

EXHIBIT 2

Update Notice

Postal Operations Manual, POM Issue 9 July 2002

Postal Operations Manual, POM Issue 9, was last printed in July 2002. To inform you of changes since that time, we periodically update this online edition of the POM. We use vertical bars (i.e., revision bars) in the margin to indicate text changed since July 2002.

This online version of the POM has been updated with changes through July 7, 2016, as follows:

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
Entire handbook	<i>Postal Operations Manual</i>	updated to replace all instances of the word “insured” with Insured mail [®] where it refers to a mail service.	22127	4-29-04
Chapter 1, Retail Management				
123.11	Post Offices	revised to include provisions on Remotely Managed Post Offices and Part-Time Post Offices.	22344	8-23-12
123.12	Other Retail Units	updated with a new heading title.		
123.122	Post Offices	updated to clarify definition of Post Offices.		
123.124	Stations	updated to clarify definition of station.		
123.125	Branches	updated to clarify definition of branches.		
123.128	Nonpersonnel Units	updated to define nonpersonnel units.		
123.129	Village Post Office	added to provide definition of Village Post Office.		
123.242	Requirements	updated to change “the contract” to “any contracts.”		
123.41	Postal Service-Operated Retail Facility Names	updated to change the heading title.		
123.413	Designations of Stations, Branches, Community Post Offices, and Other Named Facilities	updated with revised items b and e.		
123.42	Contractor-Operated Retail Facilities	revised to change title of heading.	22314	6-30-11
123.5 through 123.8	Reporting Requirements for Change in Post Office, Station, or Branch and ZIP Code Status	revised to remove the discontinuance procedures, to delete 123.6 through 123.8, and to renumber 123.9 as 123.6.		

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
123.6 and 123.7	Discontinuation of Post Offices, and Emergency Suspension of Service	revised to include recent policy changes to the approval/disapproval authority for Post Office closing final determinations.	22124	3-18-04
123.622	ZIP Code Assignment	revised to include recent policy changes related to ZIP Code retention at discontinued facilities.	22124	3-18-04
123.72	Suspension Review Team	added to revise emergency suspension procedures.	22124	3-18-04
123.81	Notice to Postal Officials	revised to correct the approval authority for the discontinuance of Post Offices.	22130	6-10-04
124.532	Smoking	revised to clarify the definition of smoking.	22388	05-01-14
125.22	National Holidays	revised to update USPS level of service on holidays.	22313	6-16-11
Exhibit 125.22a	Holiday Service Levels	revised to update USPS level of service on holidays.	22313	6-16-11
Exhibit 125.22b	Holidays Not Widely Observed	revised to update USPS level of service on holidays.	22313	6-16-11
125.341	General	revised to replace the reference to Poster 76 with Poster 37.	22348	10-18-12
Exhibit 125.342	Mandatory Lobby Displays	revised to replace the reference to Poster 76 with Poster 37.	22348	10-18-12
Exhibit 125.343	Mandatory Public Information to be Available	revised to reflect signage language in Post Offices.	22187	8-17-06
		revised to update mandatory information to be made available to the public.	22289	7-15-10
126.41 through 126.46	Nonholiday Weekdays	revised to update guidance for retail hours.	22289	7-15-10
126.41	General	updated to reflect changes in hours of service and staffing for retail units previously classified as EAS Level 16 or below Post Offices.	22344	8-23-12
126.412	Saturdays	updated to clarify service hours on Saturdays.	22344	8-23-12
126.413	Sundays	updated to clarify approval for service hours on Sunday.	22344	8-23-12
126.46	Consolidation of Retail Counter Service	updated to replace Customer Service and Sales with area office.	22344	8-23-12
132.14	Purchase Receipts	revised to update the form used for purchase receipts.	22266	8-27-09
136.3	Business Reply Mail and Merchandise Return Service	revised to update information on merchandise return service.	N/A	N/A

