

Mailers. Companion



JUNE/JULY 2002

CONFIRM: *A Technology-Based Information Service*

The USPS filed a new mail classification and flexible pricing proposal with the independent Postal Rate Commission for CONFIRM – the Postal Service’s flat- and letter-mail tracking system that enables senders or recipients to track delivery of their mail.

“We’re excited about CONFIRM. It’s a great product and it’s also a great example of how the Postal Service worked with customers to provide a service they need at a price that’s right,” said Stephen M. Kearney, vice president, Pricing and Classification. “CONFIRM is a tangible example of market-based pricing by the Postal Service—an important element of the Transformation Plan we’ve developed to secure the future of affordable, universal mail service. CONFIRM’s revolutionary new pricing structure—subscription service rather than per-use charges—represents real value for the Postal Service and real value for mailers.”

CONFIRM will be offered on a subscription basis with three pricing options available based on usage.

This technology provides major mailers with information about where their letters or flats are as they travel through the mailstream, and provides the Postal Service with important operations data. This information is available to mailers electronically via the Internet or by direct download into their computer systems. CONFIRM utilizes technology to add value to the mail and products and offers prices that meet specific customer needs.

“As the largest user of CONFIRM for flats, we’ve realized considerable benefits for both our clients and our company,” said Anita Pursley, vice president for Postal Affairs for Quebecor World Logistics, one of the customers who participated in the CONFIRM pilot test. “Our catalog clients are using PLANET code data to manage their fulfillment and call center resources more effectively and are realizing significant cost savings.”



“Internally, Quebecor World Logistics uses this data to more effectively achieve our clients’ in-home delivery expectations. Truly, CONFIRM is an excellent example of adding value to Postal Service products and services.”

For outgoing mail, destination CONFIRM adds considerable value and benefit to mass mailers, such as:

- Providing delivery information on important mailings, including bills, credit cards, and other significant mailpieces that allows mailers to plan subsequent business activities.
- Providing mailers the opportunity to synchronize telemarketing with the delivery of their solicitation to enhance response rates and/or sales.
- Augmenting direct mail pieces with other advertising media.
- Helping identify transport, processing, and delivery trends.

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CONFIRM
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For incoming mail, origin CONFIRM provides considerable value and benefit to major processors of incoming payments, orders, and other reply pieces. These benefits include:

- Providing information that enables mailers to match staffing to workload at payment processing and order fulfillment centers.
- Providing utilities advanced notice of incoming late payments so that employees do not shut off services. This increases customer satisfaction and saves money.
- Providing information for managing cash flow and accounts receivable more effectively.
- Providing opportunities for quickly evaluating the success of ad campaigns.
- Providing advanced notice so that mail orders are processed more quickly to increase customer satisfaction.

The proposed CONFIRM prices are subscription-based, and are as follows:

Subscription Fees				
Subscription Level	Term ¹	ID Codes ²	Scans ³	Subscription Price
Silver	3 months	1	15 million	\$2,000
Gold	1 year	1	50 million	\$4,500
Platinum	1 year	3	Unlimited	\$10,000
Additional Service Enhancements ⁴				
Subscription Level	Additional Scans	Price	Additional ID Codes	Price
Silver	2 million	\$500	1 ID	\$500
Gold	6 million	\$750	1 ID	\$2,000
Platinum	N/A	N/A	1 ID	\$2,000

1. The "term" is the duration of the subscription.
2. An "ID Code" is a specific marker within the barcode that isolates data for that particular mailer.
3. A "scan" occurs each time one of the mailpieces passes through automated sorting equipment. That information is batched and provided to the subscriber electronically.
4. Additional increments can be purchased for use during the term of the subscription.



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Mail Quality Corner MPTQM-Certified Mailers

The mailers listed here are certified by the United States Postal Service. Each has met all the standards of the Mail Preparation Total Quality Management (MPTQM) program.

Companies are added to this list when they pass a quality assurance review and deleted from the list if they fail a subsequent review.

The program is based on ISO 9000, TQM, and the Malcolm Baldrige criteria. For information, visit the MPTQM Web site at www.usps.com/mptqm or send an email to mptqm@email.usps.gov.

— Business Mailer Support

Location	Company
Akron, OH	Centurion of Akron
Baltimore, MD	Jetsort
Brockton, MA	JLS Mailing Services
Cedar Rapids, IA	PSI Group
Charlotte, NC	PSI Group
Chicago, IL	ZIP Mail Services
Cleveland, OH	MidWest Presort
Dallas, TX	PSI Group
Denver, CO	Rocky Mountain Mail
Des Moines, IA	Mail Services, L.C.
Detroit, MI	ZIP Mail Services
Downers Grove, IL	Automated Presort
Farmingdale, NY	Fala Sorting Services
Glen Allen, VA	Capital One
Grand Rapids, MI	Presort Services
Greensboro, NC	Excalibur Presort Service
Harrison, NJ	Horizon Blue Cross
Houston, TX	PSI Group
Jefferson City, MO	AAA Mailing Service
Kansas City, KS	PSI Group
Lansing, MI	Presort Services
Las Vegas, NV	PSI Group
Lincoln, NE	PSI Group
Omaha, NE	PSI Group
Omaha, NE	First Data Resources
Phoenix, AZ	PSI Group
Pittsburgh, PA	Pittsburgh Mailing
Roanoke, VA	Automated Mailing Sys.
St. Louis, MO	St. Louis Presort
St. Louis, MO	ZIP Mail Services
San Francisco, CA	PSI Group
Seattle, WA	PSI Group
Topeka, KS	American Presort
Weston, FL	American Express GMS

Domestic Mail Manual



The following announcements, reminders, and revisions to the *Domestic Mail Manual* will be incorporated into the printed version of DMM 57 and into the monthly update of the online DMM available via Postal Explorer at <http://pe.usps.gov>.

DMM Revision

Destination Entry for Periodicals

Effective June 30, all destination entry Periodicals mail must be deposited at the destination facility, including SCF mail. This is a significant change from the current SCF eligibility, where SCF mail may be entered at any facility within the SCF service area.

However, there are circumstances when the SCF entry discount would apply even though the mail is not entered at the SCF facility. The

following are two examples of when this could occur:

1. 5-digit sacks entered at a delivery unit. In this instance, provided the mail is sorted to carrier routes at the local office (e.g., because either the ZIP Code is not an AFSM 100 automated zone or the pieces are not compatible with AFSM 100 processing) and the mail does not have to be taken to another facility

for sorting, the mail would qualify for the SCF rate and discount.

2. When mail is deposited at a local post office on route to another local post office where the mail will be delivered via a highway contract route. If both of the local Post Offices are in the same SCF and there is no backhauling required, then the SCF rate and discount would apply.

— *Mail Preparation and Standards*

DMM Revision

New Specifications for Automated Flats

Flat Sorting Machine (FSM) 881 Standards Replaced

Effective June 30, 2002, the DMM is revised to replace FSM 881 standards with the physical criteria and other preparation requirements for the Automated Flat Sorting Machine (AFSM) 100. Flat mailpieces must continue to meet the uniformity requirements in C820.8.0 to claim the automation flat rates.

