	34030	A1-B-B1-M-N-V-Z1	96259	A-A1-B-B1-U	96387	A1-B-B1-M-W
09821	A-A1-B-F-V-Z1	34031	A1-B-B1-M-N-V-Z1	96260	A-A1-B-B1-U	96388	A1-B-B1-M-W
09822	A-A1-B-F-V-Z1	34032	A1-B-M-N-V-Z1	96266	A-A1-B-B1-U	96401	A1-B-B1-F-N-V-Z1
09823	A-A1-B-F-V-Z1	34033	A1-B-C-F-M-N-V-Z1	96267	A-A1-B-B1-U-V	96426	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-U2-V-Z-Z1
09824	A-A1-B-F-V-Z1	34034	A1-B-B1-M-N-V-Z1	96269	A-A1-B-B1-U	96427	A-A1-B-B1-C1-E2-F-H1-I-M-R-R1-U2-V-Z-Z1
09827	A-A1-B-F-Z1	34035	A1-B-B1-M-N-V-Z1	96271	A-A1-B-B1-U	96490	A1-B-B1-V
09828	A1-B-N-V-Z1	34036	A1-B-B1-H-M-N-V-Z1	96275	A-A1-B-B1-V	96507	A-A1-B-F-V
09830	A1-B-B1-C-N-Z1	34037	A1-B-B1-C-F-H-I-M-N-V-Z-Z1	96276	A-A1-B-B1	96511	A1-B-B1-I-N-V
09831	A1-B-B1-F-N-U-V-Z1	34038	A1-B-B1-M-N-V-Z1	96278	A-A1-B-B1-U	96515	A1-B-B1-F
09832	A-B-B1-U1-V-Z1	34039	A1-B-N-V-Z1	96283	A-A1-B-B1-U	96517	A1-B-B1-F-U3-V
09833	A1-B-B1-U1-V-Z1	34040	A1-B-V-Z1	96284	A-A1-B-B1-U-V	96518	A1-B-B1-V
09834	A1-B-B1-V-Z1	34041	A1-B-B1-M-N-U-V-Z1	96297	A-A1-B-B1-U	96520	A1-B-F-U3-V
09835	A-A1-B-B1-V-Z1	34042	A1-B-B1-D-F-M-N-V-Z1	96306	A1-B-B1-F-F1-F2-M-W	96521	A1-B-F-N
09836	A-A1-B-B1-C-F-M-V-Z1	34043	A1-B-B1-D-F-M-N-V-Z1	96309	A1-B-B1-M-V-W	96522	A1-B-F-N-U
09837	A1-B-B1-V-Z1	34044	A1-B-B1-D-F-M-N-V-Z1	96310	A1-B-B1-M-W	96530	A-A1-B-B1-H-M-N-U-V
09838	A1-B-B1-V-Z1	34050	A1-B-V	96311	A1-B-B1-M-W	96531	A1-B-B1-H-M-U-V
09839	A-A1-B-B1-U-V-Z1	34051	A1-B-V-Z1	96313	A1-B-B1-F-F1-F2-M-W	96534	A-A1-B-F
		34053	A1-B-V-Z1	96319	A1-B-B1-M-W	96535	A-A1-B-B1-F-V
		34055	A1-B-N-V-Z1	96321	A1-B-B1-F-F1-F2-M-W	96536	A1-B-B1-V
		34058	A1-B-B1-V-Z1	96322	A1-B-B1-F-F1-F2-M-W	96537	A1-B-B1-V
		34071	A1-B-I-M-N-V-Z	96323	A1-B-B1-M-V-W	96538	A1-B-B1-V
		34076	A1-B-B1-F1-N-V-Z1	96326	A1-B-B1-M-W	96540	A1-B-B1-V
		34078	A1-B-B1-F1-N-V-Z1	96328	A1-B-B1-M-W		
				96330	A1-B-B1-M-W		

PULL-OUT SECTION

APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions	APO/ FPO	See Restrictions
96541	A1-B-B1-V	96603	A1-B-V	96620	A1-B-V	96668	A1-B-V
96542	A1-B-B1-V	96604	A1-B-V	96621	A1-B-V	96669	A1-B-V
96543	A1-B-B1-P-V	96605	A1-B-O-V	96622	A1-B-V	96670	A1-B-V
96544	A1-B-F-U3-V	96606	A1-B-V	96623	A1-B-V	96671	A1-B-V
96546	A1-B-F-U3	96607	A1-B-V	96624	A1-B-V	96672	A1-B-V
96548	A-A1-B-B1-H-M-U	96608	A1-B-V	96628	A1-B-V	96673	A1-B-V
96549	A-A1-B-B1-H-M-U	96609	A1-B-V	96629	A1-B-V	96674	A1-B-V
96551	A-A1-B-B1-H-M-U	96610	A1-B-V	96634	A1-B-V	96675	A1-B-V
96553	A-A1-B-B1-H-M-N-U- V	96611	A1-B-V	96635	A1-B-V	96677	A1-B-V
96554	A-A1-B-B1-H-M-U	96612	A1-B-V	96643	A1-B-V	96678	A1-B-V
96555	A1-B-B1-F-M-V	96613	A-A1-B-B1-C1-E2-F- H1-I-M-R-R1-U2-V-Z- Z1	96657	A1-B-V	96679	A1-B-V
96557	A1-B-B1-F-M-V			96660	A1-B-V	96681	A1-B-V
96558	A1-B-V	96614	A-A1-B-B1-C1-E2-F- H1-I-M-R-R1-U2-V-Z- Z1	96661	A1-B-V	96682	A1-B-V
96595	A1-B-B1-V			96662	A1-B-V	96683	A1-B-V
96598	A1-B-B1-V			96663	A1-B-V	96684	A1-B-V
96599	A1-B-B1-V	96615	A1-B-V	96664	A1-B-V	96686	A1-B-V
96601	A1-B-V	96617	A1-B-V	96665	A1-B-V	96687	A1-B-V
96602	A1-B-V	96619	A1-B-V	96666	A1-B-V	96688	A1-B-V
				96667	A1-B-V	96698	A1-B-V

RESTRICTIONS

LEGEND

PS Form 2976, *Customs - CN 22 (Old C 1) and Sender's Declaration* (green label)

PS Form 2976-A, *Customs Declaration and Dispatch Note*

AAFES	= Army and Air Force Exchange Service
APO	= Army/Air Force Post Office
Box R	= Retired military personnel
FPO	= Fleet Post Office
DMM	= <i>Domestic Mail Manual</i>
MOM	= Military Ordinary Mail
MPO	= Military Post Office
PAL	= Parcel Airlift
PSC	= Postal Service Center
SAM	= Space Available Mail
USDA	= United States Department of Agriculture

Note: Mail order catalogs are prohibited as SAM or PAL mail.

A. Securities, currency, or precious metals in their raw, unmanufactured state are prohibited. Official shipments are exempt from this restriction.

A1. Mail addressed to "Any Servicemember," or similar wording such as "Any Soldier," "Sailor," "Airman," or "Marine"; "Military Mail"; etc., is prohibited. Mail must be addressed to an individual or job title such as "Commander," "Commanding Officer," etc.

B. PS Form 2976-A is required for all mail weighing 16 ounces or more, with exceptions noted below. In addition, mailers must properly complete required customs documentation when mailing any potentially dutiable mail addressed to an APO or FPO regardless of weight. The following are exceptions to the requirement for customs documentation on nondutiable mail that weighs 16 ounces or more:

- Known mailers are exempt from providing customs documentation on non-dutiable letters, and printed matter weighing 16 ounces or more. (A known mailer is anyone who legally applies a permit imprint to a mailpiece. Mail with meter postage is not considered to be from a known mailer.)
- All federal, state, and local government agencies are exempt from providing customs documentation on mail addressed to an APO or FPO, except for those APOs/FPOs to which restriction B2 applies.
- Prepaid mail from military contractors is exempt, providing the mailpiece is endorsed "Contents for Official Use — Exempt from Customs Requirements."

B1. PS Form 2976 or 2976-A is required. Articles are liable for customs duty and/or purchase tax unless they are bona fide gifts intended for use by military personnel or their dependents. When the contents of a parcel meet these requirements, the mailer must endorse the customs form, "Certified to be a bona fide gift, personal effects, or items for personal use of military personnel and dependents," under the heading, Description of Contents. **Exceptions:** All other exceptions listed in restriction B above are applicable to this restriction.

B2. All federal, state, and local government agencies must complete customs documentation when sending mail addressed to or from this APO or FPO weighing 16 ounces or more.

C. Cigarettes and other tobacco products are prohibited.

C1. Obscene articles, prints, paintings, cards, films, videotapes, etc., and horror comics and matrices are prohibited.

D. Coffee is prohibited.

E1. Medicines or vaccines not conforming to French laws are prohibited.

E2. Any matter depicting nude or seminude persons, pornographic or sexual items, or nonauthorized political materials is prohibited. Although religious materials contrary to the Islamic faith are prohibited in bulk quantities, items for the personal use of the addressee are permissible.

E3. Radio transceivers, cordless telephones, global positioning systems, scanners, base stations, and handheld transmitters are prohibited.

F. Firearms of any type are prohibited in all classes of mail. See definitions of firearms in DMM C024.1.1C. This restriction does not apply to firearms mailed to or by official U.S. government agencies. The restriction for mail to this APO/FPO ZIP Code does not apply to firearms mailed from this APO/FPO ZIP Code, provided ATF and USPS regulations are met. Antique firearms are a separate category defined in DMM C024.2.0 and ATF regulations; they do not require an ATF form.

F1. Privately owned weapons addressed to an individual are prohibited in any class of mail.

F2. Importation of firearms is restricted to one shotgun and one single shot .22 caliber rifle per individual.

G. Only First-Class Mail letters, Periodicals, and Standard Mail items are authorized.

H. Meats, including preserved meats, whether hermetically sealed or not, are prohibited.

H1. Pork or pork by-products are prohibited.

I. Mail of all classes must fit in a mail sack. Mail may not exceed the following dimensions:

Length	42"	72" length and girth combined
	over 42" to 44"	24" girth
	over 44" to 46"	20" girth
	over 46" to 48"	16" girth
	Maximum length	48"

This restriction does not apply to registered mail and official government mail marked MOM.

I1. This restriction does not apply to registered mail.

I2. This restriction does not apply to official government mail marked MOM.

J. Parcels may not exceed 108 inches in length and girth combined.

K. Mail that includes in the address the words, "Dependent Mail Section," may consist only of letter mail, newspapers, magazines, and books. No parcel of any class containing any other matter may be mailed to the Dependent Mail section. This restriction does not apply if the address does not include the words "Dependent Mail Section."

L. All official mail is prohibited.

M. Fruits, animals, and living plants are prohibited.

N. Registered mail is prohibited.

O. Personal mail addressed to vessels using this number is limited to unregistered First-Class Mail items and certified mail. Other classes of mail are prohibited.

P. APO is used for the receipt and dispatch of official mail only.

Q. Mail may not exceed 66 pounds, and size is limited to 42 inches maximum length and 72 inches maximum length and girth combined.

R. All alcoholic beverages, including those mailable under DMM C021, are prohibited.

R1. Materials used in the production of alcoholic beverages (i.e., distilling material, hops, malts, yeast, etc.) are prohibited.

T. Mailings of case lots of food and supplemental household shipments must be approved by the sender's parent agency prior to mailing.

U. Parcels must weigh less than 16 ounces when addressed to Box R. This restriction does not apply to mail endorsed "Free Matter for the Blind or Handicapped."

U1. Mail is limited to First-Class Mail weighing 13 ounces or less when addressed to Box R. This restriction does not apply to mail endorsed "Free Matter for the Blind or Handicapped." Videotapes are prohibited when addressed to Box R, regardless of weight.

U2. Mail is limited to First-Class Mail letters only when addressed to Box R.

U3. Mail is limited to First-Class Mail correspondence (including voice and video cassettes), newspapers, magazines, photographs, not exceeding 16 ounces, when addressed to Box R.

V. Express Mail Military Service (EMMS) not available from any origin.

W. Meat products, such as dried beef, salami, and sausage, may be mailed, provided they remain in their original, hermetically sealed packages and bear USDA certification. Other meats, bones, skin, hair, feathers, horns or hoofs of hoofed animals, wool samples, tobacco leaves, including chewing and pipe tobacco, snuff, cigars, and cigarettes, or obscene material, including obscene drawings, photographs, films, and carvings, are prohibited. Exception: 200 grams of tobacco per parcel are permitted duty free.

X. Personal mail is limited to First-Class Mail items (to include audio cassettes and voice tapes) weighing 13 ounces or less. This limitation does not apply to official mail.

Y. Mail is limited to First-Class and Priority Mail items only. All Periodicals, Standard Mail items, and Package Services items (including SAM and PAL) are not authorized. This restriction also applies to official mail.

Z. No outside pieces (OSPs).

Z1. The following restriction is applicable only to International Service Centers (ISC)/Exchange Offices. An Anti-Pilferage Seal (Item No O817E or O818A) is required on all pouches and sacks.

PULL-OUT SECTION

DMM 100 Wins Again!

A Customer's Guide
to Mailing



AWARD OF EXCELLENCE

**Society for Technical Communication's
2002-2003 International Technical
Publications Competition**

**FEDERAL EMPLOYEES HEALTH BENEFITS OPEN SEASON
November 10 to 5:00 P.M. Central Time December 9, 2003**

**BELATED OPEN SEASON ELECTIONS ACCEPTED UNTIL
5:00 P.M. CENTRAL TIME DECEMBER 29, 2003**

**You Can Make Your Open Season Election on *PostalEASE* or
SF 2809 New This Year!**

Because of a delay in mailing the *2004 Guide to Federal Employees Health Benefit Plans*, BELATED OPEN SEASON ELECTIONS WILL BE ACCEPTED UNTIL 5:00 P.M. CENTRAL TIME ON DECEMBER 29, 2003.

The *2004 Guide to Federal Employees Health Benefit Plans* with new information is being mailed to all eligible employees and contains the *PostalEASE* health benefits worksheet.

If you have any trouble using or do not wish to use the *PostalEASE* telephone, intranet, or employee self-service kiosk, or if you are unable to use the telephone because you are deaf or hard of hearing, or you cannot use the telephone, intranet, or employee self-service kiosk for medical reasons, you may contact your local personnel office for assistance.