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
136.6	Information-based Indicia postage Paid Labels	added to include information on IBI postage paid labels.	22269	10-8-09
138.225	Customer Inquiry of Name on Postal Service List	updated to provide new address for the Prohibitory Order Processing Center.	22361	4-18-13
139.116	Authorized Mailability Decisions	revised to clarify that certain duties assigned to postmasters may be performed by subordinate personnel under a postmaster's supervision.	22325	12-1-11
141.421 through 141.425	General	revised to update standards of Post Office Box service.	22289	7-15-10
143	INTELPOST Service	deleted to reflect the fact that INTELPOST (international electronic post) service is no longer available.	22124	3-18-04
144 through 147	Photocopy Service	renumbered as 143 through 146.	22124	3-18-04
145.11	Authorizing Refunds	revised to add item k.	22321	10-6-11
146.1	Processing Refunds for Postage Stamps on Business Reply Mail, Postage Meter Stamps, Meter Impressions, Permit Imprints or Rejected Personalized Envelopes	revised to allow all Post Offices to process refunds for postage requested.	22088	10-31-02
146.11	Customer Action	revised to add new DMM references.	22193	11-9-06
		revised to clarify existing policies and procedures for filing indemnity claims.	22127	4-29-04
Exhibit 146.11	General Instructions for Filing Claims	updated to provide instructions for filing indemnity claims.	22127	4-29-04
146.111	Customer Action	revised to add new DMM references.	22193	11-09-06
		revised to specify the material to be sent directly to Claims Appeals at the St. Louis Accounting Service Center.	22127	4-29-04
146.112	Accepting Post Office	revised to include a reference to the new PS Form 2856, <i>Damage Report of Insured Parcel and Contents</i> .	22188	8-31-06
146.113	Claims and Inquiry Employee	updated to specify copy 3 of PS Form 1000.	22127	4-29-04
Exhibit 146.12	Processing Claims for Damage or Partial Loss of Contents	deleted.	22127	4-29-04

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
146.121	Tendered	updated to change section title to "Loss of Numbered Insured or Registered With Postal Insurance Article" and to reflect the steps for processing claims.	22127	4-29-04
	Loss of Numbered Insured or Registered With Postal Insurance Article	revised to add DMM reference.	22193	11-9-06
146.122	Loss of Unnumbered Insured Articles	revised to reflect that locally adjudicated claim forms will be forwarded to St. Louis after processing to ensure all claim data are captured by the system.	22127	4-29-04
146.123	Loss of COD Articles (or Nonremittance)	deleted.	22127	4-29-04
	Loss of Express Mail Articles	deleted. Renumber current 146.126 "Damage claim Filed by Addressee" as new 146.124	22127	4-29-04
146.124	Damage Claim Filed by Addressee	updated to reflect revised PS Form 1000.	22193	11-9-06
		revised to include a reference to the new PS Form 2856, <i>Damage Report of Insured Parcel and Contents</i> .	22188	8-31-06
Exhibit 146.124	Processing Claims for Damage or Partial Loss of Contents	revised to include a reference to the new PS Form 2856, <i>Damage Report of Insured Parcel and Contents</i> .	22188	8-31-06
146.125	Damage Claim Filed by Sender	renumbered as section 146.123 and updated to reflect new procedures.	22127	4-29-04
146.126	Damage Claim Filed by Addressee	renumbered as section 146.124, revised, and updated to add new Exhibit 146.124.	22127	4-29-04
146.127	Damage Claims Exceptions	deleted.	22127	4-29-04
146.128	Replacement Shipments	deleted.	22127	4-29-04
146.129	Estimates and Appraisals	renumbered as section 146.25.	22127	4-29-04
146.13	Processing Claims Received From Another Office	deleted.	22127	4-29-04
146.131	Time Limits	revised to add new DMM reference.	22193	11-9-06
146.14 through 146.144	Inquiries and Duplicate Claims	renumbered as new sections 146.13 through 146.134 and revised to show new procedures.	22127	4-29-04
146.145	Registered Mail and Express Mail	deleted.	22127	4-29-04
146.2	Reimbursements	deleted. Renumbered 146.3 and 146.4 as new 146.2 and 146.3.	22266	8-27-09

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
146.22	Unused Meter Stamps	updated to show change in procedures.	22127	4-29-04
		deleted.	22088	10-31-02
146.31	Damaged Article	revised how an accepting employee documents damage to support indemnity claims.	22188	8-31-06
146.4 through 146.425	Sample Claims	deleted.	22127	4-29-04
146.5 through 146.52	Quarterly Review	renumbered as sections 146.4 through 146.42.	22127	4-29-04
151.11	Stamps by Mail PS Forms 3227-A and 3227-B	revised to reflect updated policy for Stamps by Mail service.	22194	11-23-06
151.12	Rural Delivery Areas – PS Form 3227-R	revised to reflect updated policy for Stamps by Mail service.	22194	11-23-06
151.13	Written and Telephone Requests	added to reflect updated policy for Stamps by Mail service.	22194	11-23-06
151.22	Postmasters of City/Rural Delivery Offices	revised to clarify certain duties assigned to postmasters.	22325	12-1-11
		revised to reflect updated policy for Stamps by Mail service.	22194	11-23-06
151.31	PS Form 3227	revised to reflect new title “General” and updated policy for Stamps by Mail service.	22194	11-23-06
151.32	Clerical Downtime	revised to reflect new title and updated policy for Stamps by Mail service.	22194	11-23-06
151.321 through 151.326	General	deleted.	22194	11-23-06
151.33	Centralized Fulfillment Locations	added.	22194	11-23-06
151.34	Order Filling Clerks	added.	22194	11-23-06
151.35	Registry Unit	added.	22194	11-23-06
151.36	Receiving Delivery Unit	added.	22194	11-23-06
151.37	Undeliverable as Addressed Orders	added.	22194	11-23-06
151.38	Lost Orders	added.	22194	11-23-06
		revised to update procedures for lost orders.	22266	8-27-09
153	Stamps on Consignment	deleted		8-2-12
154	Stamps by Automated Teller Machine	deleted		8-2-12
16	Consumer Services	updated to align with the standardized process for handling complaints from receipt to resolution, current business requirements, and the PMG’s core strategy to improve the customer experience.	N/A	N/A