Deployment of AFSM 100s is complete in major processing and distribution centers nationwide, and FSM 881s are being phased out. The AFSM 100 represents the next step into the automated processing environment for flats mail. One of the Postal Service's objectives is to reduce costs by moving flats processing from the labor-intensive

manual/mechanized environment to the more efficient automated mode. The AFSM 100 has three automatic feeders with throughput rates capable of exceeding 17,000 pieces per hour, and 120 individual sort separations. The AFSM 100 also has optical character reader (OCR) and barcode reader (BCR) capabilities.

To determine the range of mailpieces compatible with the AFSM 100, we conducted controlled tests using a variety of mailpiece characteristics. Data from these tests show that most of the standards developed for flats processed on the FSM 881 are applicable to flats processed on the AFSM 100. On the basis of these findings, to qualify for

AFSM 100 automation-based flat rates mailpieces must be a minimum of 5 inches high by 6 inches long by 0.009 inch thick, and a maximum of 12 inches high by 15 inches long by 0.75 inch thick. The correct and properly prepared POSTNET barcode must be placed at least 1/8 inch from any edge of the mailpiece. (For barcode requirements see DMM C840.4.0, C840.5.0, and C840.6.0.)

The length and height of an automation-compatible flat-size mailpiece is not determined by the orientation of the address. For a piece that has a bound, folded, or closed edge (e.g., a newspaper, folded envelope, tabloid, or catalog), the length is the dimension parallel to the

continued on page 4

bound, folded, or closed edge. The height (vertical dimension) is the dimension perpendicular to the length. If the piece is folded more than once or is bound and then folded, the length of the piece is based on the final fold. Analysis of data collected on the processing of newspapers resulted in the recommendation that all newspapers be prepared as quarter-folds.

Based on our analysis, we identified a maximum weight of 20 ounces for AFSM 100 enveloped, bound, and polywrapped flat mailpieces. This maximum weight will allow more Bound Printed Matter (BPM) pieces, which primarily weigh 16 ounces or more, to qualify as flats. The new postage rates that take effect June 30, 2002, include separate rates for BPM

flats and parcels. Flats that meet the AFSM 100 mail characteristics and criteria are eligible for the new \$0.03 barcode discount.

New 20-ounce weight limit for AFSM 100 flat

The polywrap requirements for the FSM 881 also apply to pieces processed on the AFSM 100, and a new property known as “blocking” is added. Blocking is simply the property that prevents polywrapped pieces from sticking together. Overhang (selvage) requirements are unchanged. Polywrapped flats for AFSM 100 processing must be individually endorsed “USPS AFSM 100 Approved

Poly” on the address side of the piece, either on the flat itself or on the polywrap. A recertification process will be established in which polywrap vendors currently listed on the Postal Service RIBBS Web page at <http://ribbs.usps.gov> will be required to submit an official American standard testing methods (ASTM) certificate reflecting the eight properties now required for automatable polywrap when processed on the AFSM 100.

The flat mail machineability tester, currently used to test FSM 881 mailpieces for rigidity, flexibility, and turning ability, will continue to be used for pieces processed on the AFSM 100.

— Mail Preparation and Standards

DMM Revision

Change to Coding Accuracy Support System (CASS) Documentation

Effective June 30, 2002, mailers are no longer required to present Form 3553, Coding Accuracy Support System (CASS) Summary Report, with every automation-rate and carrier route-rate mailing to document applicable address matching standards. This is the only substantive change to DMM A950. Mailers (or their agents) must continue to complete and retain Form 3553 and the summary output information for each list processed in their files for 1 year from the date of each mailing. Also, mailers must make the summary output report information available to the Postal Service on 24-hour notice.

Language has also been added throughout the DMM to remind mailers that a signature on a postage statement certifies that the mailing complies with all relevant standards,

including address matching, and that the mailing qualifies for the rates and fees claimed.

Mailers with questions should contact their post office where they enter their mailings.

New Documentation Procedures

Effective June 30, 2002, mailings presented for verification and acceptance will document the date of address matching and coding by annotating the postage statement that accompanies the mailing. This is the same as documenting the date of address sequencing for Periodicals carrier route mailings and for Standard Mail Enhanced Carrier Route mailings (DMM M050.4).

All First-Class Mail, Periodicals, Standard Mail, and Bound Printed Matter postage statements have been

reformatted to permit documentation of address matching requirements for each type and class of mail. See the separate article in this *Mailers Companion* on page 6 that describes the changes to all postage statements. Beginning June 30, 2002, mailers must use only the June 2002 editions of postage statements (or approved facsimiles). Earlier editions may not be used.

The June 2002 postage statements contain up to three blocks for entering dates of address matching and coding for automation-rate pieces, carrier route-rate pieces, and carrier route address sequencing. Blocks that do not relate to a particular mailing are shaded.

To avoid delays in mail acceptance, it is important to understand which date from Form 3553, section B, “List,”

must be annotated on the accompanying postage statement: For automation rate pieces, including pieces barcoded by mailers (presort service bureaus) using a multiline optical character reader (MLOCR) for letters or flats, the date when address matching was performed is in block 2a “Master File,” or, for list mailers using “Z4 Change,” block 2b.

For carrier route-rate pieces, the date when carrier route coding was performed is in block 2d “CRIS” (carrier route information system).

For carrier route address sequencing (Periodicals and Standard Mail only), the date when sequencing was performed comes from one of the methods listed in DMM M050.4.1. Only when a line-of-travel (LOT) product is used for basic carrier route pieces will the sequencing date come from Form 3553, block 2c “LOT.” Otherwise, the date is taken from the

sequencing option used in DMM M050.4.1.

Whenever address matching is performed on different dates (e.g., addresses from multiple lists matched on different dates and used in a single mailing) the date annotated on the postage statement must be the earliest (oldest) date of matching and within the appropriate time periods described below.

Unless Z4CHANGE is used, addresses on all automation-rate and carrier route-rate mailings must be ZIP+4 coded using current CASS-certified software and the USPS database that is current on the date when address matching is performed as follows:

- For automation-rate mailings, ZIP+4 coding must be performed within 180 days before the mailing date.
- For carrier route-rate mailings, carrier route coding (and if

applicable, address sequencing) must be performed within 90 days before the mailing date.

For mailers and list processors using Z4CHANGE: after the entire address list is matched and ZIP+4 coded as described above, the list must be processed through Z4CHANGE using USPS-certified software every 60 days to identify any changed records within the file. After the changed records are identified, those addresses must then be matched and ZIP+4 coded using current CASS-certified address matching software and the USPS database current on the date when the matching is performed. The entire address list must be rematched and ZIP+4 coded, at least every 3 years.

— *Mail Preparation and Standards*

DMM Revision

Nonmachinable Surcharge Criteria for Folded Self-Mailers Modified

Effective June 30, 2002, DMM C050.2.2h is revised to change the nonmachinable criteria for First-Class Mail and Standard Mail letters. Specifically, folded self-mailers with a fold that is perpendicular to the mailing address that are constructed according to the standards for automation rates will not be assessed the nonmachinable surcharge.