You may still use the Standard Form (SF) 2809, *Health Benefits Election Form*, instead of the *PostalEASE* health benefits worksheet.

During this open season, eligible employees may make any one, or an appropriate combination of, the following changes using *PostalEASE* or the *PostalEASE* health benefits worksheet or SF 2809:

- Enroll if not enrolled.
- Cancel enrollment.
- Change from one plan to another plan.
- Change from one option to another option.
- Change from Self Only to Self and Family.
- Change from Self and Family to Self Only.

Open Season and belated open season enrollment changes and new enrollments made by 5:00 P.M. Central Time on December 29, 2003, will be effective January 10, 2004 (Pay Period 03-04). New premium payments will be reflected in the paycheck dated January 30, 2004.

— *Compensation, Employee Resource Management, 11-13-03*

PLEASE POST ON ALL BULLETIN BOARDS THROUGH DECEMBER 9, 2003.

Did they get it for sure?
Delivery Confirmation™
 service makes you feel secure.



Want reassurance?
 Get some **Insurance.**



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 Retail



November 2003

Have You Seen Any of These Missing Children?

Please participate in the NALC/USPS Child Alert Program. Tear out this page and carry it with you. If you have information on any of these missing persons, tell your Postal Service supervisor.



Brittney Nilges
 Born: 9-14-89
 Date Missing: 8-9-03
 Missing From: Ft. Worth, TX



Marcia Quartz
 Born: 2-23-88
 Date Missing: 3-24-03
 Missing From: Fresno, CA



Nancy Simental
 Born: 5-6-89
 Date Missing: 2-21-03
 Missing From: Los Angeles, CA



Classy Ramsey
 Born: 3-21-89
 Date Missing: 3-9-01
 Missing From: Miami, FL



Sassy Ramsey
 Born: 3-21-89
 Date Missing: 3-9-01
 Missing From: Miami, FL



Jessica Thurston
 Born: 3-2-88
 Date Missing: 10-17-03
 Missing From: Akron, OH

**Please call the National Center for Missing and Exploited Children
 Hot Line 1-800-843-5678
 TDD 1-800-826-7653**

Missing Children Poster Display Instructions

Please display this poster prominently on bulletin boards in retail lobbies of main Post Offices™, classified stations, and branches. Operators of contract postal units may display this poster at their option.

Companion posters, authorized for display on bulletin boards maintained by employee organizations, appear periodically in *The Postal Record*, a publication for members of the National Association of Letter Carriers.

This poster is published in cooperation with the National Center for Missing and Exploited Children, the United States Department of Justice, and the National Association of Letter Carriers. Information appearing on this poster is selected solely by the National Center for Missing and Exploited Children (NCMEC).

In addition to *Postal Bulletin* updates, NCMEC distributes information via broadcast fax. Notification of newly reported missing children is sent to designated district "Missing Children" coordinators at fax numbers provided by district managers. Within 24 hours of receipt of a facsimile Missing Children poster, district coordinators should distribute copies to all Postal Service™ facilities in their districts. Missing Children posters are to be displayed for 30 days in Post Office lobbies, workroom floor areas, and other Postal Service facilities, unless notification is received (from NCMEC) to remove a particular poster sooner. The broadcast fax network is used to distribute posters and information in only the most urgent cases of missing and exploited children. This system supplements, but does not replace, the missing children information in this *Postal Bulletin*.

Missing Children posters are available to the U.S. Postal Service® only as described above. If Postal Service employees are contacted by individuals or local agencies about displaying a sign or poster of a missing child in local Post Offices, the individual or agency should be politely informed that the U.S. Postal Service displays only those posters provided by NCMEC, because it has been designated by the U.S. Department of Justice to be the national clearinghouse and resource center for missing and exploited children. The individual or agency should then be referred to NCMEC at 1-800-843-5678.

November 2003

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Njeri Williams
 Born: 6-24-86
 Date Missing: 1-10-03
 Missing From: New York,
 NY



Mani Karami
 Born: 4-9-93
 Date Missing: 4-8-03
 Missing From: Cummings,
 GA



Arjang Karami
 Born: 7-24-88
 Date Missing: 4-8-03
 Missing From: Cummings,
 GA



Patricia Rogers
 Born: 1-28-88
 Date Missing: 2-21-03
 Missing From: Ponca City,
 OK



Stephanie Rogers
 Born: 9-30-90
 Date Missing: 2-21-03
 Missing From: Ponca City,
 OK



Ashley Jones
 Born: 4-20-92
 Date Missing: 9-16-96
 Missing From: Memphis, TN

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Joe Tarkington
 Age progression to 6 years
 Born: 6-24-96
 Date Missing: 4-9-99
 Missing From: Trinidad, TX



Samuel Tarkington
 Age progression to 5 years
 Born: 9-22-97
 Date Missing: 4-9-99
 Missing From: Trinidad, TX



Robert Romero
 Age progression to 8 years
 Born: 4-10-93
 Date Missing: 6-7-00
 Missing From: Santa Fe, NM



Shaina Kirkpatrick
 Born: 4-27-99
 Date Missing: 4-4-01
 Missing From: Portland, OR



Shausha Henson
 Born: 1-25-01
 Date Missing: 4-4-01
 Missing From: Portland, OR



Lucia Valadez
 Born: 8-12-88
 Date Missing: 9-23-03
 Missing From: Cicero, IL

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Haven Pangelinan
Born: 11-5-02
Date Missing: 11-24-02
Missing From: Los Angeles, CA



Ronda Pangelinan
Born: 11-30-86
Date Missing: 11-24-02
Missing From: Los Angeles, CA

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TDD 1-800-826-7653**

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Flexible Spending Accounts (FSA) Open Season

FSA Policy Changes

All bargaining-unit employees may now contribute up to \$5,000 to the Health Care FSA.

Over-the-counter medicines and drugs purchased without a physician's prescription, such as antacids, cold and allergy medicines, and pain relievers, submitted with an itemized receipt, are eligible for reimbursement.

See all changes described on page 12 of the FSA employee brochure, FSA BK1, *Flexible Spending Accounts*, November 2003

Enrollment

Career employees must use the *PostalEASE* enrollment system to enroll in FSAs for 2004 during the FSA open season:

- Call toll free **877-4PS-EASE** (877-477-3273) or
- Go to <http://blue.usps.gov>, click on *Employee Self-Service*, then *PostalEASE* or
- Use an Employee Self-Service kiosk (available in some facilities)

Should you have any trouble using *PostalEASE*, or if you are unable to use the telephone because you are deaf or hard of hearing, or you cannot use the telephone, Intranet, or an Employee Self-Service kiosk for a medical reason, you may contact your local personnel office for assistance.

USPS Personal Identification Number (PIN)

To use *PostalEASE*, enter your Social Security number and USPS PIN. If you don't know your USPS PIN, call *PostalEASE* and, when prompted to enter your PIN, simply pause. The system provides an option to have your USPS PIN mailed to your address of record the next business day. Or you may request a USPS PIN via the Intranet or an Employee Self-Service kiosk — just follow the instructions.

When

November 10 through 5:00 P.M. Central Time on December 21, 2003.

Eligibility

Career employees only — noncareer employees are not eligible.

Plan Information

Leaflet and brochure with *PostalEASE* FSA worksheet included mailed to all career employees. If material is not received by November 28, 2003, contact local personnel office.

Effective Date

FSA open season enrollments become effective January 1, 2004.

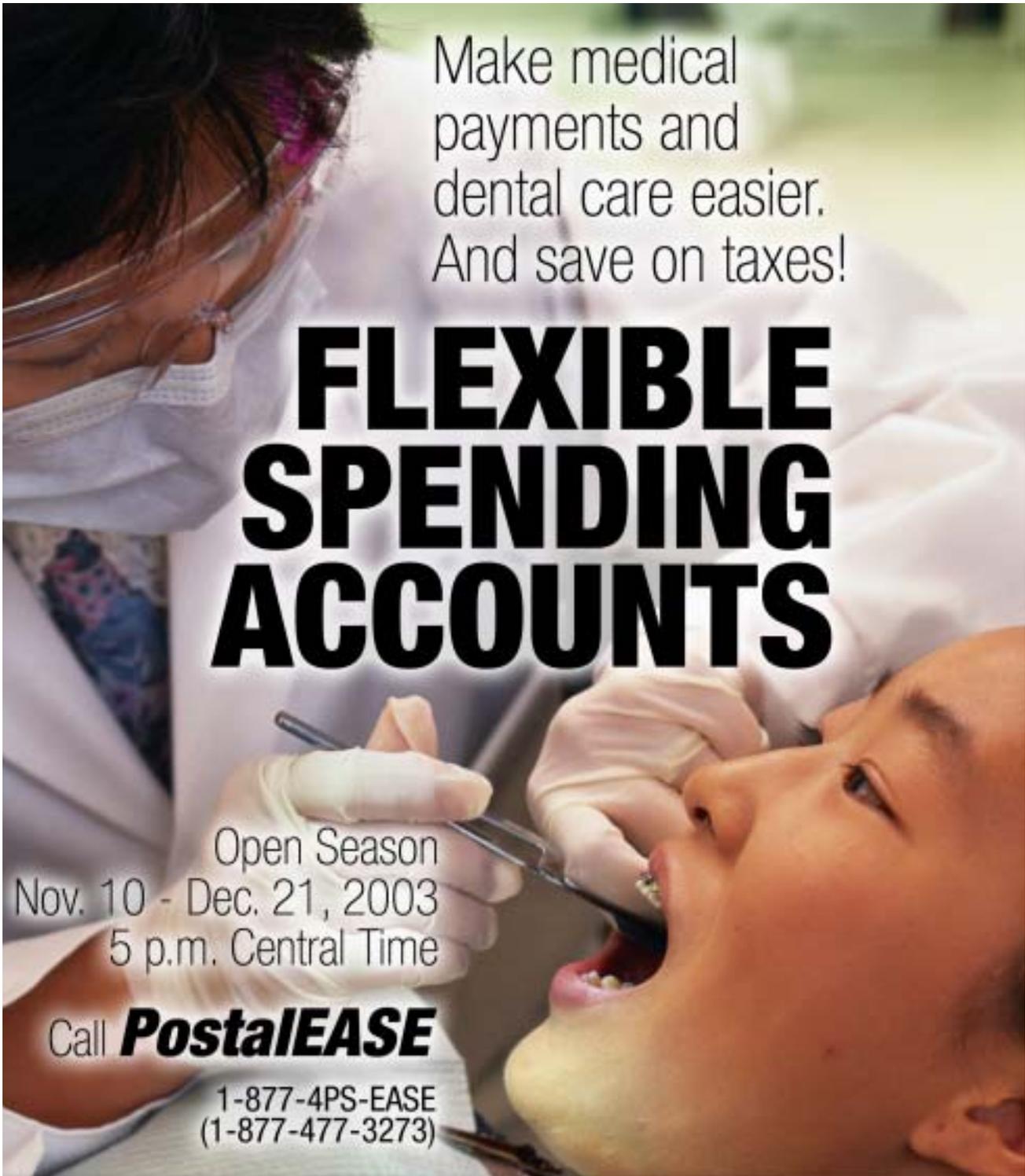
Questions

Hotline for FSA questions: 800-842-2026.

TDD line for hearing impaired: 866-206-7810 or 866-649-4869. Advance call to hotline encouraged.

PLEASE POST ON ALL BULLETIN BOARDS THROUGH DECEMBER 21, 2003.

(See article on page 75.)



Make medical
payments and
dental care easier.
And save on taxes!

FLEXIBLE SPENDING ACCOUNTS

Open Season
Nov. 10 - Dec. 21, 2003
5 p.m. Central Time

Call ***PostalEASE***

1-877-4PS-EASE
(1-877-477-3273)

 **UNITED STATES
POSTAL SERVICE®**



This office will be
CLOSED
Thursday,
November 27, 2003,
Thanksgiving Day.

Need Postal Service information? Call 800-ASK-USPS, 24 hours a day, 365 days a year. Or visit our Web site, www.usps.com, for information, stamps, and so much more.



This office will be
CLOSED
Thursday,
November 27, 2003,
Thanksgiving Day.

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Employees (Continued)

REVISED HANDBOOK EL-307 AND PUBLICATION 317; NEW POSTER 315 AND PUBLICATION 316

Reasonable Accommodation Materials



The Office of Selection, Evaluation, and Recognition, Employee Resource Management, announces the publication of revised and new reasonable accommodation materials.

Revised Materials:

- Handbook EL-307, *Reasonable Accommodation, An Interactive Process* (September 2003), provides revisions to procedures and guidance on processing requests for reasonable accommodation under the Rehabilitation Act. The handbook also incorporates new tools, including the *Reasonable Accommodation Decision Guide*, which replaces the checklists formerly found in the handbook. Previous editions of the handbook are now obsolete.
- Publication 317, *Manager's Guide to Reasonable Accommodation* (September 2003), provides revisions to processes to assist managers and supervisors in making reasonable accommodation

decisions. Previous versions of Publication 317 are obsolete. Publication 318, *Reasonable Accommodation Interactive Process*, is also obsolete.

New Materials:

- Poster 315, *The Reasonable Accommodation Process* (September 2003), also is available.
- Publication 316, *Reasonable Accommodation in the U.S. Postal Service: A Guide for Employees and Applicants* (September 2003), is now available.

These new materials address the policy of the Postal Service™ on reasonable accommodation and the personnel whom applicants and employees should initially contact to request a reasonable accommodation.

A package containing one of each of the four reasonable accommodation materials is being distributed to Headquarters and Headquarters field units, areas, districts, P&DCs, BMCs, AMFs, AMCs, RECs, and Post Offices™ CAG A–G.

The materials are available on the Postal Service Policy-Net Web site; go to <http://blue.usps.gov>; click on *More References*, then *PUBs, Handbooks, or Posters*. Handbook EL-307, Poster 315, and Publication 316 are also available on the Internet; go to www.usps.com; click on *About USPS & News*, then *Forms & Publications*, then *Browse All Periodicals & Publications*, and then *Publications, Handbooks, or Posters* (either *PDF Format* or *Text Format*).

You can order any of these materials from the Material Distribution Center (MDC) as follows:

- **Touch Tone Order Entry (TTOE):** Call 800-332-0317, option 2.

Note: You must be registered to use TTOE. To register, call 800-332-0317, option 1, extension 2925, and follow the prompts to leave a message. (Wait 48 hours after registering before placing your first order.)

- **E-mail:** Complete PS Form 7380, *MDC Supply Requisition* (manually or using FormFlow), and send it as an attachment to the e-mail address *MDC, Customer Service* or to mcustome@usps.gov.
- **Mail:** Mail a completed PS Form 7380 to the MDC at the following address:

SUPPLY REQUISITIONS
MATERIAL DISTRIBUTION CENTER
500 SW GARY ORMSBY DR
TOPEKA KS 66624-9702

Use the following information to order Handbook EL-307:

PSIN: HBK EL-307
PSN: 7610-01-000-9071
Unit of Measure: EA
Minimum Order Quantity: 1
Bulk Pack Quantity: 66
Quick Pick Number: N/A
Price: \$1.1734
Edition Date: 09/03

Use the following information to order Poster 315:

PSIN: POS315
PSN: 7690-07-000-7706
Unit of Measure: EA
Minimum Order Quantity: N/A
Bulk Pack Quantity: 1,000
Quick Pick Number: N/A
Price: \$0.30
Edition Date: 09/03

Use the following information to order Publication 316:

PSIN: PUB316
PSN: 7690-07-000-7707
Unit of Measure: EA
Minimum Order Quantity: N/A
Bulk Pack Quantity: 1,000
Quick Pick Number: N/A
Price: \$0.30
Edition Date: 09/03

Use the following information to order Publication 317:

PSIN: PUB317
PSN: 7610-05-000-4023
Unit of Measure: EA
Minimum Order Quantity: N/A
Bulk Pack Quantity: 2,100
Quick Pick Number: N/A
Price: \$0.0957
Edition Date: 09/03

— *Selection, Evaluation, and Recognition, Employee Resource Management, 11-13-03*

2003–2004 U.S. Postal Service Safe Driver Award Program

The U.S. Postal Service® has renewed its agreement for the Safe Driver Award Program for September 2003 through September 2004. We encourage you to take advantage of this outstanding opportunity.

The National Safety Council and Postal Service™ Headquarters have established this agreement to recognize safe driving performance and to prevent unintentional injury and illness in the Postal Service. The agreement extends the benefits of the Safe Driver Award Program to all Postal Service facilities with driving employees. Eligible Postal Service employee participants are employees (1) who have a

normal daily assignment that involves driving a motor vehicle for official office business and (2) who have not had their driving privilege revoked or suspended.

The Postal Service Safe Driver Award Program allows postmasters to order program components at no cost to their facility. The National Safety Council bills all costs for the components covered under the agreement to Postal Service Headquarters. To order program components and for more information about the Postal Service Safe Driver Award Program, postmasters should contact the National

Safety Council by telephone at 800-SAFE-643, by fax at 630-285-0797, or by e-mail at motprog@nsc.org.

Under the current contract, postmasters can order the following program components:

- 1-year through to 45-year safe driver lapel pins (wallet cards come with orders for lapel pins).
- Million-mile plaques and pins (million-mile brass wallet cards come with orders for the plaques and pins).
- Postal Service Safe Driver Rule Book (no restriction on quantity for orders).

The following program components are not covered under the current contract, but postmasters can purchase them separately and pay for them locally:

- Expert driver certificates.
- 1-year through 45-year safe driver patches.
- 2- and 3-million mile plaques.
- 1-year through 45-year personalized safe worker pins.

— *Safety Performance Management,
Employee Resource Management, 11-13-03*

Flexible Spending Accounts Open Season

The 2003 open season for the Flexible Spending Account (FSA) program for career employees is scheduled for November 10 through December 21, 2003, 5:00 P.M. Central Time (CT). Enrollments made during this open season are effective January 1, 2004, for the 2004 plan year (January 1 through December 31, 2004).

FSAs allow employees to set aside a portion of their pre-tax earnings for certain types of out-of-pocket health care and dependent care expenses. The money withheld for FSAs is not subject to income, Medicare, or Social Security taxes. United Health Care administers the FSA program for the Postal Service™.

The booklet FSA BK1, *Flexible Spending Accounts* (November 2003), provides a good overview of FSAs. The following information should assist local personnel offices in conducting this open season.

Use *PostalEASE* to Enroll

To enroll in FSA during open season, employees have two options: (1) the *PostalEASE* telephone system or (2) the *PostalEASE* employee Web site.

To enroll by telephone: Call the *PostalEASE* toll-free number at 877-4PS-EASE (877-477-3273).

To enroll via the Intranet: Go to <http://blue.usps.gov>, click on *Employee Self-Service*, and then on *PostalEASE*. Or use an Employee Self-Service kiosk (available in some facilities).

Publicity

To publicize FSA open season, all offices must post the open season notice provided on page 69 on bulletin boards through December 21, 2003.

Direct Mailings to Employees

Headquarters (HQ) Compensation is coordinating FSA open season mailings to career employees at their mailing addresses of record. Employees receive a leaflet, postcards, an enrollment kit with an FSA brochure, a *PostalEASE* FSA worksheet, and a withdrawal request form.

Undeliverable mailed kits are returned to the employing office of record. When an office receives a returned kit, the office should encourage the employee to update his or her address. An employee with access to Employee Change of Address on the Intranet (from the blue page) or to an Employee Self-Service kiosk (available in some facilities) should use these entry methods. Any other employee should submit an updated PS Form 1216, *Employee's Current Mailing Address*. PS Form 1216 may be ordered from the Material Distribution Center (MDC) as follows:

- **Touch Tone Order Entry:** Call 800-332-0317, option 2.

Note: You must be registered to use TTOE. To register, call 800-332-0317, option 1, extension 2925, and follow the prompts to leave a message. (Wait 48 hours after registering before placing your first order.)

- **E-mail:** Complete PS Form 7380, *MDC Supply Requisition* (manually or using FormFlow), and send it as an attachment to the e-mail address *MDC, Customer Service* or to mcustomer@usps.gov.
- **Mail:** Mail a completed PS Form 7380 to the MDC at the following address:

SUPPLY REQUISITIONS
MATERIAL DISTRIBUTION CENTER
500 SW GARY ORMSBY DR
TOPEKA KS 66624-0702

The relevant ordering information for PS Form 1216, *Employee's Current Mailing Address*, is as follows:

PSIN: PS 1216
PSN: 7530-02-000-7354
Unit of Measure: SE
Quick Pick #: 118
Bulk Pack Quantity: 4,000
Minimum Order Quantity: 500
Price: \$0.0171
Edition Date: 06/93

Eligibility

Participation in the FSA program is limited to career employees. To enroll, a career employee must have completed at least 26 full pay periods of postal career service during the current appointment by the end of pay period (PP) 26-2003 (December 12, 2003). A career employee who is in a leave without pay (LWOP) status that has lasted for more than eight consecutive full pay periods as of December 12, 2003, is not eligible to participate in the FSA program. However, an employee who is returning from unformed military service may enroll, even if he or she has exceeded the eight pay periods of LWOP.

Election Opportunities

Health Care FSA and Dependent Care FSA

Eligible career employees may elect to participate in one, or both, of two FSAs — the Health Care FSA and the Dependent Care FSA. Each FSA covers eligible expenses for services that are received during the employee's period of participation during 2004 plan year (for most employees this will be January 1 through December 31, 2004). Employees who elect to participate must enroll via *PostalEASE* no later than 5:00 P.M. CT on December 21, 2003. The brochure FSA BK1, *Flexible Spending Accounts*, that employees receive in the mail describes eligible and ineligible expenses and guidelines for estimating 2004 expenses.

FSA Open Season Contribution Levels

For the 2004 plan year, eligible career bargaining unit employees may now elect to contribute up to \$5,000 to the Health Care FSA. Career nonbargaining unit employees may elect to contribute up to \$5,000 to the Health Care FSA. All eligible career employees may also elect to contribute up to \$5,000 to the Dependent Care FSA. Contributions are withheld in equal amounts through payroll deductions covering 27 pay periods (PP 01-2004 through PP 27-2004). The minimum annual contribution employees may make to either FSA is \$135 (\$5 per pay period).

Election Changes and Enrollment Processing

Participants may neither cancel enrollments nor change contribution levels during the plan year except following qualified life status changes, as explained in the brochure FSA BK1, *Flexible Spending Accounts*.

Open Season Materials

Direct Mailings to Career Employees

Each career employee receives the following items at his or her mailing address of record:

- Three publicity postcards:
 - A postcard with instructions on how to obtain a USPS Personal Identification Number (PIN) (mailed in early November).
 - A postcard with examples of typical FSA cost savings (mailed in late November).
 - A postcard with a reminder of the closing date (mailed in mid-December).
- FSA LF1, *Flexible Spending Accounts Overview and Tax Savings Estimator* (October 2003). This leaflet provides an overview of the advantages of the FSA program.
- An enrollment kit that includes the following items:
 - FSA BK1, *Flexible Spending Accounts* (November 2003), a brochure explaining plan policies and provisions.
 - The FSA *PostalEASE* worksheet.
 - FSA1, *Flexible Spending Accounts (FSA) Withdrawal Request* (November 2003). This form is used to request to withdraw funds from an FSA for payment of eligible expenses for services received during the period of participation.

Extra Supplies of Materials

By the beginning of the open season, HQ Compensation coordinates the distribution of extra supplies of the leaflet, enrollment kit, and copies of the worksheet and withdrawal request form to Human Resources at district offices, area offices, processing and distribution centers, bulk mail centers, airport mail centers, remote encoding centers, the Office of Inspector General, Inspection Service divisions, Headquarters, and selected Headquarters field units.

Additional copies of the following FSA items will be available from the MDC but *not* until the distribution of extra supplies has been completed. The relevant ordering information follows.

Flexible Spending Accounts Overview and Tax Savings Estimator

PSIN: FSA LF1
PSN: 7610-04-000-5138
Unit of Measure: EA
Quick Pick #: NA
Bulk Pack Quantity: 1,800
Minimum Order Quantity: 2,100
Price: No cost
Edition Date: 10/03

Flexible Spending Accounts

PSIN: FSA BK1
PSN: 7530-02-000-9910
Unit of Measure: EA
Quick Pick #: NA
Bulk Pack Quantity: 250
Minimum Order Quantity: 2
Price: No cost
Edition Date: 11/03

Flexible Spending Accounts (FSA) Withdrawal Request

PSIN: FSA1
PSN: 7530-02-000-9911
Unit of Measure: EA
Quick Pick #: NA
Bulk Pack Quantity: 1,800
Minimum Order Quantity: 100
Price: No cost
Edition Date: 11/03

Responsibilities of Personnel Offices

Personnel offices are responsible for the following tasks:

- Respond to employee inquiries about eligibility.
- Determine the participant's eligibility to enroll or to change contribution levels during the plan year based on the participant's qualified life status changes.

Offices are reminded of the following points:

- Refer to *PostalEASE* Update 2001-03 (June 4, 2001) for instructions on processing FSA elections in cases of belated election or administrative error. These instructions are found at <http://blue.usps.gov/hrisp/hrisp/updates/postalease/2001/>.

- Employees should include health care expenses for dependents in the Health Care FSA contribution amount and not in the Dependent Care FSA.
- The Internal Revenue Service (IRS) annual limits on the Dependent Care FSA contribution are \$5,000 for a family and \$2,500 for a married employee filing a separate return. These limits are explained fully in the FSA BK1, *Flexible Spending Accounts*.
- Offices do not process Form FSA1, *Flexible Spending Accounts (FSA) Withdrawal Request*. Participants are responsible for mailing Form FSA1 directly to the FSA Customer Service Center via the El Paso, Texas, address given on Form FSA1.
- Offices must not provide tax advice. Offices must refer employees with tax questions to their tax advisors or to the IRS toll-free information line at 800-TAX-1040 (800-829-1040). In addition, a section of the FSA BK1, *Flexible Spending Accounts*, presents certain tax information related to FSAs.
- Refer employees with questions about the FSA program to the FSA toll-free hotline given below.

FSA Customer Service Center Toll-Free Hotline

For inquiries about FSAs, employees should call the FSA Customer Service Center's toll-free hotline at 800-842-2026. Following enrollment, participants may use the hotline to:

- Make account inquiries.
- Discuss expenses that are eligible for payment through the FSA program.
- Obtain other plan information.

The FSA Customer Service Center also provides a Telecommunications Device for the Deaf (TDD) line at 866-206-7810 and 866-649-4869. The Center encourages employees who want to use the TDD line to have a colleague place an advance call to the toll-free hotline.

— *Compensation,*
Employee Resource Management, 11-13-03

Rochester P&DC Safety Committee Receives OSHA's Highest Rating — STAR

"Twinkle, twinkle little star, how I wonder what you are." This is the beginning of a song that we can all remember as a child. Well, the Rochester P&DC has pursued the imagination of a star, and this week they discovered what it is.

The Rochester P&DC Safety Committee has been searching and working for the OSHA Voluntary Protection Program (VPP) STAR rating for 3 years. Last week the OSHA VPP audit team visited the Rochester facility to perform an audit of the facility's Safety and Health Program. After the week-long audit, OSHA declared that the Rochester P&DC Safety Committee's efforts should be honored with the highest rating OSHA has to offer, STAR!

This was the culmination of 3 years of dedicated teamwork on behalf of the Labor and Management Committee. The Safety Committee in Rochester is made up of 80% craft employees and 20% labor employees. Their top-notch safety program reduced accidents by 63% over 3 years. The Safety Committee is chaired by Mailhandler AVP Greg Hubbard and APWU Steward Peggy Pearson. The VPP coordinator is APWU Mary Hutteman. They were empowered by Plant Manager Rhonda Spates-Benton and her management team.

The synergism created by an employee-owned safety program facilitated empowerment and safety excellence. Not only was this team ranked above most programs in the nation, the OSHA auditors also noted that two of their programs should be classified as "Best Practices." The safety programs given this classification were the Rochester P&DC's Lockout/Tagout and the Powered Industrial Truck. This classification indicates that, from all the audits that OSHA has performed both in the private sector and in the government sector in the industrial environment, these two programs are the very best that they have seen. These Best Practices will be used by OSHA as a model for other companies.

The bottom line is that the Rochester P&DC Safety Committee now knows what the "STAR" is. It is the one that shines the brightest for Rochester because it saves the postal family's lives.