As part of the omnibus rate case that takes effect on June 30, the Postal Service has identified a number of criteria that make a letter-size piece nonmachinable. Pieces that are nonmachinable cannot be processed on automated equipment and therefore must be handled manually; these

pieces will be assessed a nonmachinable surcharge.

The criterion for folded self-mailers, as originally published in Special *Postal Bulletin* 22075A, was inconsistent with the current standards for folded-self mailers mailed at automation rates. This revision better aligns the nonmachinable criterion and the automation standards for folded self-mailers.

Please note that this criterion applies only to folded self-mailers that have a fold that is perpendicular to the mailing address (in the mailing industry, these pieces are sometimes called “gatefolds”). The nonmachinable surcharge does not apply to folded

self-mailers with folds that are parallel to the address.

Effective June 30, any Presorted rate folded self-mailer with a perpendicular fold that is folded and secured (e.g., with tabs) according to the standards in C810.7.2 is a machinable piece and is not assessed the nonmachinable surcharge. If a folded self-mailer with a perpendicular fold is not secured according to C810.7.2 (for instance, if the piece is not tabbed at all), then the piece is nonmachinable and is assessed a surcharge.

— *Mail Preparation and Standards*

DMM *Reminder*

Metered Mail — Where Can it be Deposited?

Metered mail must be deposited at a postal facility within the jurisdiction of the licensing post office (i.e., the ZIP Code shown in the indicia). However, Express Mail, Priority Mail, and single-piece rate First-Class Mail may be deposited at other than the licensing post office when necessary. Usually this pertains to small quantities (handfuls) of mail that are not deposited on a regular basis.

Metered mail can also be drop shipped as follows:

Option 1 - Metered mail of any class may be deposited at the local processing and distribution center/facility (P&DC/F).

Option 2 - Metered mail of any class may be deposited at a post office other than the licensing post office.

Option 3 - Mailpieces bearing postage from meters licensed at different post offices, may be collected and deposited at another

post office, under *Consolidated Drop Shipment with Endorsement*.

This option requires that the mailpieces be endorsed with the letters "DS" followed by a unique 2-digit drop shipment authorization number and the words "Mailed at," followed by the 3-digit ZIP Code prefix of the entry post office.

Option 4 - A mailer (party presenting a consolidated mailing to the USPS) may collect metered matter bearing postage from meters licensed at different post offices and consolidate that matter for deposit at other entry post offices within that area, under *Consolidated Drop Shipment without Endorsement*.

This option does not require the drop shipment endorsement.

In Option 1 and 2, the mailer must submit an application to the district manager, whose area includes the licensing post office. In Options 3 and 4, the mailer must submit an

application to the district manager in whose area the mailer/consolidator is located. DMM D072 describes additional standards pertaining to these options.

— *New York Rates and Classification Service Center*

Packaging of Individual Pieces Mailed as Machinable Bound Printed Matter

Machinable Bound Printed Matter mailpieces should be individually packaged using DMM Reference C010.8.1 *Bulk Mail System Standards, Books*. This only applies up to the maximum weight requirement for Bound Printed Matter of 15 lbs.

— *New York Rates and Classification Service Center*

Overview New Postage Statements

All domestic postage statements are revised and new statements are added to implement the rate and classification changes resulting from R2001-1.

The new statements are dated June 2002. **All mailers must use June 2002 editions of postage statements (or approved facsimiles)**, which include the new certification language and formats required for new reporting and data collection procedures in the permit system. All previous versions are obsolete and must not be used. A listing of statements appears in this article under the headings for each class of mail.

Availability of New Statements

All statements are available on the USPS Web site at www.usps.com/forms in Adobe PDF (print-only) format. They can be printed locally and completed manually.

Mailers with questions regarding the use and availability of postage statements should contact the post office where they enter their mailings.

Overview of Changes to All Domestic Postage Statements

Language in the mailer's certification block has been clarified and reduced substantially. In addition, the check boxes for reply mail enclosures, 5-digit verification, and the (First-Class Mail) move update standards have been eliminated. Language in the mailer's certification block has

New Postage Statements
Available at
www.usps.com/forms

been added to remind mailers that a signature on the statement certifies that the mailing complies with all relevant standards and that the mailing qualifies for the rates and fees claimed.

Address matching date blocks have been added to applicable statements for mailers to enter date(s) of address matching in lieu of submitting Form 3553, *Coding Accuracy Support System (CASS) Report(s)*, with every automation-rate and carrier route-rate mailing. See the separate article on page 4 in this *Mailers Companion*. Forms 3541 and 3602 contain a third block for reporting the date of carrier route address sequencing.

Mailers should familiarize themselves with the new statements for the class of mail and postage payment method used. Many form numbers have changed; therefore, a new statement cannot be matched solely by form number.

Every entry line on every statement is numbered. Except for Forms 3541, each entry line is numbered in relation to the "part" of the statement in which it appears (e.g., E1, E2). Moreover, all line numbers correlate with comparable statements for the same class of mail and different payment methods (e.g., line B9 on all Form 3602 statements is used for DSCF 3/5 letters. Line 24 on all three Forms 3541 statements is used for Outside-County 3-digit nonautomation letters). As references to rates and reporting are made throughout this article, appropriate line numbers follow in parentheses.

All postage, surcharges, and discounts, as applicable, are reported and finalized within each part on page two. The "part total" is carried forward to page 1 with no further calculation required for that part. Postage affixed statements include reminders and DMM references for computing the postage to be affixed to each piece in a mailing.

Rounding Postage

For permit imprint statements, round off intermediate postage figures to *four decimal places*. An intermediate figure is any figure on any (numbered) line except the "total postage" line. Round off the total postage figure to *two decimal places*.

For postage affixed statements, round off intermediate postage figures to *three decimal places*. An intermediate postage figure is any figure on any (numbered) line except the "total postage" and "net postage due" lines. Round off total postage and net postage due figures to *two decimal places*.

For Periodicals statements, round off intermediate postage figures to *four decimal places*. An intermediate figure is any figure on any line except the "total Outside-County postage" (46), "total In-County postage" (73), and "total foreign postage" (88). Round off total Outside-County postage (AIC 135), total In-County postage (AIC 224), and total foreign postage (AIC 238) figures to *two decimal places*.

For postage statement registers, round off intermediate postage figures to *four decimal places*. An intermediate figure is any figure except the "total postage" figure. Add intermediate figures to determine the total postage for the postage statement register and the accompanying (computer-generated) Form 3602 facsimile. Round off the total postage figure to *two decimal places*.