— Safety Performance Management,
Employee Resource Management, 11-13-03

Information Technology

HANDBOOK REVISION

Handbook AS-508, Section 508

We have revised Handbook AS-508, *Section 508*, chapters 4–9, to add Internet address links to related Access Board requirements that Postal Service™ organizations must follow when developing and presenting electronic and information technology information that Postal Service employees and customers will access.

We will incorporate these revisions into the online version of the handbook available on the Postal Service PolicyNet Web site at <http://blue.usps.gov/cpim>; click on HBKs.

Handbook AS-508, Section 508

* * * * *

4 Telecommunications

[Revise text as follows:]

The Access Board Standards for telecommunications products are available online at www.section508.gov/index.cfm?FuseAction=Content&ID=12#

Telecommunications. (You may also reach them from the Section 508 home page (www.section508.gov) by clicking

on *508 Law*, then on *Section 508 Standards*, and finally on *1194.23 Telecommunications products*.)

* * * * *

5 Video and Multimedia

[Revise text as follows:]

The Access Board Standards for video and multimedia applications are available online at www.section508.gov/index.cfm?FuseAction=Content&ID=12#Video. (You may also reach them from the Section 508 home page (www.section508.gov) by clicking on *508 Law*, then on *Section 508 Standards*, and finally on *1194.24 Video and multimedia products*.)

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6 Software Applications and Operating Systems

[Revise text as follows:]

The Access Board Standards for software applications and operating systems are available online at www.section508.gov/index.cfm?FuseAction=Content&ID=

12# Software. (You may also reach them from the Section 508 home page (www.section508.gov) by clicking on 508 Law, then on Section 508 Standards, and finally on 1194.21 Software applications and operating systems.)

* * * * *

[Revise title and text as follows:]

7 Desktop and Portable Computers

The Access Board Standards for desktop and portable computers are available online at www.section508.gov/index.cfm?FuseAction=Content&ID=12#Desktop. (You may also reach them from the Section 508 home page (www.section508.gov) by clicking on 508 Law, then on Section 508 Standards, and finally on 1194.26 Desktop and portable computers.)

* * * * *

8 Self Contained, Closed Products

[Revise text as follows:]

The Access Board Standards for self contained and closed products are available online at www.section508.gov/

[index.cfm?FuseAction=Content&ID=12#Self](http://www.section508.gov/index.cfm?FuseAction=Content&ID=12#Self). (You may also reach them from the Section 508 home page (www.section508.gov) by clicking on 508 Law, then on Section 508 Standards, and finally on 1194.25 Self contained, closed products.)

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9 Support

[Revise text as follows:]

The Access Board Standards for information, documentation, and support are available online at www.section508.gov/index.cfm?FuseAction=Content&ID=12#Information. (You may also reach them from the Section 508 home page (www.section508.gov) by clicking on 508 Law, then on Section 508 Standards, and finally on 1194.41 Information, documentation, and support.)

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— Enterprise Architecture and Standards, Information Technology, 11-13-03

NEW MANAGEMENT INSTRUCTION

Field Applications — Development and Retention

MI AS-850-2003-12, *Field Applications: Development and Retention*, is available on the Postal Service™ Policy-Net Web site; go to <http://blue.usps.gov>; click on *More References*, then *MI*s.

This MI establishes the policy and procedures for building a field application or keeping an existing one when it is determined to be in the best interest of the Postal Service. It applies to all individuals and organizations that develop or support applications that operate within the Postal Service production computing environment.

All new applications must be designed to operate within the Advanced Computing Environment (ACE) infrastructure following the standards for new development outlined in this MI.

Existing field applications must be assessed by field managers to determine whether they should be retired or retained using the criteria outlined in this MI.

— Business Solutions Services, Information Technology, 11-13-03

NEW MANAGEMENT INSTRUCTION

Securing Wireless Local Area Networks

Management Instruction AS-860-2003-11, *Securing Wireless Local Area Networks*, is now available on the Postal Service™ PolicyNet Web site; go to <http://blue.usps.gov>; click on *More References*, then *MI*s.

This MI establishes policy and requirements regarding the use of 802.11x wireless local area network technology within the Postal Service.

It requires, among other things, that all installations of access points, wireless cards, or any wireless technology be approved in advance by the Network Connectivity Review Board (NCRB) because of the risks such installations can introduce to the Postal Service intranet, networks, and all connected information resources.

— Corporate Information Security, Information Technology, 11-13-03

Policy on BlackBerry and Wireless PDA Devices

Wireless data communication in the Postal Service™ takes place over handheld devices that provide a secure connection from the Postal Service network to wireless network and support services. The current product that supports wireless data transfer is the RIM BlackBerry.

Prospective BlackBerry users must have an ACE/Exchange (Outlook) account before Information Technology (IT) can configure a connection. IT will not order hardware or service for users who do not have an active Outlook account.

Coordinate and initiate account setup, transfer, inventory tracking, and problem resolution through the IT Help Desk ticket process.

Eligibility Criteria

- **USPS officers and PCES executives (fully funded).** Postal Service officers and PCES executives receive BlackBerry data messaging technology provided and funded by IT.

Note: Voice service and device upgrades are funded locally.

- **Continuity of operations (COOP) members (shared funding).** Designated COOP members receive BlackBerry data messaging technology.

IT will fund the initial purchase and one-time setup charge of BlackBerrys for EAS personnel identified by title and grade in accordance with guidelines established by the COOP program manager. The area, district, or local organization will fund recurring service costs. IT will requisition and order the hardware.

Noncritical EAS/other positions (locally funded). EAS and other positions receive BlackBerry data messaging technology only if their local PCES manager approves and funds it.

Contract employees (locally funded). Contract employees receive BlackBerry data messaging technology only if their local PCES manager and the Office of the Chief Technology Officer approve it and local funds pay for it.

- **FLSA non-exempt and bargaining unit employees (ineligible).** FLSA non-exempt and bargaining unit employees do not receive remote communication devices.

Funding

- **Fully funded.** IT will fund the initial purchase, one-time setup charge, and monthly recurring charges for all BlackBerry data messaging technology deployed to all executive officers and PCES managers.

- **Shared funding.** IT will fund the one-time purchase and setup charge of BlackBerrys for EAS personnel identified by the COOP program manager. The area, district, or local organization will requisition via the eBay off-catalog process and fund the monthly recurring wireless service cost. The eBay requisition must list Craig Woods and Lydia Martin as ad-hoc approvers.
- **Locally funded.** The area, district, or local organization and the Office of the Chief Technology Officer will approve the use and distribution of BlackBerry messaging technology for locally designated EAS and other personnel. Local funds will pay for all associated costs. The eBay requisition must list Craig Woods and Lydia Martin as ad-hoc approvers.

Ordering

Follow the instructions provided in the Order Processes document on the Intranet at <http://cste/blackberry/info.htm>. The vendor will ship devices to the address of the requester or to the local IT personnel helping the requester set up the device. When you receive the device, contact the IT Help Desk to initiate a ticket to have the device installed and activated and alert your local IT staff.

To open a Help Desk ticket, contact the IT Help Desk at the telephone numbers and e-mail addresses listed below:

- **HQ and HQ Remote employees**

Telephone: 202-268-5588
800-268-5588

E-mail: ## IT Help Desk
ithelp@usps.gov

- **Field employees**

Telephone: Call 800-USPS-HEL(P)
(800-877-7435) and say "BlackBerry"
at the voice response level.

Available Devices and Services

Following is a list of the available devices and the standard features and services that come with each device. All other features, enhanced services, or accessories are considered optional and must be funded by the requesting organization.

- **RIM BlackBerry 957**

- Device, docking station, and belt carrying case.
- 2.5.3 Microsoft Exchange client access license and software.
- Cingular-provided service and coverage areas.
- Corporate E-mail Plus (unlimited).

- Basic paging.
- Web browsing service.
- METAmesssage attachment processing.
- **RIM BlackBerry 6710**
 - Device, docking station, ear bud, and travel charger.
 - 3.6 MS Exchange client access license and software.
 - AT&T-provided service and coverage areas.
 - Data only with SMS: \$37.49 Monthly Service (\$49.99 monthly service fee, less the Postal Service's 25 percent discount).
 - Data, SMS, and voice: \$33.74 Monthly Service (\$44.99 monthly service fee, less the Postal Service's 25 percent discount).
 - Roaming data charges (U.S. Domestic and Canada): \$13.00 per megabyte, priced per kilobyte (\$0.01270 per kilobyte).
 - International roaming charges: \$20.00 per megabyte, priced per kilobyte (\$0.01953 per kilobyte).
 - Voice service can be coupled with data on the RIM BlackBerry 6710 where service is locally available. This additional feature is funded in accordance with the area, district, or local organization's policies and procedures. See the table below for available calling plans, information on device capabilities, and local service availability.

	Monthly charge	Included minutes	Additional minutes	Additional promotions (free for as long as you remain on the plan)
Business – security plan	\$16.99	60	\$.25	N/A
mLife local calling plans	\$29.99	250	\$.45	Free long distance
	\$39.99	400	\$.40	200
	\$49.99	600	\$.40	additional
	\$74.99	1000	\$.35	anytime
	\$99.99	1400	\$.30	minutes and
	\$149.99	2200	\$.30	free long
	\$299.99	4800	\$.25	distance

	Monthly charge	Included minutes	Additional minutes	Additional promotions (free for as long as you remain on the plan)
mLife national calling plans	\$19.99	30	\$.45	Free long distance
	\$29.99	200	\$.45	
	\$39.99	350	\$.40	200
	\$49.99	500	\$.40	additional
	\$74.99	900	\$.35	anytime
	\$99.99	1200	\$.30	minutes and
	\$149.99	2000	\$.30	free long
	\$199.99	3000	\$.25	distance
\$299.99	4500	\$.25		

Note: AT&T does not offer a One Rate payment option for BlackBerry voice service.

Note: To have this voice service activated, you will need to turn in your Postal Service-distributed mobile phone.

Transfer From Person to Person

Fully Funded Devices

Return all fully funded devices to the BlackBerry and PDA National Program Office for reissue or inventory surplus as appropriate.

Devices With Shared Funding

Devices with shared funding are assigned to critical positions and stay with that position. If the position is cancelled, return the device to the BlackBerry and PDA National Program Office for reissue or inventory surplus as appropriate.

Locally Funded Devices

The local PCES manager reassigns locally funded devices to eligible personnel.

Note: Coordinate and initiate account setup, transfer, maintenance, and inventory tracking through the Help Desk ticket process.

Return all broken, excessed, unused, or upgraded devices to the BlackBerry and PDA National Program Office at the following address:

TECHNOLOGY SUPPORT
 BLACKBERRY AND PDA NATIONAL PROGRAM OFFICE
 475 L'ENFANT PLAZA SW RM 2P707
 WASHINGTON DC 20260-1500

Upgrade Device or Service

- **Officers:** Local funds pay upgrade cost and telephone charges.
- **PCES:** Local funds pay upgrade cost and telephone charges.
- **EAS/Other:** Local PCES manager approves and funds upgrade difference and phone charges.

- **Contract employees:** The local PCES manager and the Office of the Chief Technology Officer must approve all upgrades; all costs of upgrade and telephone charges are paid with local funds.

Note: Account setup, transfer, and inventory tracking is coordinated and initiated via the Help Desk ticket process.

When you upgrade your BlackBerry device, the old device must be returned to the BlackBerry and PDA National Program Office at the following address:

TECHNOLOGY SUPPORT
BLACKBERRY AND PDA NATIONAL PROGRAM OFFICE
475 L'ENFANT PLAZA SW RM 2P707
WASHINGTON DC 20260-1500

If you wish to transfer the old device to another person, you must coordinate it with the BlackBerry and PDA National Program Office.

Damaged, Lost, or Stolen Device

If your BlackBerry device is damaged, initiate repair or replacement service via the IT Help Desk ticket process.

Return all damaged devices to the BlackBerry and PDA National Program Office at the following address:

TECHNOLOGY SUPPORT
BLACKBERRY AND PDA NATIONAL PROGRAM OFFICE
475 L'ENFANT PLAZA SW RM 2P707
WASHINGTON DC 20260-1500

If your BlackBerry device is lost or stolen, contact the IT Help Desk immediately for assistance in disabling the device. After the device is disabled, if you determine that it is not recoverable, you may obtain a replacement device. You can initiate this process by contacting the IT Help Desk at the following telephone numbers and e-mail addresses:

- **HQ and HQ Remote employees**
Telephone: 202-268-5588
800-268-5588
E-mail: ## IT Help Desk
ithelp@usps.gov
- **Field employees**
Telephone: Call 800-USPS-HEL(P)
(800-877-7435) and say "BlackBerry"
at the voice response level.

Support

All service, support, and maintenance is initiated by opening an IT Help Desk ticket. You can initiate this process by contacting the Help Desk at the following telephone numbers and e-mail addresses:

- **HQ and HQ Remote employees**

Telephone: 202-268-5588
800-268-5588

E-mail: ## IT Help Desk
ithelp@usps.gov

- **Field employees**

Telephone: Call 800-USPS-HEL(P)
(800-877-7435) and say "BlackBerry"
at the voice response level.

Training

Each area, district, or local organization is responsible for acquiring training for its end users. Obtain more information by visiting www.ctbsltd.com.

Detailed Technical Support

Detailed technical support is supplied to IT managers and staff under separate cover.

— *Technology Services,
Information Technology, 11-13-03*

Blocking Problematic Web Sites

Today, the Postal Service™ is leveraging the power of the Internet to extend its services worldwide. But new technologies pose new and challenging security risks. One area of risk lies in the personal use of the Internet by our employees, which could result in security risks, the unnecessary diversion of bandwidth for frivolous purposes, or more serious events, including the following:

- Bombardment of our network with tons of unsolicited, commercial, Web-embedded links and e-mails because a user's e-mail address is added to a spam list.
- Assaults on our network that occur when a user visits a Web site that tries to load *spyware* (applications bundled in freeware to secretly monitor user Internet activity and collect sensitive information) and *cookies* (files that Web servers send to Web browsers that are used to record personal data).
- Contamination of our network and data by virus infections and worm attacks associated with unsolicited e-mails.