First-Class Mail

3600-EZ, First-Class Mail — Easy — Nonautomation Letters, Cards, or Flats — Permit Imprint
3600-R, First-Class Mail — Permit Imprint
3600-P, First-Class Mail — Postage Affixed
3600-PM, Priority Mail — Permit Imprint
3600-PMRX, Presorted Priority Mail — Permit Imprint
3600 PMPX, Presorted Priority Mail — Postage Affixed

The easy (EZ) statement for a single nonautomation rate mailing of identical weight pieces paid with permit imprint is expanded to accommodate pieces weighing 1 ounce or less that may be subject to the nonmachinable surcharge (C3 and C4). A note appears at the top of the easy statement referencing checklists and other tools available to mailers at Business Mail 101 on the Postal Explorer Web site at <http://pe.usps.gov>. First-Class Mail pieces with and without a nonmachinable surcharge can be reported on the same Form 3600. Separate entry lines for AADC letters (A4), AADC cards (D4), mixed AADC letters (A5), and mixed AADC cards (D5) replace the single entry lines for basic automation letters and cards. Similarly, separate entry lines for ADC (B3) and mixed ADC (B4) automation rates for flats replace the single entry line for basic automation flats. The number of automation rate flats weighing 1 ounce or less that may be subject to the nonmachinable surcharge is reported on line B5.

Mailers are reminded that lines C5 and C6 are used only in those limited situations where a Standard Mail mailing includes residual pieces paid at First-Class Mail rates (DMM E620) in accordance with DMM P100.2.6.

Form 3600-PM has separate entry lines for reporting flat-rate envelopes (A1) and all other unzoned pieces weighing up to 1 pound (A2). These pieces must be reported separately, as appropriate. Similarly, Forms 3600-PMRX and 3600-PMPX also have separate entry lines for flat-rate envelopes and all other unzoned pieces weighing up to 1 pound.

Periodicals

3541, Periodicals One Issue or One Edition
3541-A, Periodicals — Condensed One Issue or One Edition
3541-M, Periodicals All Issues in a Calendar Month

There are significant changes to Periodicals statements. As with all other statements, postage totals now appear on page one. Form 3541 is a three-page form designed to report any Periodicals mailing that consists of Outside-

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POSTAGE STATEMENTS
continued from page 7

County, In-County, Ride-Along pieces, and foreign copies. Mailings that do not include In-County and foreign copies need only submit pages 1 and 2 with the mailing. Form 3541-A "condensed" is a two-page form designed specifically for mailings consisting of only Outside-County and In-County.

Because Ride-Along pieces are now a permanent classification, Form 3541-X has been eliminated and mailings containing Ride-Along pieces are reported on Form 3541. Also, mailers no longer need to submit the additional documentation that was required under the experiment. Outside-County Ride-Along pieces are reported on line 45, and In-County Ride-Along pieces are reported on line 72.

New lines are also added to Outside-County for reporting: DADC advertising pounds (3); DADC addressed pieces (37); addressed pieces of flats placed directly on destination entry pallets (38); and addressed pieces of flats placed directly on all other pallets (39).

The 5% discount for Outside-County nonprofit and classroom publications is reported differently. Mailers compute the 5% discount following the instructions on line 43 and enter the result on line 43. For foreign copies, there are two blocks for reporting weights: one for copies to Canada (rate group 1, which does not require wrappings), and one for copies to all other countries (rate groups 2 through 5, which require wrappings). Preferred rate publications mailing commingled nonsubscriber copies over the 10% limit at regular rates are completely reported on their own statement. Postage at regular rates is no longer reported on a separate Form 3541 and carried onto the statement reporting subscriber copies.

Form 3541-M no longer allows reporting of foreign copies and does not allow reporting of Ride-Along pieces.

Standard Mail

- 3602-C, Consolidated — Supplement — Standard Mail and Nonprofit Standard Mail
- 3602-EZ, Standard Mail — Easy — Nonautomation Letters or Flats — Permit Imprint
- 3602-R, Standard Mail Letters and Flats — Permit Imprint
- 3602-RS, Standard Mail Subject to Surcharge — Permit Imprint
- 3602-HR, Standard Mail Heavy Letters — Permit Imprint
- 3602-P, Standard Mail Letters and Flats — Postage Affixed
- 3602-PS, Standard Mail Subject to Surcharge — Postage Affixed
- 3602-HP, Standard Mail Heavy Letters — Postage Affixed

United States Postal Service				Post Office: Note Mail Arrival Time	
Postage Statement — First-Class Mail Postage Affixed					
Permit Holder's Name and Address and Email Address if Any		Telephone	Name and Address of Mailing Agent (if other than permit holder)		Telephone
Name and Address of Individual or Organization for Which Mailing Is Prepared (if other than permit holder)					
Dun & Bradstreet No.		Dun & Bradstreet No.		Dun & Bradstreet No.	
Post Office of Mailing		Processing Category (DMM C050)	Mailing Date		No. of Containers
Permit No.	<input type="checkbox"/> Meter Postage	<input type="checkbox"/> Letters	<input type="checkbox"/> Flats	Weight of a Single Piece	Total Pieces
<input type="checkbox"/> Precanceled Stamps	<input type="checkbox"/> Parcels	<input type="checkbox"/> Automation Flats (DMM C820)		0	_____ pound
For Mail Enclosed Within Another Class		<input type="checkbox"/> Periodicals		<input type="checkbox"/> Standard Mail	
<input type="checkbox"/> Bound Printed Matter		<input type="checkbox"/> Library Mail		<input type="checkbox"/> Media Mail	
<input type="checkbox"/> Parcel Post					
For Automation Rate Pieces, Enter Date of Address Matching and Coding (DMM A950.3.0)			For Automation Carrier Rate Pieces, Enter Date of Address Matching and Coding (DMM A950.3.0)		
For Automation Letters			Total From Part A (On reverse)		
For Automation Flats			Total From Part B (On reverse)		
For Nonautomation Letters, Flats, and Parcels			Total From Part C (On reverse)		
For Automation and Nonautomation Cards			Total From Part D (On reverse)		
For Special Services and Other Fees			Total From Attached Form 3540-S		
			Total Postage (Add lines above) →		
Rate at Which Postage Affixed (Check one) (DMM P100)		pcs. x \$ _____ =		Postage Affixed (Check one)	
<input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither					
			Net Postage Due (Subtract postage affixed from total postage) →		
For USPS Use Only: Additional Postage Payment (State reason)					
			Total Adjusted Postage (Add additional payment to net postage due) →		
The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the rates and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation.					
I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.					
Signature of Mailer or Agent		Name of Mailer or Agent		Telephone	
Weight of a Single Piece		Is figure at left adjusted from mailer's entries? <input type="checkbox"/> Yes <input type="checkbox"/> No			
0 _____ pound		If "Yes," Reason			
<input type="checkbox"/> Check One		<input type="checkbox"/> Presort Verification Not Scheduled		<input type="checkbox"/> Presort Verification Performed as Scheduled	
I CERTIFY that this mailing has been inspected concerning: (1) eligibility for postage rates claimed; (2) proper preparation (and presort where required); (3) proper completion of postage statement; and (4) payment of annual fee (if required).		Date Mailer Notified		Contact	
By (Initials)		Time		AM PM	
Mailing Employee's Name		Time		AM PM	
This form and mailing standards available on Postal Explorer at http://pe.usps.gov					

PS Form 3600-P, June 2002

All mailers must use June 2002 editions of the postage statements (or approved facsimiles)