What the Postal Service Is Doing

Cleaning up after such events costs time and money and can disrupt daily business operations. To avoid such consequences, the Postal Service is putting in place a smart filter to block access to problematic Web sites.

How It Works

Simply put, the filter will prevent you from getting there from here. Postal Service employees who try to visit a site

known to be problematic will get a message letting them know that it is one of the blocked sites and that further visits to the site should be avoided. The Postal Service monitors Internet use, and even though employees may use the Internet occasionally for personal use, they could be disciplined or lose their network privileges if they continue to try to access a blocked site. (You can read up on the Postal Service's policy on acceptable use of the Internet in Handbook AS-805, *Information Security*, chapter 5.)

Types of Web Sites Being Blocked

Blocked sites include those that contain pornography, gaming, humor, music, entertainment, and streaming video and audio. To see whether a site is being blocked, visit www.securecomputing.com/cgi-bin/filter_whereV301.cgi.

If You Need Access to a Blocked Site for Business Purposes

If you believe you have a legitimate business need to visit a blocked Web site, ask your manager to send an e-mail to webproxy@imail.usps.gov.

— Corporate Information Security Office,
Information Technology, 11-13-03



October 17, 2003

ALL EMPLOYEES

SUBJECT: Computer Security Day

Over the past few weeks, we have all become more sensitive than ever to the critical issue of security. From the routine activities we engage in every day, to the movement of mail throughout our system, we are acutely aware of the need for increased awareness and attention in all of our surroundings.

We are working hard to protect the safety and security of our employees, our customers, and the nation's mail. Heightened procedures, including the formation of a new, cross-functional task force on mail security and hazardous materials will go a long way toward helping us maintain the nation's confidence in the mail.

Our focus must also include information security. The Postal Service, like many private and government institutions, will observe annual *Computer Security Day* on November 20, 2003. This *Computer Security Day, Information Technology* will provide information in several forms to observe this Day — broadcasts on USPS-TV, awareness brochures, and articles in our national publications. You can also get additional information at <http://blue.usps.gov/security>.

I encourage you to look closely at your practices in handling information in your daily work routines. Please become more familiar with the policies that guide authorized uses of computers and information, and pursue improvements in behavior and business processes that contribute to stronger information security. Even the greatest computer technology can be undermined by human behavior, whether intentional or accidental. A security-aware workforce is our best first line of defense against most threats — either internal or external. Threats to our information come in a greater variety and appear faster than ever before. Your eyes and ears assist us to respond quickly to incidents before harm spreads across our network.

Information security is everyone's business. Thank you for your continued vigilance in securing Postal Service information assets.

A handwritten signature in cursive script that reads "Robert L. Otto".

Robert L. Otto
Vice President, Chief Technology Officer

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-
202-268-6900
FAX: 202-268-4492



Value

Knowledge

Use. Don't Abuse.



Remember—

your e-mail and Internet access are for work.

- **Keep away from prohibited web sites.**
- **Don't send or receive restricted material.**
- **Avoid more than occasional personal use.**
- **Follow policy — computer use may be monitored.**

Confidence

PRIVACY

Deterrence

Protection

SOLUTIONS



UNITED STATES
POSTAL SERVICE®

INFORMATION TECHNOLOGY
Value | Knowledge | Solutions

Value

Knowledge

Worms, Viruses & Bugs



VIRUS ALERT!

PRIVACY

Deterrence

Oh No!

Stop worms and viruses before they get to your computer — and the Postal Service.

- Delete (never open!) suspicious e-mails.
- Keep your e-mail address off of public mailing lists to help avoid SPAM.
- Avoid commercial Web-based e-mail services.
- Never install unauthorized software.

Confidence

Protection

SOLUTIONS

International Mail

IMM REVISION

Global Express Mail to Romania

Effective November 13, 2003, Global Express™ Mail (EMS®) service is available to all destinations in Romania. Previously, the only available EMS destination in Romania was Bucharest.

We will incorporate this revision into the printed version of *International Mail Manual (IMM)* 30 and also into the on-line version of the IMM, which can be accessed via Postal Explorer at <http://pe.usps.gov>.

International Mail Manual (IMM)

* * * * *

Individual Country Listings

* * * * *

Romania

* * * * *

Global Express Mail (EMS) (220)

* * * * *

[Revise the “Areas Served” section to read as follows:]

Areas Served: All

* * * * *

— *Mailing Standards, Pricing and Classification, 11-13-03*

IMM REVISION

Global Direct — Mexico, Discontinuance of Service

Effective November 13, 2003, Global Direct – Mexico service is discontinued.

We will incorporate this revision into the printed version of *International Mail Manual (IMM)* 30, and also into the on-line version of the IMM, which can be accessed via Postal Explorer at <http://pe.usps.gov>.

International Mail Manual (IMM)

* * * * *

6 Special Programs

610 Global Direct Service

[Delete 611, Global Direct — Mexico, in its entirety. Renumber current 612, Global Direct — Canada Admail, as 611. Renumber current 613, Global Direct — Canada Publications Mail, as 612.]

611 Global Direct — Canada Admail

* * * * *

612 Global Direct — Canada Publications Mail

* * * * *

— *Mailing Standards, Pricing and Classification, 11-13-03*

Promotion. Postal Service Official Licensed Products



WONDERLAND™ MARKETING

Official USPS® Licensee

Woman-Owned Small Business



An official licensed product of the United States Postal Service®.

Show your continued support
with our exclusive Heroes Wonder Bear™!



USPS-Heroes

9" Bear cost: \$12.00. 1-piece minimum.

A percentage of proceeds goes to The Bravest Fund.

To order call toll free: **888-876-2451**

www.wonderlandbears.com

Please allow 2 weeks for delivery.

Shipping & Handling \$3.85 - Priority Mail® Delivery Confirmation™ for minimum quantity.

Payment: Visa, Mastercard, Discover

Bear colors available: Blueberry, Mocha, Raspberry, and Vanilla.



Products featured in this promotion are for individual purchases or Postal Service promotional events. These items are *not* for resale in Postal Service retail stores.

You can obtain licensed items for retail sale through the Official Licensed Retail Product (OLRP) program. All offices are eligible to participate in the program and may order products through the OLRP catalog on eBuy.

Promotion. Postal Service Official Licensed Products

Newly Released!
 Officially licensed, limited edition,
 United States Postal Service®
BOBBING HEAD DOLLS



An official licensed product of the United States Postal Service.

- Each limited edition Bobbing Head Doll comes in a collector's display box.
- Bobbers are 7-1/2 inches tall.
- Each doll is carefully hand painted.
- Limited production run!
- Get together with co-workers to order a dozen or more and receive FREE SHIPPING!

Call today to place your order!



A Division of O.B.P., Incorporated
 P.O. Box 9573, Canton, OH 44711

800-294-3559
 BosleyBobbers.com

In stock and ready to ship today!

Products featured in this promotion are for individual purchases or Postal Service promotional events. These items are *not* for resale in Postal Service retail stores.

You can obtain licensed items for retail sale through the Official Licensed Retail Product (OLRP) program. All offices are eligible to participate in the program and may order products through the OLRP catalog on eBuy.

Promotion. Postal Service Official Licensed Products

ROYEL MARKETING

www.royelideas.com



AN OFFICIAL LICENSED
PRODUCT OF THE UNITED
STATES POSTAL SERVICE®.

**ONLY
\$22.00
EACH!**



MODEL SWX



MODEL SKX

CLIP-ON SERIES

- Minimum order: 5 watches per model
- Free shipping on orders of 20 or more watches
- Order 50 or more and pay only \$18.00 each!

CALL TOLL-FREE 800-952-7340

ORDER FORM

Local Post Office™: _____

Address: _____

City: _____ State: _____ ZIP Code: _____

Payment: Visa Mastercard Amex Money Order

Card number: _____ Expiration date: _____

Purchaser: _____ Signature: _____

Telephone: _____ Fax: _____ E-mail: _____

Quantity (minimum 5 watches per model): Model SKX: _____ Model SWX: _____

FAX YOUR ORDER TO 973-624-6664 * PLEASE ALLOW 3-4 WEEKS FOR DELIVERY

Products featured in this promotion are for individual purchases or Postal Service promotional events. These items are *not* for resale in Postal Service retail stores.

You can obtain licensed items for retail sale through the Official Licensed Retail Product (OLRP) program. All offices are eligible to participate in the program and may order products through the OLRP catalog on eBuy.

Promotion. Postal Service Official Licensed Products

Risky Business
The Game Where You're the BOSS!

Your purchase benefits the **NALC Food Drive**

Act now and save over **35% off** the retail price seen at national retailers like Barnes & Noble!

"The results make for a light, yet challenging strategy game that really works for gamers, their non-gaming friends, and the whole family."
—Games Unplugged Magazine, November 2002

ADventure Games would like to say "thank you" for the use of the USPS® logo for Risky Business®. So, from now until December 31, 2003, USPS employees can purchase Risky Business for \$22.00—a savings of over \$12.95! In addition, for every game sold through this offer ADventure Games will donate \$2 to the National Association of Letter Carriers Food Drive! Imagine that—you get a great gift at a great price while supporting a great cause this holiday season!

To take advantage of this offer, simply fill out the form and fax it to us at 253-663-8138 or visit us online at www.playriskybusiness.com/thanks

Name: _____	Phone: _____
Shipping Address: _____	Billing Address: (if different from shipping address) _____
Address: _____	Address: _____
City: _____	City: _____
State: _____ ZIP: _____	State: _____ ZIP: _____
Credit Card #: _____	Fax: _____
Type: <input type="checkbox"/> Visa <input type="checkbox"/> MC	E-mail Address: _____
Expiration: _____	Quantity: _____
Signature: _____	Total: \$ _____ [\$22.00 per game]
<small>* Credit card will not be charged until order is shipped.</small>	Shipping: \$ _____ [\$ 4.00 per game]
<small>* Orders ship within 24 hours of receipt.</small>	Order Total: \$ _____
<small>* Prices are not valid for shipments outside the continental U.S.</small>	

2 to 6 Players
Ages 12 to Adult
©2001 Adventure Games, Inc.
All Rights Reserved.
PO BOX 878
ACTON MA 01720
Telephone: 978-239-6172
Fax: 253-663-8138

Products featured in this promotion are for individual purchases or Postal Service promotional events. These items are *not* for resale in Postal Service retail stores.

You can obtain licensed items for retail sale through the Official Licensed Retail Product (OLRP) program. All offices are eligible to participate in the program and may order products through the OLRP catalog on eBuy.

Philately

STAMP ANNOUNCEMENT 03-29

U.S. Flag Definitive Stamp



Copyright USPS 2002

The Postal Service™ will issue a 37-cent *U.S. Flag* definitive stamp (Item 103700) in a water-activated gum (WAG) pane of 100 stamps on November 24, 2003, in Washington, DC. The stamp, designed and illustrated by Terrence W. McCaffrey, U.S. Postal Service®, Washington, DC, goes on sale nationwide November 24, 2003. No official ceremony is planned.

The stars and stripes of “Old Glory” are featured on this definitive stamp.

How to Order the First Day of Issue Postmark

Customers have 90 days to obtain the first day of issue postmark by mail. They may purchase new stamps at their local Post Office™, by telephone at 800-STAMP-24, and at the Postal Store Web site at www.usps.com/shop. They should affix the stamps to envelopes of their choice,

address the envelopes (to themselves or others), and place them in a larger envelope addressed to:

US FLAG DEFINITIVE STAMP
POSTMASTER
SPECIAL CANCELLATIONS
PO BOX 92282
WASHINGTON DC 20090-2282

Issue:	<i>U.S. Flag</i>
Item Number:	103700
Denomination & Type of Issue:	37-cent Definitive
Format:	Pane of 100 (1 design)
Series:	N/A
Issue Date & City:	November 24, 2003, Washington, DC 20066
Designer:	Terrence W. McCaffrey, USPS, Washington, DC
Engraver:	N/A
Art Director:	Terrence W. McCaffrey, USPS, Washington, DC
Typographer:	Terrence W. McCaffrey, USPS, Washington, DC
Photograph:	Pictor International
Modeler:	Joseph Sheeran
Manufacturing Process:	Offset/Microprinting “USA”
Printer:	Sterling Sommer
Printed at:	Tonawanda, NY
Press Type:	Heidelberg, 840
Stamps per Pane:	100
Print Quantity:	35 million stamps
Paper Type:	Nonphosphored, Type III
Adhesive Type:	Water activated
Processed at:	Ashton Potter (USA) Ltd.
Colors:	Black, Cyan, Magenta, Yellow
Stamp Orientation:	Vertical
Image Area (w x h):	0.71 x 0.82 in./18.034 x 20.828 mm
Overall Size (w x h):	0.84 x 0.99 in./21.336 x 25.146 mm
Full Pane Size (w x h):	9 x 10.18 in./228.60 x 258.57 mm
Plate Size:	400 stamps per revolution
Plate Numbers:	“P” followed by four (4) single digits
Marginal Markings:	“© 2002 USPS” • Plate block (4 positions) • Plate numbers • Barcode
Catalog Item Number(s):	113720 Block of 4 — \$1.48 113730 Block of 20 — \$7.40 113740 Full Pane — \$37.00 113761 First Day Cover — \$0.75

After applying the first day of issue postmark, the Postal Service will return the envelopes through the mail. There is no charge for the postmark. All orders must be postmarked by February 21, 2004.

Stamp Fulfillment Services also offers first day covers for new stamp issues and Postal Service stationery items postmarked with the official first day of issue cancellation. Each item has an individual catalog number and is offered in the quarterly *USA Philatelic* catalog. Customers may request a free catalog by telephoning 800-STAMP-24 or writing to:

INFORMATION FULFILLMENT
DEPT 6270
US POSTAL SERVICE
PO BOX 219014
KANSAS CITY MO 64121-9014

First day covers remain on sale for at least 1 year after the stamp's issuance.

Philatelic Products

There are no philatelic products for this stamp issue.

Distribution: Item 103700, U.S. Flag WAG Pane of 100

Stamp distribution offices (SDOs) *will not* receive automatic distributions of the *U.S. Flag* WAG pane of 100. Only accountable paper depositories (APDs) will receive automatic distributions. SDOs requiring Item 103700 must order it from the appropriate APD using PS Form 17, *Stamp Requisition/Stamp Return*. Distributions are rounded up to the nearest master carton size (250,000 stamps).

Initial Supply to Post Offices

SDOs *will not* make a subsequent automatic distribution to Post Offices. Post Offices requiring quantities of Item 103700 must order them from their designated SDO using a separate PS Form 17. SDOs must not distribute philatelic quantities to Post Offices before November 20, 2003.

Additional Supply

Post Offices requiring additional stamps must requisition them from their designated SDO using PS Form 17. SDOs requiring additional stamps must order them from the appropriate APD using PS Form 17.

Philatelic Centers

Philatelic centers requiring Item 103700 must order them from their designated SDO using PS Form 17.

— Stamp Services,
Government Relations, 11-13-03

Thomas Jefferson Memorial Priority Mail Stamp — Reprint Variety



Copyright USPS 2001

A reprint variety of the \$3.85 *Thomas Jefferson Memorial* Priority Mail® stamp (Item 112100) in a pressure-sensitive adhesive (PSA) pane of 20 will be available beginning in December 2003. First issued on July 30, 2002, the initial printing was performed by Banknote Corporation of America. This reprint variety, produced by Sennett Security Products, will not have an official issuance date, ceremony, or postmark. The stamp was designed by Derry Noyes, Washington, DC, and photographed by Carol Highsmith, Takoma Park, Maryland.

Dedicated April 13, 1943, on the 200th anniversary of Thomas Jefferson's birth, this picturesque landmark is located on the south side of the Tidal Basin in Washington, DC. In 1934, Congress established the Thomas Jefferson Memorial Commission to plan, design, and construct a memorial to the nation's third president. The memorial's design is a circular domed structure based on the Pantheon in Rome. In 1819, Jefferson himself used the Pantheon as inspiration for his design of the rotunda at the University of Virginia.

Philatelic Products

There are no philatelic products for this stamp issue.

Distribution: Item 112100, \$3.85 *Thomas Jefferson Memorial* Priority Mail® PSA Pane of 20

Stamp distribution offices (SDOs) will receive an automatic distribution quantity for this \$3.85 Priority Mail PSA sheet stamp (reprint variety). Distributions are rounded up to the nearest master carton size (40,000 stamps).

Issue:	<i>Thomas Jefferson Memorial</i>
Item Number:	112100
Denomination & Type of Issue:	\$3.85 Priority Mail® Stamp
Format:	Pane of 20 (1 design)
Series:	N/A
Issue Date & City:	July 22, 2002, Washington, DC 20066
Designer:	Derry Noyes, Washington, DC
Photographer:	Carol Highsmith, Takoma Park, MD
Engraver:	N/A
Art Director:	Derry Noyes, Washington, DC
Typographer:	Derry Noyes, Washington, DC
Modeler:	Donald Woo
Manufacturing Process:	Gravure, with Scrambled Indicia®
Printer:	Sennett Security Products (SSP)
Printed at:	American Packaging Corporation, Columbus, WI
Press Type:	Rotomec 3000
Stamps per Pane/Sheet:	20
Print Quantity:	100 million stamps
Paper Type:	Prephosphored, Type II
Gum Type:	Pressure sensitive
Processed at:	Unique Binders, Fredericksburg, VA
Colors:	Black, Cyan, Yellow, Magenta, Magenta (for Scrambled Indicia®)
Stamp Orientation:	Horizontal
Image Area (w x h):	1.41 x 1.075 in./35.81 x 27.03 mm
Overall Size (w x h):	1.56 x 1.225 in./39.62 x 31.11 mm
Full Pane Size (w x h):	7.25 x 7.025 in./184.15 x 180.975 mm
Plate Size:	180 stamps per revolution
Plate Numbers:	"S" followed by five (5) single digits
Marginal Markings:	"© 2002 USPS" • Plate numbers • Plate position diagram • Price • Barcode
Catalog Item Number(s):	112110 Single Stamp — \$3.85 112120 Block of 4 w/Plate Number — \$15.40 112140 Full Pane of 20 — \$77.00

Initial Supply to Post Offices

SDOs *will not* make a subsequent automatic distribution to Post Offices™. Post Offices requiring quantities of Item 112100 must order them from their designated SDO using a separate PS Form 17, *Stamp Requisition/Stamp Return*. SDOs may distribute stamps to Post Offices immediately upon receipt.

Philatelic Requirement

Authorized philatelic centers requiring this reprint variety of the \$3.85 *Thomas Jefferson Memorial* stamp must order Item 112100 from their designated SDO using a separate PS Form 17. Please note on the PS Form 17 that Item 112100 produced by Sennett Security Products is required.

Additional Supply

Post Offices requiring additional stamps must requisition them from their designated SDO using PS Form 17. SDOs requiring additional stamps must order them from the appropriate accountable paper depository (APD) using PS Form 17.

For fulfilling supplemental orders from SDOs, the San Francisco, Chicago, Memphis, and New York APDs will each receive 4,000,000 additional stamps, and the Denver APD will receive 2,000,000 additional stamps

— *Stamp Services,
Government Relations, 11-13-03*

Special Cancellation Die Hubs

Postmasters and plant managers who have any of the special cancellation die hubs listed below may use them for the periods designated. At the end of the period, these die hubs must be withdrawn and stored. Postmasters and plant managers who do not have these special die hubs may not request them from the sponsors.

Cancellation	Period of Use
Employ People With Disabilities	Sept. 1–Nov. 30
Give to the United Way	Sept. 15–Nov. 15
Support Infection Control Week	Oct. 1–Nov. 30
Help Retarded Children	Nov. 1–Nov. 30
Military Families Recognition Day	Nov. 1–Nov. 30
National Adoption Month	Nov. 1–Nov. 30
National Philanthropy Day, Love of Humankind	Nov. 1–Nov. 30
Use Christmas Seals, Support Your Lung Association	Nov. 8–Dec. 31
Support American Education Week	Nov. 10–Nov. 30
Autistic Children, Hope Through Research and Education	Dec. 1–Dec. 31

— *Mailing Standards,
Pricing and Classification, 11-13-03*

Pictorial Cancellations Announcement

As a community service, the Postal Service™ offers pictorial cancellations to commemorate local events celebrated in communities throughout the nation. A list of events for which pictorial cancellations are authorized appears below. If available, the sponsor of the pictorial cancellation appears in italics under the date. Also provided, as space permits, are illustrations of those cancellations that were reproducible and available at press time.

People attending these local events may obtain the cancellation in person at the temporary Post Office™ station established there. Those who cannot attend the event, but who wish to obtain the cancellation, may submit a mail order request. Pictorial cancellations are available only for the dates indicated, and *requests must be post-marked no later than 30 days following the requested pictorial cancellation date.*

All requests must include a stamped envelope or postcard bearing at least the minimum First-Class Mail® post-

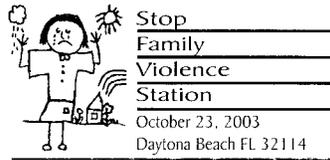
age. Items submitted for cancellation may not include postage issued after the date of the requested cancellation. Such items will be returned unserved.

Customers wishing to obtain a cancellation should affix stamps to any envelope or postcard of their choice, address the envelope or postcard to themselves or others, insert a card of postcard thickness in envelopes for sturdiness, and tuck in the flap. Place the envelope or postcard in a larger envelope and address it to: PICTORIAL CANCELLATIONS, followed by the NAME OF THE STATION, ADDRESS, CITY, STATE, ZIP+4® CODE, exactly as listed below (using all capitals and no punctuation, except the hyphen in the ZIP+4 code).

Customers can also send stamped envelopes and postcards without addresses for cancellation, as long as they supply a larger envelope with adequate postage and their return address. After applying the pictorial cancellation, the Postal Service returns the items (with or without addresses) under addressed protective cover.

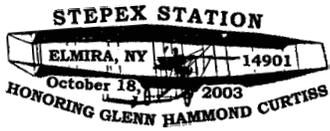


October 17-18, 2003
War Eagle Fair
 50TH ANNUAL FAIR STATION
 POSTMASTER
 PO BOX 9998
 HINDSVILLE AR 72756-9998

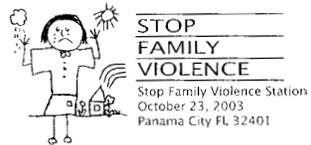


Stop
 Family
 Violence
 Station
 October 23, 2003
 Daytona Beach FL 32114

October 23, 2003
Postal Service
 STOP FAMILY VIOLENCE
 STATION
 POSTMASTER
 500 BILL FRANCE BLVD
 DAYTONA BEACH FL
 32114-9998



October 17-18, 2003
Elmira Stamp Club
 STEPEX 03 STATION
 POSTMASTER
 PO BOX 9998
 ELMIRA NY 14901-9998



STOP
 FAMILY
 VIOLENCE
 Stop Family Violence Station
 October 23, 2003
 Panama City FL 32401

October 23, 2003
Postal Service
 STOP FAMILY VIOLENCE
 STATION
 POSTMASTER
 1336 SHERMAN AVE
 PANAMA CITY FL 32401-9998

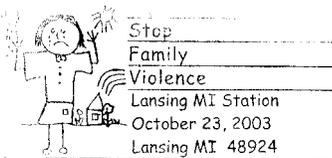


October 18, 2003
 TOUR OF HOPE STATION
 SPECIAL CANCELLATION UNIT
 3300 V ST NE
 WASHINGTON DC 20018-9998



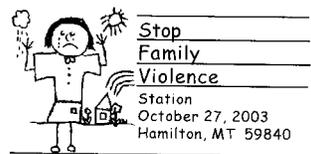
Stop
 Family
 Violence
 Station
 Oct. 24, 2003
 Birmingham AL 35203

October 24, 2003
 STOP FAMILY VIOLENCE
 STATION
 POSTMASTER
 351 24TH ST N
 BIRMINGHAM AL 35203-9813



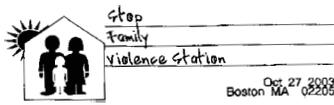
Stop
 Family
 Violence
 Lansing MI Station
 October 23, 2003
 Lansing MI 48924

October 23, 2003
 STOP FAMILY VIOLENCE
 LANSING MI STATION
 POSTMASTER
 PO BOX 9998
 LANSING, MI 48924-9998

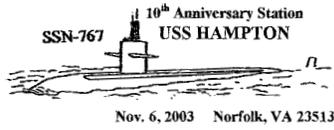


Stop
 Family
 Violence
 Station
 October 27, 2003
 Hamilton, MT 59840

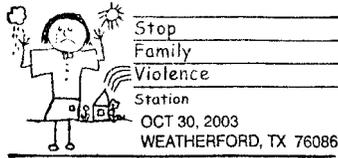
October 27, 2003
SAFE
 STOP FAMILY VIOLENCE
 STATION
 POSTMASTER
 PO BOX 9998
 HAMILTON MT 59840-9998



October 27, 2003
 Jane Doe Society
 STOP FAMILY VIOLENCE
 STATION
 POSTMASTER
 25 DORCHESTER AVE
 ROOM 4009
 BOSTON MA 02205-9998



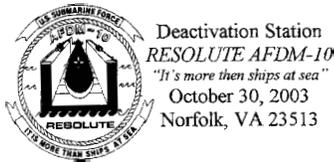
November 6, 2003
 Postal Service
 10TH ANNIVERSARY STATION
 CUSTOMER RELATIONS
 COORDINATOR
 2600 ELTHAM AVE STE 109
 NORFOLK VA 23513-2504



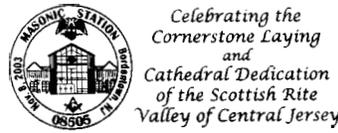
October 30, 2003
 Postal Service
 STOP FAMILY VIOLENCE
 STATION
 POSTMASTER
 1145 SANTA FE DR
 WEATHERFORD TX 76086-9998



November 6, 2003
 Postal Service
 AMERICAN LEGION HENRY G
 FIX POST 23 STATION
 POSTMASTER
 PO BOX 9998
 GARRETSON SD 57030-9998



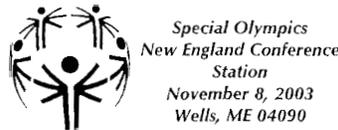
October 30, 2003
 Postal Service
 DEACTIVATION STATION
 CUSTOMER RELATIONS
 COORDINATOR
 2600 ELTHAM AVE STE 109
 NORFOLK VA 23513-2504



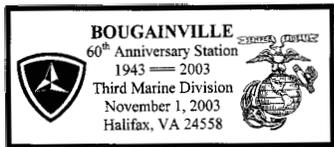
November 8, 2003
 MASONIC STATION
 POSTMASTER
 14 WALNUT ST
 BORDENTOWN NJ 08505-9998



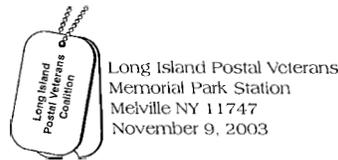
November 1, 2003
 City of Jacksonville
 RV CITY STATION
 POSTMASTER
 1100 KINGS RD
 JACKSONVILLE FL 32203-9998



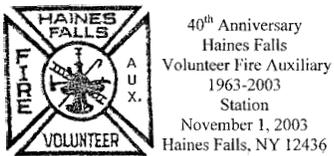
November 8, 2003
 Special Olympics Main State
 Office
 SPECIAL OLYMPICS NEW
 ENGLAND CONFERENCE
 STATION
 POSTMASTER
 1886 POST RD
 WELLS ME 04090-9998



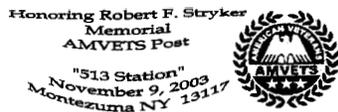
November 1, 2003
 BOUGAINVILLE 60TH
 ANNIVERSARY STATION
 POSTMASTER
 231 S MAIN ST
 HALIFAX VA 24558-9998



November 9, 2003
 Postal Service
 LONG ISLAND POSTAL
 VETERANS MEMORIAL PARK
 STATION
 POSTMASTER
 PO BOX 9998
 MELVILLE NY 11747-9998



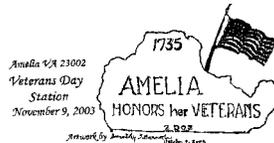
November 1, 2003
 40TH ANNIVERSARY HAINES
 FALLS VOLUNTEER FIRE
 AUXILIARY STATION
 POSTMASTER
 PO BOX 9998
 HAINES FALLS NY 12436-9998