Nonprofit Standard Mail

- 3602-C, Consolidated — Supplement — Standard Mail and Nonprofit Standard Mail
- 3602-NZ, Nonprofit Standard Mail — Easy — Nonautomation Letters or Flats — Permit Imprint
- 3602-N, Nonprofit Standard Mail Letters and Flats — Permit Imprint
- 3602-NS, Nonprofit Standard Mail Subject to Surcharge — Permit Imprint
- 3602-NHR, Nonprofit Standard Mail Heavy Letters — Permit Imprint
- 3602-NP, Nonprofit Standard Mail Letters and Flats — Postage Affixed

3602-NPS, Nonprofit Standard Mail Subject to Surcharge — Postage Affixed
3602-NHP, Nonprofit Standard Mail Heavy Letters — Postage Affixed

New Form 3602-C replaces the four consolidated Forms 3602-RV, 3602-PRV, 3602-NV, and 3602-PNV. The new form permits any Standard Mail mailing to be submitted under plant-verified drop shipment (PVDS), and can accommodate up to 10 destinations (drops). The previous consolidated Forms 3602 accommodated letters and flats only. All pieces and postage are reported on the appropriate statement for the type of Standard Mail presented under PVDS. The “total postage” line on Form 3602-C is for mailer use only. All postage is taken from the attached postage statement. The mailer indicates the statement attached by checking the appropriate box when completing the form. Form 3602-C acts as a manually prepared “register of postage statements” and is used by mailers relying on USPS-supplied Standard Mail statements. Mailers that are approved to produce computer-generated facsimile statements and registers of postage statements do not need to complete and submit Form 3602-C.

The easy (EZ) statements for a single nonautomation rate mailing of identical weight pieces paid with permit imprint are expanded to accommodate pieces that may be subject to the nonmachinable surcharge (lines E1 through E6). Pieces not subject to the nonmachinable surcharge are reported in lines B1 through B12. A note appears at the top of the easy statements referencing checklists and other tools available to mailers at Business Mail 101 on the Postal Explorer Web site at <http://pe.usps.gov>. Statements for letters and flats now have separate entry lines for AADC letters and mixed AADC letters (part A), replacing the single entry lines for basic automation letters.

Unlike First-Class Mail, Standard Mail mailings of pieces subject to a surcharge must be reported on the appropriate statements that reflect those charges (e.g., Form 3602-RS, Standard Mail Subject to Surcharge). Should a mailing be presented with a statement for letters and flats (e.g., Form 3602-R), and is later determined to be subject to a surcharge (nonmachinable or residual shape), the correct statement must be completed and signed by the mailer before acceptance (e.g., Form 3602-RS).

Forms 3602-HR and 3602-NHR for heavy letters (parts J and K) reflect rates that include the discount that equals the nonletter piece rate minus the letter piece rate. Mailers compute postage for permit imprint mailings of heavy letters using the rates on the statement just as they would compute rates on permit imprint statements, parts D, G, and I. See DMM E630 and E640, as appropriate. Mailings of heavy letters with postage affixed (Forms 3602-HP and 3602-NHP) must have the full applicable rate affixed to each piece in the mailing (DMM P013.8).

Parcel Post — Parcel Select

3605-PR, Parcel Post — Permit Imprint
3605-SR, Parcel Select — Permit Imprint
3605-PP, Parcel Post — Postage Affixed
3605-SP, Parcel Select — Postage Affixed

The only change to Parcel Post statements is the addition of the entry line for nonmachinable Parcel Select-DSCF parcels (J2). See DMM E751.1.

Bound Printed Matter

3605-BFR, Bound Printed Matter Flats — Permit Imprint
3605-DFR, Destination Entry Bound Printed Matter Flats — Permit Imprint
3605-BFP, Bound Printed Matter Flats — Postage Affixed
3605-DFP, Destination Entry Bound Printed Matter Flats — Postage Affixed
3605-BPR, Bound Printed Matter Parcels — Permit Imprint
3605-DPR, Destination Entry Bound Printed Matter Parcels — Permit Imprint
3605-BPP, Bound Printed Matter Parcels — Postage Affixed
3605-DPP, Destination Entry Bound Printed Matter Parcels — Postage Affixed

With separate rates for Bound Printed Matter flats and parcels, there are now two sets of statements: one set (four statements) for flats and one set (four statements) for parcels. Page two formats now resemble those of Forms 3602 and provide for easier computing of permit imprint postage. BPM pieces must be reported on the appropriate statements. Should a mailing be presented with a statement for flats and is later determined to be subject to parcel rates, the correct statement must be completed and signed by the mailer before acceptance.

Media Mail — Library Mail

3608-R, Media Mail and Library Mail — Permit Imprint
3608-P, Media Mail and Library Mail — Postage Affixed

Separate mailings of eligible Library Mail pieces and Media Mail pieces can be reported on the same Form 3608. Each mailing, however, must meet its own minimum and must be prepared separately.

Special Services

3540-S, Special Services

A new line (A1) allows mailers purchasing Certificates of Mailing (for three or more listed on Form 3877) to pay postage and Certificate of Mailing fees with permit imprint. All other forms of Certificate of Mailing must continue to pay the fees using postage affixed to Forms 3817 and 3606, as appropriate. Line A9 is reserved for future use.

— Mail Preparation and Standards

New Instructions for Handling First-Class Mail Additional Ounce Postage for MLOCR Mailers

Effective June 30, pieces mailed at First-Class Mail single-piece rates will pay \$0.23 for each additional ounce and pieces mailed at any workshare rate will pay \$0.225 for each additional ounce.

This change creates a unique challenge for commercial MLOCR mailers for the small number of pieces that do not qualify for workshared rates and must be presented separately and paid at single-piece rates.

The following instructions address both this issue and the presentation of non-qualifying First-Class Mail in general. MLOCR mailers are to follow the instructions when presenting residual single-piece rate letters and flats.

Metered and Permit Imprint Flats

Metered and permit imprint First-Class Mail single-piece flats must be presented separated by ounce increment, in groups of 50, and with the additional \$0.005 per ounce paid on each piece. **Note:** The separation requirement has not changed from the way flat mail was presented prior to June 30.

Permit Imprint Letters

No change in the current procedure. First-Class Mail permit imprint single-piece letters must be presented separated by ounce increments in groups of 100.

Metered Letters

For metered First-Class Mail letters the mailer pays an additional \$0.005 for 2 ounce residual letters:

1. When the mailer's process enables 1 and 2 ounce letters to be produced in separate streams, the single-piece rated pieces must be presented separated by ounce increments in groups of 100. The mailer includes the extra \$0.005 on each extra ounce within the total postage paid.

2. When the mailer's process cannot produce separate streams by weight, i.e., the 1 and 2 ounce pieces are of necessity mixed, these letters also may be presented together in groups of 100. In this case, however, the mailer must estimate the volume of 2 ounce letters using any documented technique (available to the USPS, upon request) that does not consistently underpay the amount due. The documented technique must include the frequency (e.g. weekly, monthly) at which it is calculated.