November 9, 2003
 AMVETS Post 513
 AMVETS POST 513 STATION
 POSTMASTER
 PO BOX 9998
 MONTEZUMA NY 13117-9998



November 5, 2003
 Postal Service
 20TH ANNIVERSARY STATION
 CUSTOMER RELATIONS
 COORDINATOR
 2600 ELTHAM AVE STE 109
 NORFOLK VA 23513-2504

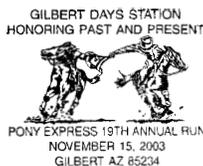


November 9, 2003
 Postal Service
 VETERANS DAY STATION
 POSTMASTER
 16400 N CHURCH ST
 AMELIA VA 23002-9998

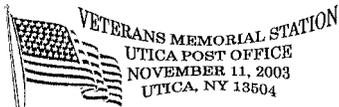


1903 ♥ 2003
Golden Heart Centennial Station
 November 10, 2003
 Fairbanks, AK 99701

November 10, 2003
City of Fairbanks Alaska
GOLDEN HEART CENTENNIAL STATION
 POSTMASTER
 PO BOX 9998
 FAIRBANKS AK 99706-9998



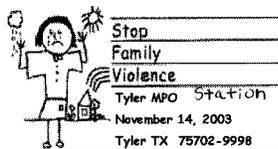
November 15, 2003
GILBERT DAYS STATION
 POSTMASTER
 PO BOX 9998
 GILBERT AZ 85234-9998



November 11, 2003
Postal Service
VETERANS MEMORIAL STATION
 POSTMASTER
 100 PITCHER ST
 UTICA NY 13504-9998



November 15, 2003
Chetopa Community Task Force
PECANFEST STATION
 POSTMASTER
 PO BOX 9998
 CHETOPA KS 67336-9998



November 14, 2003
Postal Service
STOP FAMILY VIOLENCE
 TYLER MPO STATION
 POSTMASTER
 PO BOX 9998
 TYLER TX 75702-9998



November 15-16, 2003
Cultural Affairs / City of Gainesville
DOWNTOWN FESTIVAL AND ART SHOW STATION
 POSTMASTER
 4600 SW 34TH ST
 GAINESVILLE FL 32608-9998



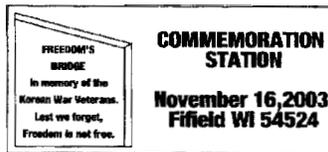
November 14, 2003
Alaska Bald Eagle Festival
HAINES STATION
 POSTMASTER
 PO BOX 9998
 HAINES AK 99827-9998



November 16, 2003
Mississippi County Historical Society
MISSISSIPPI COUNTY HISTORICAL SOCIETY STATION
 POSTMASTER
 300 S MAIN ST
 CHARLESTON MO 63834-9998



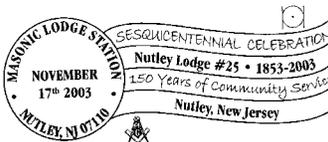
November 14-16, 2003
WATERFOWL FESTIVAL STATION
 POSTMASTER
 116 E DOVER ST
 EASTON MD 21601-9998



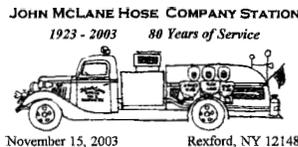
November 16, 2003
Postal Service
COMMEMORATION STATION
 POSTMASTER
 PO BOX 9998
 FIFIELD WI 54524-9998



November 15, 2003
Animal Guardians of Brevard
MELBOURNE STATION
 POSTMASTER
 640 E NEW HAVEN AVE
 MELBOURNE FL 32901-9998



November 17, 2003
Postal Service
MASONIC LODGE STATION
 POSTMASTER
 372 FRANKLIN AVE
 NUTLEY NJ 07110-9998



November 15, 2003
The Rexford Fire District
JOHN MCLANE HOSE COMPANY STATION
 POSTMASTER
 1590 ROUTE 146
 REXFORD NY 12148-9998



November 18, 2003
Postal Service
HOLIDAY VILLAGE STATION
 POSTMASTER
 6310 N UNIVERSITY ST
 PEORIA IL 61614-9998

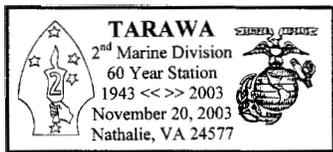


MISSISSIPPI COUNTY HISTORICAL SOCIETY
STATION
November 19, 2003
CHARLESTON, MO 63834

November 19, 2003
Mississippi County Historical Society
MISSISSIPPI COUNTY HISTORICAL SOCIETY STATION
POSTMASTER
300 S MAIN ST
CHARLESTON MO 63834-9998



November 22, 2003
Town of Loganville
CHRISTMASTIME IN LOGANVILLE STATION
POSTMASTER
PO BOX 9998
LOGANVILLE PA 17342-9998



November 20, 2003
TARAWA 2ND MARINE DIVISION
60TH YEAR STATION
POSTMASTER
PO BOX 9998
NATHALIE VA 24577-9998

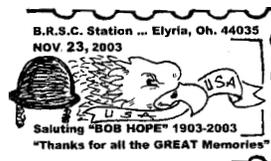


November 22-23, 2003
Button Gwinnett Stamp Club
BUTTPEX STATION
POSTMASTER
257 LAWRENCE ST
MARIETTA GA 30060-9998



Red Grange Station
4 TD in 12 Minutes - October 18, 1924
The Galloping Ghost
Wheaton, Illinois 60187
November 20, 2003

November 20, 2003
Wheaton Historical Society
RED GRANGE STATION
POSTMASTER
122 N WHEATON AVE
WHEATON IL 60187-9998



November 22-23, 2003
BLACK RIVER STAMP CLUB
STATION
POSTMASTER
345 E BRIDGE ST
ELYRIA OH 44035-9998



Rensselaer Postal Store
Grand Opening Station
November 21, 2003
Rensselaer, NY 12144



November 21, 2003
Postal Service
GRAND OPENING STATION
POSTMASTER
531 EAST ST
RENSELAER NY 12144-9998



November 24, 2003
Postal Service QWL-EI
APACHE JUNCTION STATION
POSTMASTER
151 W SUPERSTITION BLVD
APACHE JUNCTION AZ
85220-9998



Second Bureau Issue
1902-03 * 2003
Centenary

CHICAGOPEX * STATION

November 21-23, 2003
Chicago Philatelic Society
CHICAGOPEX STATION
POSTMASTER
909 W EUCLID AVE
ARLINGTON HEIGHTS IL
60005-9998



Emmaus House Station
Newark, Delaware 19711
November 25, 2003
...helping people become homeward bound

November 25, 2003
Homeward Bound
EMMAUS HOUSE STATION
POSTMASTER
401 OGLETOWN RD
NEWARK DE 19711-9998



JOHN FITZGERALD KENNEDY
1917-1963
LEST WE FORGET...

November 22, 2003
Postal Service
KENNEDY ANNIVERSARY STATION
POSTMASTER
401 DFW TURNPIKE
DALLAS TX 75260-9998



Korean War Veterans Station
Taejon Chapter #170
"The Forgotten Ones"
Saddle Brook NJ 07662
November 25, 2003

November 25, 2003
Korean War Veterans
SADDLE BROOK STATION
OFFICER IN CHARGE
360 MARKET ST
SADDLE BROOK NJ 07663-9998



ALL SAINTS SCHOOL
9th ANNUAL TRAIN DISPLAY STATION
NOVEMBER 22, 2003
PITTSBURGH PA 15223-9998

November 22, 2003
All Saints School
9TH ANNUAL TRAIN DISPLAY STATION
RETAIL SPECIALIST
1001 CALIFORNIA AVE RM 2030
PITTSBURGH PA 15290-9681

Holiday stamps are a nice way To dress up mail this holiday!



The movie "See the Movie" is a trademark of the United States Postal Service. The Cat in the Hat is a trademark of the United States Postal Service. The Kwanzaa stamp is a trademark of the United States Postal Service. The Hanukkah stamp is a trademark of the United States Postal Service. The Christmas stamp is a trademark of the United States Postal Service. The Eid stamp is a trademark of the United States Postal Service.



usps.com
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K13-COL P1-410
Poster



Post Offices

MOVER'S GUIDE NEWS

Publication 75, Mover's Guide — January 2004 Edition

The January 2004 edition of Publication 75, *Mover's Guide*, will begin arriving at your facility by the first week of December. **Please do not use the January 2004 edition before January 1, 2004.** The advertisers included in the January edition are not expecting to receive consumer requests until after that date.

If you run out of the September 2003 *Mover's Guide* before the next print cycle, you can order additional copies (up to 100) from the Material Distribution Center as follows:

- **Touch Tone Order Entry (TTOE):** Call 800-332-0317, option 2.

Note: You must be registered to use TTOE. To register, call 800-332-0317, option 1, extension 2925, and follow the prompts to leave a message. (Wait 48 hours after registering before placing your first order.)

- **E-Mail:** Complete PS Form 7380, *MDC Supply Requisition* (manually or using FormFlow), and send it as an attachment to the e-mail address *MDC, Customer Service* or to *mcustome@usps.gov*.
- **Mail:** Mail a completed PS Form 7380 to the MDC at the following address:

SUPPLY REQUISITIONS
MATERIAL DISTRIBUTION CENTER
500 SW GARY ORMSBY DR
TOPEKA KS 66624-9702

Use the following information to order the September 2003 edition of Publication 75:

PSIN:	PUB 75
NSN:	7610-03-000-4795
Unit of Measure:	EA
Bulk Pack Quantity:	100
Minimum Order Quantity:	N/A
Quick Pick Number:	441
Price:	N/A
Edition Date:	09/03

If you need more than 100 additional copies or would like to request any changes in the number of copies that your Post Office™ presently receives, contact Imagitas at 800-816-6837.

If *Mover's Guide* is not usually shipped directly to your facility, please begin placing your orders for the January 2004 edition by the last week of December. Follow the instructions given above for ordering from the MDC.

If your Post Office receives more copies of the January 2004 edition than it needs, please return all extra copies to the following address:

ATTN DAVID FALLON
IMAGITAS
48 WOERD ST
WALTHAM MA 02453-3826

— Address Management,
Intelligent Mail and Address Quality, 11-13-03

NOTICE

FY2004–FY2005 Erasable Wall Calendar in Material Distribution Center

The two-year FY2004–FY2005 Erasable Wall Calendar (printed on both front and back) is now in the Material Distribution Center (MDC). The calendar is designed for use as a wall calendar and has an attached marker. The unit cost is \$4.98.

There is no automatic distribution for the calendars.

You can order calendars from the MDC by one of the following means:

- **Touch Tone Order Entry:** Call 800-332-0317, option 2.

Note: You must be registered to use TTOE. To register, call 800-332-0317, option 1, extension 2925, and follow the prompts to leave a message. (Wait 48 hours after registering before placing your first order.)

- **E-mail:** Complete PS Form 7380, *MDC Supply Requisition* (manually or by using FormFlow), and send it as an attachment to the e-mail address *MDC, Customer Service* or to *mcustome@usps.gov*.

- **Mail:** Mail a completed PS Form 7380 to the MDC at the following address:

SUPPLY REQUISITIONS
MATERIAL DISTRIBUTION CENTER
500 SW GARY ORMSBY DR
TOPEKA KS 66624-9702

The relevant ordering information for the calendar is as follows:

PSIN:	O102
NSN:	7610-03-000-5257
Unit of Measure:	EA
Minimum Order Quantity:	2
Bulk Pack Quantity:	100
Price:	\$4.98
Quick Pick Number:	N/A
Description:	Calendar, FY Planning

— *Product Marketing,
Product Development, 11-13-03*

Retail

*RETAIL ACCEPTANCE***Information About Online Shipping Labels Is Available on the Intranet**

Retail acceptance information for online shipping labels is now available on the Postal Service™ internal Web site at http://blue.usps.gov/delivery/cs_retail_online_labels.htm.

This information will assist postmasters, managers, supervisors, and employees in working with online shipping labels, which enable customers to print shipping labels with or without PC Postage® service and pay for postage with their credit cards.

The Web site includes the following information:

- A summary of online labels and postage options.
- Standard operating procedures for retail acceptance of the following services:
 - Confirmation Services™ (both Delivery Confirmation™ service and Signature Confirmation™ service).
 - Express Mail® service.
 - Global Express Mail™ service.
 - Global Express Guaranteed® service.

- Sample labels for all the services noted above.
- Frequently asked questions.
- A stand-up talk discussing online labels.

The information on this Web site clarifies existing policies and does not represent changes to those policies.

— *Product Information Requirements,
Product Development, 11-13-03*

What's in Store

Standee-alone

*Stand it up —
leave the rest
to MasterCard*

If your Post Office™ received the new “standee” in its retail holiday point-of-purchase (POP) kit, here’s your role in the MasterCard® sweepstakes detailed on the 4-foot replica of the Cat in the Hat: Display the standee. Leave the rest to MasterCard.

To enter the contest, customers purchase a Priority Mail® “bundle” using their MasterCard. Next, they take an entry form from the standee and mail it in with their receipt. There are 50 grand prizes of two round-trip airline tickets to anywhere in the continental United States.

Sales and services associates do not have to do anything in connection with this promotion — other than follow directions on how to display the standee. MasterCard is handling all redemption, and consumers are responsible for sending in their own entry forms.

If customers ask how they can enter without a purchase, direct them to information on the back of the entry form. Customers should make a photocopy of their receipt for their records and mail in the original. They should circle the credit line on their receipt, which displays only the last set of digits. MasterCard can verify its card was used for the purchase.

Promotion with eBay

Secret Santa!

The Postal Service™ is helping eBay play “Secret Santa” this holiday season. From Nov. 13 through Dec. 18, posters promoting eBay’s Secret Santa Gift Exchange will be displayed in Post Offices located in eBay’s top 10 markets. They are the following: New York, Los Angeles, San Francisco-Oakland-San Jose, Chicago, Philadelphia, Boston-Manchester, Washington DC (Hagerstown), Dallas-Ft. Worth, Seattle-Tacoma, and Atlanta.

The posters invite customers to start or join a Secret Santa group at eBay and exchange gifts with family and friends. Everyone who participates could be eligible to win one of 100 \$25 eBay gift certificates awarded daily in random drawings (see official rules at www.ebay.com/secretsanta for complete details).

What's in Store

Of course, every Secret Santa needs the perfect way to deliver that perfect gift — when reindeer and sleigh are not available. The posters encourage gift givers to ship their holiday presents with the Postal Service — a featured shipper at eBay! As you're aware, the Postal Service and eBay have teamed up to feature online access to postal products, services, and shipping solutions.

eBay is picking up the tab for the promotion — our costs are zero. They will produce the posters and mail them to the selected Post Offices. Your role is to make sure the posters are put up Nov. 13 and taken down Dec. 18. And be sure to encourage Secret Santas everywhere to turn to the United States Postal Service® to help deliver their holiday cheer.

Solutions on display

*Your input
welcome*

The final rollout of the Business Solutions displays took place during the first 2 weeks of the Holiday Drive Period, bringing the total number of Post Offices featuring the displays to about 9,600. In addition to all kit 4, 5, and 6 offices, select kit 1, 2, and 3 offices were included in this final distribution and should have received their displays by now.

Any kit 4, 5, or 6 offices that did not receive a display should advise Ann Feehery at ann.k.feehery@usps.gov of their office name, address, contact name, and telephone number. Any office is welcome to e-mail comments or concerns about the display, and provide feedback on whether the planogram is easy to follow and if customers prefer certain brochures or publications.

Contact the POP hotline at 800-711-0428 if you did not receive brochures and a planogram for your display in your holiday POP kit.

What's in Store

Passport training

*Go to the
computer*

Computer-based training (CBT) is now available for passport application acceptance employees. This replaces training previously provided by the Department of State. It can be taken at any computer connected to the Postal Service network and generally takes 3 hours or less. Acceptance employees can begin offering passport services immediately upon passing the course. Training hours also are reduced, and CBT provides an easy refresher course for those offices already providing passport services. Supervisors can authorize training for their employees through eAccess at <http://eaccess.usps.gov>.

Holiday international mail

Global packages

The Postal Service has an agreement with Royal Mail for delivery of Global Express Mail™ and Global Air Parcel Post to 22 countries in Europe. All sales and services associates should do the following to provide guidance to their customers about preparing this type of international mail:

- Do not accept packages addressed to Post Office box destinations. Verify addresses with customers since terminology varies by country.
- Advise customers there will be no return receipts even if the items are insured from the destination countries.
- Encourage placing the recipient's telephone number on the outside of the package. Also, include the shipper's name and telephone number.
- Remind commercial shippers to provide the required invoice and customs form documentation. If the shipment is valued at more than \$300 — no matter who the shipper — an invoice, in duplicate, must accompany the package. Make sure the invoice is on the outside of the parcel and is placed in a plastic envelope. Use PS Form 2976-E, *Dispatch Note Envelope*. If a consumer doesn't have an invoice, have the customer write "Pro Forma Invoice" on PS Form 2976-E and sign the form.
- Tell the customer to retain the POS receipt. If the receipt doesn't print the numbers from PS Form 2976, *Customs Declaration CN 22 — Sender's Declaration*, or PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*, print the number on the receipt.

What's in Store

- Inform the customer that the recipient may be charged an administration fee for the customs clearance of 9.50 euros (about \$11) plus duties and taxes, except for low value items (items mailed by businesses that are valued at less than 22 euros (about \$26)) and all items mailed by individuals that are valued at less than 45 euros (about \$53).

For more information, go to *International Mail Manual* Issue 29 or <http://www.usps.com/global/deliveryoptions.htm>.

POP, ads, and more

Check
Advertising
Web site

Where can you find all the elements of the Postal Service retail holiday campaign? Take a peek at the latest print and TV ads, and find out when and where they'll appear? Get tips on the proper placement of signage and other instore messaging? It's all available on the Advertising Web site. Just go to blue.usps.gov/marketing and click in the Current Ad Campaign section. You'll be glad you did.

Feedback

Send comments and questions to:

WHATS IN STORE
US POSTAL SERVICE
1735 N LYNN STREET RM 6042
ARLINGTON VA 22209-6057

What's in Store

Retail Coaches Corner

Welcome to the November Corner!

This month's edition has information on Media Mail abuse. Also please read the statement clarifying information about Priority Mail® service to Guam in last month's issue.

Media Mail Service

The Postal Service™ stands to lose large amounts of revenue with possible abuse of Media Mail service. Some reports say that mailers are even “educating” each other on how to save money by abusing this subclass of Package Services. Some sales and services associates who have questioned customers about the contents of parcels labeled as “Media Mail” have been told by customers that if they claim the contents are books, there is nothing the sales associate can do about it. If customers are denied the rate at one Post Office™, they simply go to another Post Office where less attention is given to these types of mailings. Customers need to understand that abuse of Media Mail service constitutes **FRAUD**.

What can we do?

First, you should assume the customer is not knowingly attempting to use Media Mail service for contents that do not qualify as such. Your role is to help educate the customer by explaining what constitutes Media Mail service (see below). Then, ask the customer to describe the contents of their package. Do not ask what is in the package. If the customer states the mailing does, indeed, contain matter which qualifies as Media Mail items, explain to the customer that as Media Mail matter, **it is subject to be opened and inspected**. If you are suspicious of the contents, you should ask your supervisor for assistance. If the need arises to inspect a package, open the package at the window in view of the customer. If it does not meet the standards for Media Mail service, advise the customer and offer other mailing options. Any package opened should be stamped, “Opened for Inspection by the U. S. Postal Service” and initialed by a supervisor.

What is Media Mail Service?

Media Mail service is a subclass of Package Services. It generally is used for books of at least 8 pages (bound or unbound), 16mm or narrower film, printed music, printed test materials, video and sound recordings, play scripts, printed educational charts, loose-leaf pages and binders consisting of medical information, and computer-readable media. Rates are based on weight and size. *Note:* Video tapes with advertising and video game cartridges, for example, cannot be mailed at Media Mail rates.

Clarification: Priority Mail Service for Guam, APO/FPO

The article “What's in Store” in *Postal Bulletin* 22112 (10-2-03, page 82) included unclear information. In the Retail Coaches Corner segment, under the heading “Priority Mail Service for Guam, APO/FPO,” some qualifying information was omitted. The previous text indicated that domestic Priority Mail items to Guam and other U.S. territories and possessions weighing 16 ounces or more must include either PS Form 2976, *Customs Declaration CN 22 — Sender's Declaration*, or PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*. However, the only U.S. territories and possessions that require these customs forms are those whose ZIP Codes™ begin with 969.

For customs form requirements for articles sent to APOs/FPOs, sales associates must reference the “Overseas Military Mail” article in the current edition of the *Postal Bulletin* to be sure of the latest conditions or restrictions of mailing regarding content, preparation, and handling.

In some cases, Military Mail items less than 16 ounces may require customs forms.

What's in Store

A black rectangular graphic with a white border, containing the text "Retail Coaches Corner" in a white, bold, sans-serif font.

Retail Coaches Corner

The original article was in reference to Priority Mail service only. Other mail classes were not mentioned and the service information for those classes should not be assumed based on that article.

Questions or comments? Submit them via e-mail to *Retail Coaches Corner*.

What's in Store

november

retail employee bulletin

Holiday '03 Retail Drive Period
10/18/03 - 12/27/03

Focus on Security

Have you spotted your bright new security kit? Your office should have already received a security poster and decals to place in key areas included in the Holiday Retail Employee Kit. The security kit was designed to keep Postal Service™ employees safe by reminding them to check the locks, remember their badges and keys, and keep exits secure. The elements are intended for employees only — not customers — so make sure they are placed accordingly.



Get More at the NetPost CardStore

Check out the NetPost CardStore™ sample card that was included in your Holiday Retail Employee Kit! Create and send your own holiday cards to friends and family for just \$1.50 per card, with the option of having the cards sent back to you for \$1.13 per card plus shipping. Just enter the promotion code **EMPLOYEE** at the checkout and click "recalculate" to take advantage of this employees-only offer. Log onto usps.com/netpost/cardstore/pconnect.htm to order.

Refer to the new "Retail Employee Calendar" hanging in the Employee Zone of your Post Office for additional information. Access the Retail Intranet Site at <http://retail.usps.gov>.

What's in Store

november

retail employee bulletin

Holiday '03 Retail Drive Period

10/18/03 – 12/27/03

Official Licensed Retail Products (OLRP) on eBay

Help your customers take care of holiday shopping with eBay. New framed sports-and-stamp images make great gifts!

The requirements for minimum item purchase and minimum total order have been lowered to make it easier to buy fewer items.

Holiday catalogs have been mailed to select offices; to have one shipped to your Post Office[®], just call **1-800-711-0428**, then press option **6**, then **7** and ask for a catalog.



New Semipostal Stamp

The new semipostal stamp, "Stop Family Violence," went on sale nationwide October 8.

- The tax-deductible portion of the funds raised from stamp sales will benefit domestic violence programs.
- The 45-cent price is valid for postage at the First-Class Mail[®] rate (the first-ounce rate).



Refer to the new "Retail Employee Calendar" hanging in the Employee Zone of your Post Office for additional information.
Access the Retail Internet Site at <http://retail.usps.gov>.

What's in Store

november

retail employee bulletin

Holiday '03 Retail Drive Period
10/18/03 – 12/27/03

Lemuel Rodriguez
Retail Associate
24 years of service



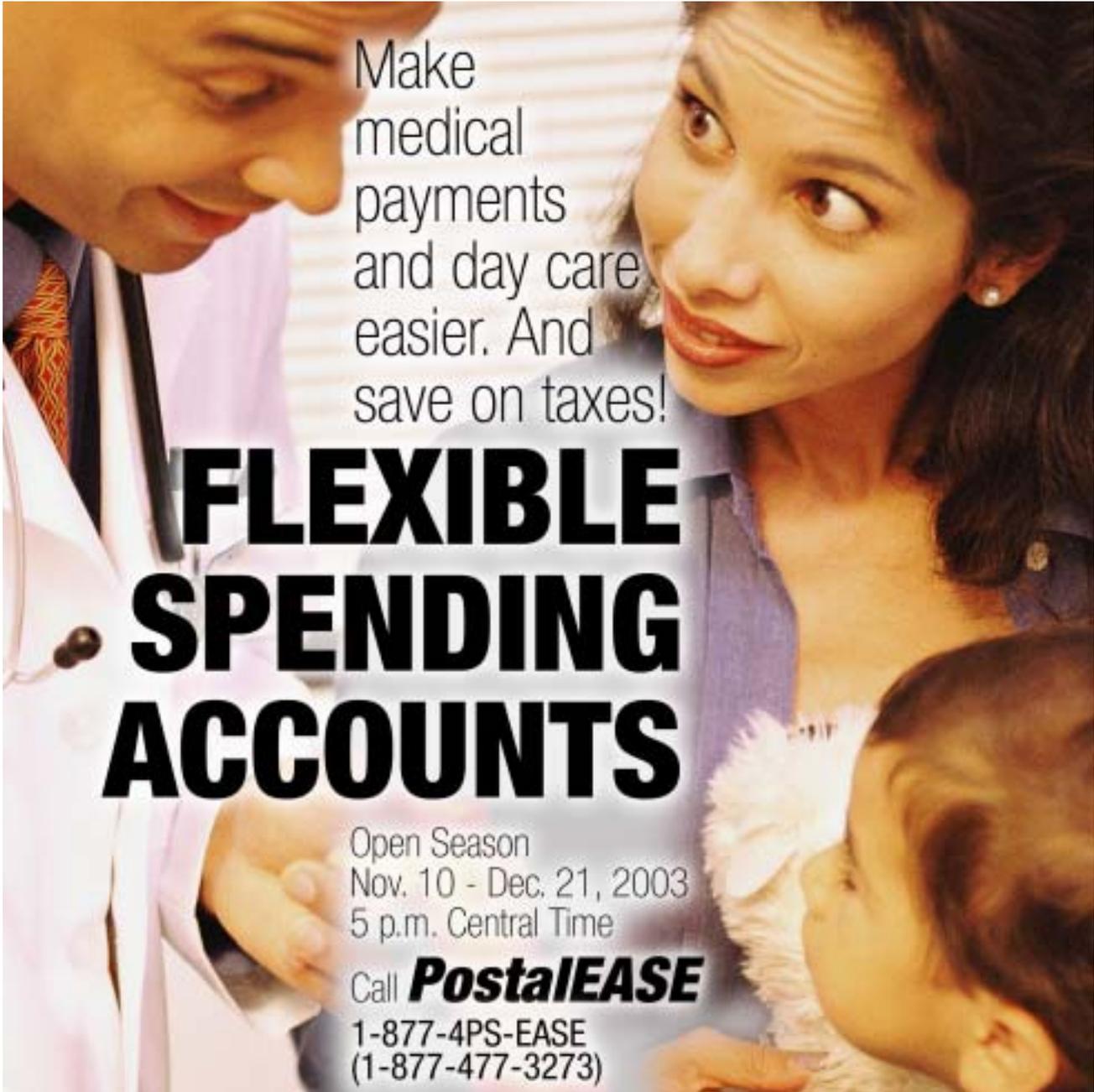
SAT	SUN	MON	TUES	WED	THUR	FRI
1	2	3	4 Make sure Holiday Closings door sign is displayed ELECTION DAY	5	6	7 \$\$\$ payday! Gather VESS data for October
8	9	10 Display POW/MIA flag	11 Offices closed VETERANS' DAY	12	13	14 Last day for districts to input VESS data
15	16	17	18	19	20 Make sure Holiday Closings door sign is displayed	21 \$\$\$ payday!
22	23	24	25 EID AL FITR	26	27 Offices closed THANKSGIVING DAY	28
29	30	 <p>focus! Watch for the Holiday TV campaign that begins airing on November 11. The commercial will remind customers that no one works harder than the United States Postal Service® to keep them connected at holiday time!</p>				

Refer to the new "Retail Employee Calendar" hanging in the Employee Zone of your Post Office for additional information.
Access the Retail Intranet Site at <http://retail.usps.gov>



475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-5540

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10



Make
medical
payments
and day care
easier. And
save on taxes!

FLEXIBLE SPENDING ACCOUNTS

Open Season
Nov. 10 - Dec. 21, 2003
5 p.m. Central Time

Call **PostalEASE**
1-877-4PS-EASE
(1-877-477-3273)