The USPS may verify the mixed 1 and 2 ounce letters on random days, normally not more than once a week. When performed, the USPS will randomly select 2 trays, identify the extra ounces of mail in the sample, and prorate the percentage across all mixed 1 and 2 ounce single-piece rate pieces presented in the mailing. This amount will be used in lieu of the mailer's estimate on the postage statement for that mailing. The worksheet containing the percentage will be kept on file for one year.

USPS Verification Example

In a 100,000 piece automation letter mailing, the mailer presents 2,000 mixed 1 and 2 ounce residual rate letters in 5 trays. 2 trays are selected at random, before removing the sleeves. The sleeves then are removed and the 1 and 2 ounce pieces are counted by using the postage amount metered on each letter. Let's say 700 are metered at 1 ounce and 100 at 2 ounces. By dividing 800 into 100, 12% of the sampled pieces are 2 ounce. To determine the EXTRA postage due on all 2,000 because of the \$0.005 difference, multiply $2,000 \times 12\% \times \$0.005 = \$1.20$. Adjust the postage statement by using this amount rather than the small EXTRA amount estimated by the mailer for these 2,000 pieces. Be certain all 2,000 are paid up to the full single-piece rate.

This example is instructive in two ways: It shows how to do the calculation, but it also shows the small sums involved. Therefore, the procedure need not be overused. Also, if a few pieces weighing more than 2 ounces are found in the 2 tray sample, they can be ignored. If many are found, those extra ounces need to be included in the calculations in the example.

3. Letters heavier than 2 ounces must be segregated by ounce increment in groups of 100 as is done today. The mailer includes the extra \$0.005 for each extra ounce in the total postage paid.

Note: It is possible that in one mailing, a mailer could be "paying up" the extra \$0.005 under all provisions 1, 2 and 3 above.

Precanceled Stamp Letters

These letters must be presented separately.

Other Reporting Requirements for Single-Piece First-Class Pieces

Pieces must be marked as "single-piece" or "SNGLP" and banded into groups of 100 (or 50) within each separation. The last group has a facing slip marked with number of pieces in that group, placed in trays in equal numbers agreed upon by local USPS managers and mailer (e.g., all trays have 400 pieces, except last tray). Identify the last tray and report on the proper postage statement.

3600-R: Permit Imprint

3600-P: Metered

3600-P: Precanceled Stamp

The lower left-hand corner of the reverse side of the statements may be used for recording single-piece postage calculations. Piece counts are physical counts and are not those shown on MLOCR first-pass reports.

— Business Mailer Support

UNITED STATES POSTAL SERVICE

Home Home Intranet FAQ Directory Feedback Channel Plan (Text Only)

BMA Login
Text Only Version of This Page
(Large sized link on Post/Click)

BUSINESS MAIL ACCEPTANCE

Welcome To Business Mail Acceptance!

Our mission is to provide business customers with a mailing process that is seamless, efficient, and cost-effective. We are committed to providing the most up to date systems to make business mailing easier.

What's New!

IN-LINE VERIFICATION

For mailers who are technically sophisticated, electronic "in plant" verification will be utilized via Post/One® and an In-Line Capturing System placed at the end of a mailer's inserter to verify and accept mail in real time.

ELECTRONIC VERIFICATION

MERLIN

Mailing Evaluation Readability and Lookup Instrument Phase I deployment will be in the Southeast and Southwest Areas. Funding for Phase II has been approved and deployment to the rest of the country will begin in early 2002.

MERLIN NEWS

There are 2 correct software versions for MERLIN machines. In the Southeast and Southwest Areas version 1.0602 for Windows NT is used. The Windows 2000 version for Phase II is 2.00.00.

New Business Mail Acceptance Web Site

Business Mail Acceptance is proud to announce the launch of the new BMA Web site which can be accessed at <http://www.pilot.uspspostalone.com/nonsecure/bma> on the Internet.

This site contains USPS department directories, access to the FY 01-03 BME Channel Plan, a synopsis of present programs such as MERLIN and BMA Training Programs, and helpful links to other useful USPS web pages.

— Business Mail Acceptance

Acceptance of Electronic and Facsimile Postage Statements

A recent discussion about acceptance of electronic and facsimile Postage Statements uncovered a growing concern among business mailers. Although the Postal Service has published guidance on acceptable forms of electronic and facsimile Postage Statements, some mailers experience problems when submitting them at post offices or acceptance units.

The Postal Service grants national approval for postage statement facsimiles for both manifest software products and presort software products through the Manifest Analysis and Certification (MAC) program and the Presort Accuracy Validation and Evaluation (PAVE) certification program. These programs were designed in cooperation with the mailing industry to evaluate mailing products manufactured by vendors for compliance with DMM regulations. The names and version numbers of certified

software products are updated weekly and are available online at <http://ribbs.usps.gov/files/vendors>. The business mail entry manager should maintain an updated copy of certified vendors. Call 800-238-3150 for more information about the MAC or PAVE certification programs.

— National Customer Support Center

**Online
DMM Issue 57
Available
on
Postal Explorer
<http://pe.usps.gov>**

Mailers Companion

Available Online at

www.usps.com/mailerscompanion



The *Mailers Companion* is a free monthly newsletter for USPS personnel and business mailers that offers the latest USPS information essential to effective mailings. It includes information on *Domestic Mail Manual* revisions, classification reform, mail processing networks, address management, technology, mailing standards, rulings, and other relevant issues.

Taking the Mystery Out of Periodicals

Due to the overwhelming popularity of our course on Periodicals mailings, we are pleased to offer you another opportunity to catch this great course. If you missed it the last time, then you should definitely sign up for it this time.

Did you know there are advertising limitations with Periodicals? Are you sure you are mailing at the lowest postage rate? Do you know that not understanding the characteristics and content of a publication can cost you thousands of dollars in additional postage? If your answer to any of these questions is a resounding “no” then read on.

The USPS has discovered that many of our customers are unfamiliar with Periodicals mailings and the different standards and the requirements to qualify for lower rates. This comprehensive course, “Content and Preparation of Periodicals Mailings,” is provided in a classroom setting over a period of three full days.

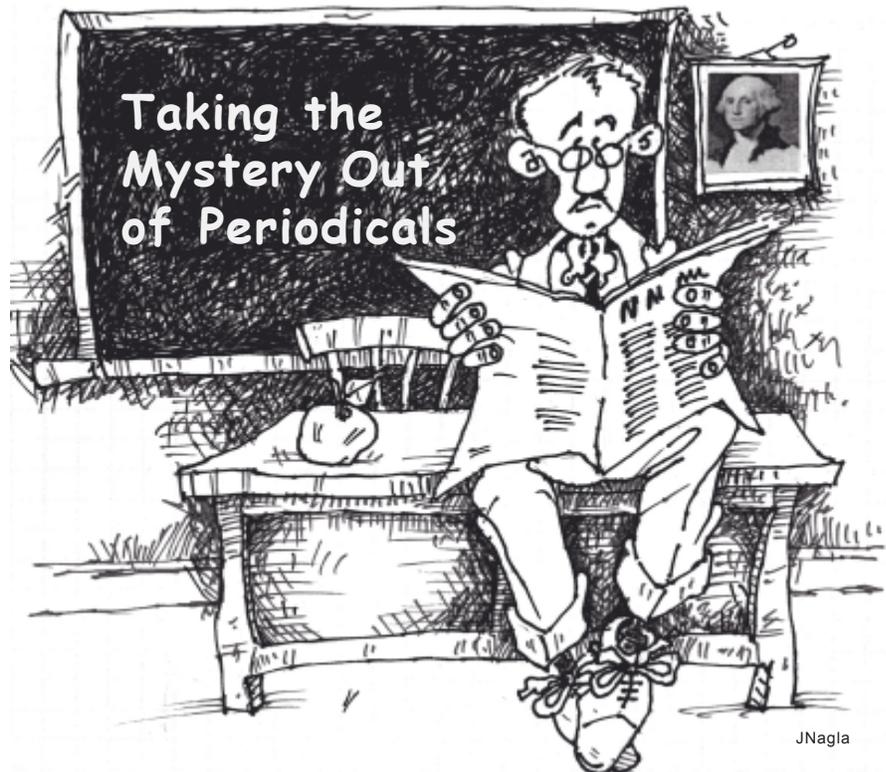
You will leave with a complete understanding of how to correctly identify and define advertising in Periodicals, measure the percentages in marked copies, and learn about the application process and the preparation requirements to receive the discount in postage. Managers, supervisors, and advertising executives will all benefit from this comprehensive three-day workshop on the essentials of Periodicals mailing.

Unlike other courses and training that have only highlighted small segments of this complex industry, this essential course delivers the skills and knowledge critical to ensuring a successful Periodicals mailing, whether you are a novice or an expert.

The course will be offered at the William F. Bolger Center for Leadership Development in Potomac,

Maryland on August 5-7, 2002. To enroll, just complete the registration form on the following page. The fee is

Why spend valuable time learning or fine-tuning these critical skills through trial and error? Get the solutions that



\$1,050 per student that includes lodging, three meals per day, and all course materials.

Topics to be covered over the three days:

- Basic Elements and Categories of Periodicals
- Rate Eligibility
- Original Entry Application Process and Additional Entry, Reentry, or Special Rate Request
- Content and Characteristics, Measuring Advertising
- Preparation, Documentation, and Statement of Ownership

other successful managers, supervisors, and advertising executives are using to succeed with Periodicals mailings. Remember, even if you are an expert in your field, it is constantly changing and there is always new information to be gained from attending. To enroll, please complete the registration form on the following page.

If you have any questions or need more information about the course, please call Tom Myers at 703-292-3544.

— Business Mail Acceptance
— Employee Development



Content and Preparation of Periodicals Mailings

Registration Information

You may register by mail, by fax, or by phone. You may pay by credit card or check. However, until payment is received you will appear on our 'tentative list' and your seat may be given to another student presenting payment. Payment must be processed before the start of the class. It is in your best interest to pay for your seat at the time you register to secure your seat.

For Classes at the William F. Bolger Center for Leadership Development, Potomac, MD

1. **Phone** in your registration for the fastest service. Please call 202-268-7738 and one of our customer service representatives will be happy to take your enrollment.
2. **Fax** your registration with your credit card information to 202-268-5879.
3. **Mail** the registration form with your payment to: US Postal Service, 475 L'Enfant Plaza, SW, Washington DC 20260-4215, ATTN: Debbie Branagan, Room 1P-650.

The enrollment fee includes student lodging, three meals per day, and all course materials

Please print or type:

Name and Title _____

SSN _____

Company _____

Mailing Address _____

City, State, ZIP Code _____

Email Address _____

Telephone _____ Ext. _____

Fax _____

Federal ID Number _____

Payment Information (please pay before seminar)

Location: William F. Bolger Academy for Leadership Development, Potomac, Maryland (\$1,050 per student)

Confirming phone registration: # _____ Charge to: Mastercard

Visa

Check enclosed payable to **US Postal Service** AmEx

Diners Club

Check # _____ Check Amt. _____

Card Number _____

Expiration Date _____

Signature _____

Nonmachinable Surcharge

For First-Class Mail and Standard Mail

Effective June 30, 2002

First-Class Mail

The nonmachinable surcharge applies to:

- First-Class Mail single-piece and Presorted rate letters 1 ounce or less that meet one or more of the criteria in DMM C050.2.2 (see criteria listed below).
- First-Class Mail single-piece, Presorted, and automation rate flats and parcels that weigh 1 ounce or less if any one of the following applies:
 - (a) The piece is greater than 1/4 inch thick.
 - (b) The length is more than 11-1/2 inches or the height is more than 6-1/8 inches.
 - (c) The aspect ratio (length divided by height) is less than 1.3 or more than 2.5.
- The nonmachinable surcharge will also apply to letter-size pieces that weigh 1 ounce or less for which the mailer has chosen the MANUAL ONLY (do not automate) option. For card-rate pieces and pieces weighing over 1 ounce a mailer can specify manual handling but will not be assessed the nonmachinable surcharge.

The nonmachinable surcharge does not apply to:

- First-Class Mail card-rate pieces.
- First-Class Mail weighing over 1 ounce.
- First-Class Mail automation-rate letters.

Standard Mail

The nonmachinable surcharge applies to:

- Standard Mail Presorted rate letter-size pieces (including cards) that weigh 3.3 ounces or less and meet one or more of the criteria in DMM C050.2.2 (see criteria listed below).
- The nonmachinable surcharge will also apply to letter-size pieces for which the mailer has chosen the MANUAL ONLY (do not automate) option.

The nonmachinable surcharge does not apply to:

- Standard Mail nonletters (flats and parcels). The Standard Mail rate structure includes separate rates for letters and nonletters and factors in the extra costs of handling nonmachinable nonletters.
- Standard Mail pieces mailed at any ECR rate or automation rate.

Nonmachinable Criteria

A letter-size piece is nonmachinable if it has one or more of the following characteristics (see DMM C010.1.1 to determine the length, height, top, bottom, and sides of a mailpiece):

- a. If the aspect ratio (length divided by height) is less than 1.3 or more than 2.5.
- b. If it is polybagged, polywrapped, or enclosed in any plastic material.
- c. If it has clasps, strings, buttons, or similar closure devices.
- d. If it contains items such as pens, pencils, or loose keys or coins that cause the thickness of the mailpiece to be uneven.
- e. If it is too rigid (does not bend easily when subjected to a transport belt tension of 40 pounds around an 11-inch diameter turn).
- f. If it is a mailpiece more than 4-1/4 inches high or 6 inches long and the thickness is less than 0.009 inch.
- g. If it has a delivery address parallel to the shorter dimension of the mailpiece.
- h. If it is a folded self-mailer and the folded edge is perpendicular to the address and if the piece is not folded and secured according to DMM C810.7.2.
- i. If it is a booklet-type piece and the bound edge (spine) is the shorter dimension of the piece or is at the top (regardless of the use of tabs, wafer seals, or other fasteners).

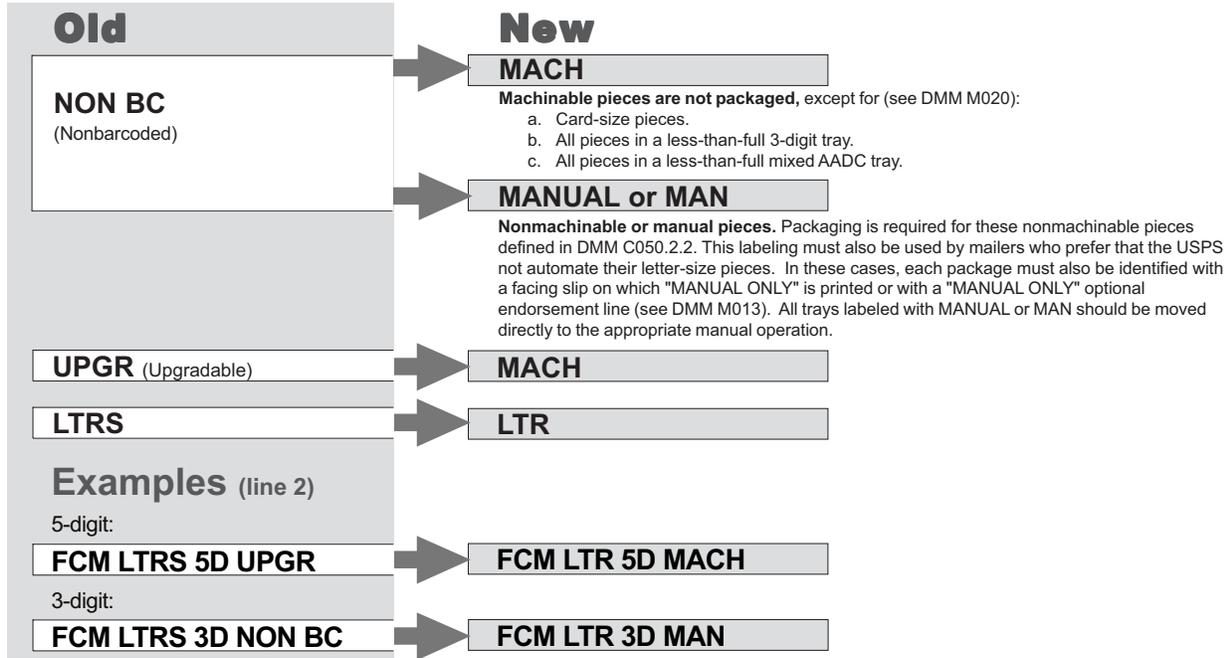
NOTE:

- Machinable pieces are not subject to any restrictions regarding the OCR read area or barcode clear zone.

Tray Label Changes

Effective June 30, 2002

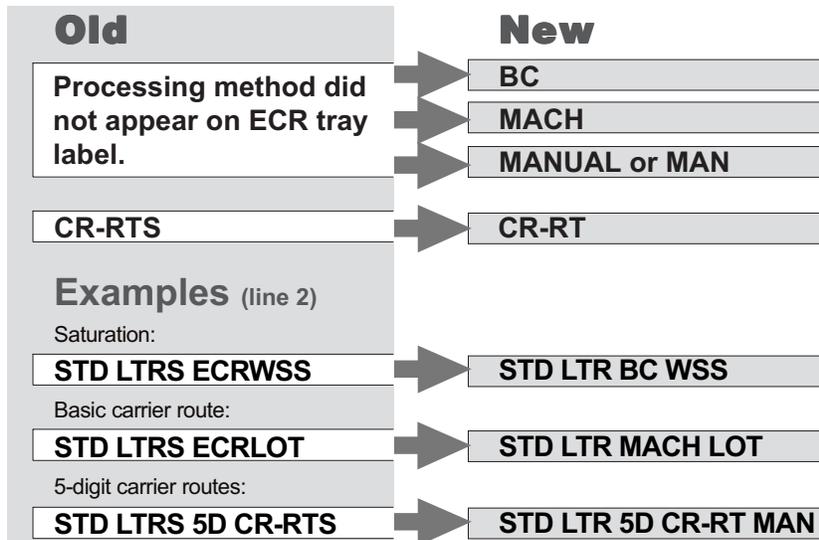
First-Class Mail and Standard Mail



NOTE:

- Barcoded tray labels are allowed but not required for trays of First-Class Mail and Standard Mail machinable letters.
- Zebra codes must not be used on trays of First-Class Mail and Standard Mail machinable letters (zebra codes indicate that the tray contains automation-rate prebarcoded mail).

Standard Mail Enhanced Carrier Route



NOTE:

- ECR letter-size pieces mailed at high-density and saturation piece (letter) rates must meet the physical standards for automation-compatible mail in DMM C810 and have a delivery point barcode.
- There are no changes to the sequencing requirements, markings, or sortation for ECR pieces. Tray labels are changed to reflect whether the pieces in the tray are barcoded (BC), not barcoded but machinable (MACH), or nonmachinable (MAN).

Mailers have until January 1, 2003, to comply with the new tray labeling changes.

Ask Dr. Barcode

Q. Can I use the old Priority Mail or Express Mail flat-rate envelopes with the text indicating that postage is charged at the 2-pound rate after June 29, 2002?

A. Although not recommended, you can use the envelopes, but keep in mind that the rate markings must be 'over-labeled' to cover any reference to the 2-pound rate. This will require over-labeling at least three to seven different areas of the old flat-rate envelope as both the English and

Spanish text need to be covered. If the 2-pound rate markings are not covered, the envelope will be assessed the 2-pound rate.

However, this is not the most cost-effective solution. The best option is to simply discard the old envelopes and order new ones. New envelopes are available at no cost and can be ordered on the Internet at <http://supplies.usps.gov>. Order item EP-14F for the Priority Mail flat-rate envelope and order item EP-13F for the Express Mail flat-rate envelope.

Dr. Barcode



Send questions regarding mail preparation, standards, or regulations to "Ask Dr. Barcode" via email to jnagla@email.usps.gov or fax to 703-292-3876. The good doctor will select one or two of the most challenging questions for publication.

Subscription Form

You can subscribe, change address information, or cancel a subscription one of three ways:

- Email this form to mncsc@email.usps.gov
- Fax it to (901) 821-6252
- Mail it to:

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DATA ENTRY
US POSTAL SERVICE
6060 PRIMACY PKWY STE 201
MEMPHIS TN 38188-0001

- Subscribe
 Change Address Information*
 Cancel Subscription

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Title _____
Company Name _____
Delivery Address _____
City _____ State _____ ZIP+4 _____

* Clip and enclose a complete address block from the back of your *Companion* — or enclose at least the long number at the top (such as "1234 5678 9012 3456").

MAILERS COMPANION
DATA ENTRY
US POSTAL SERVICE
6060 PRIMACY PKWY STE 201
MEMPHIS TN 38188-0001

PRSR STD
POSTAGE & FEES
PAID
USPS
PERMIT NO. G-10

CHANGE SERVICE REQUESTED