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
Chapter 2, Philately				
2	Philately	revised to reflect updated policy governing the release, sale, and discontinuance of postage stamps and postal stationery.	22155	5-26-05
212 through 212.4	Stamp and Stationery Subjects	revised to add new criteria for the selection of stamp subjects	n/a	10-20-11
212.2	Criteria for Eligibility	revised to update the criteria to determine the eligibility of subjects for commemoration on U.S. stamps and stationary.	22224	1-17-08
227	Guidelines for the Purchase and Sale of Local Commemorative Envelopes	added to provide guidelines for the local purchase and sale of commemorative envelopes.	22235	6-19-08
23	Philatelic Postmarks	revised to remove policy about obliterations and add new policy about first day of sale postmarks, thematic postmarks, and philatelic centers.	22237	7-17-08
231.1	Definition	revised to delete "for collection purposes."	22237	7-17-08
231.21	Publicity	updated to add information about the <i>Postal Bulletin</i> .	22237	7-17-08
231.23	Staffing Availability and Training	updated to give policy on staffing.	22237	7-17-08
231.31	Postmarks	revised to change "canceled" to "postmarked."	22237	7-17-08
231.32	Special Attention	updated to add new procedure.	22237	7-17-08
231.34	Hand-Stamped Postmarks	updated to give new name of Handbook PO-230.	22237	7-17-08
231.35	Philatelic Covers	updated to add new procedure to avoid philatelic covers being postmarked in the mailstream.	22237	7-17-08
231.36	Defacing Philatelic Covers	revised to change terminology from "canceled" to "postmarked."	22237	7-17-08
231.4	Hand-Back and Mail-Back Service	revised to update procedures.	22237	7-17-08
231.5	Permissible Postmarking Devices and Hand-Stamped Postmarking for Collectors	updated to add new policy and to replace exhibit 231.5 with new exhibit.	22237	7-17-08
Exhibit 231.5	Hand-Stamped Postmarks	revised to change to philatelic service postmark and seasonal postmark.	22285	5-20-10
			22287	6-17-10
		updated to replace item g.	22312	6-2-11
231.61	Date and Place of Postmarking	updated to add policy on philatelic postmarking services.	22237	7-17-08
231.62	Preparation Requirements	updated to remove "postal cards."	22237	7-17-08

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231.63	Special Materials on Which Postmarks May Be Requested	updated to revise items d and g.	22237	7-17-08
231.7 through 231.9	Holding the Mail	updated to add new policy.	22237	7-17-08
232 through 232.9	First Day of Issue	revised to provide new policy on first day of issue.	22237	7-17-08
233 through 236.4	First Day of Sale Postmark	updated to add new policy.	22237	7-17-08
236.1	Philatelic Service Postmarks	revised to remove the term "philatelic center postmark."	22285	5-20-10
236.1 through 236.24	Seasonal Postmarks	revised to update information about procedures for seasonal postmarks and to replace the term "philatelic center postmark" with Postmark America service."	22312	6-2-11
236.52	National Events	revised to change the address for requests for national events.	22099	4-03-03
236.92	Special Requests	revised to change the approving authority for requests to retain special die-hub cancellations.	22099	4-03-03

Chapter 3, Collection Services – National Service Standards

Chapter 3	Collection Service, National Service Standards	revised to simplify regulations by rearranging them in logical order and to add updates to operational changes.	22313	6-16-11
311	Applicability	revised to update the national service standards for the collection of mail.	22429	11-26-15
313.11	General	updated to add new section.		
313.12	Collection Location Standards			
313.13	Collection Schedule Standards			
313.21	At Postal Facilities			
313.22	Residential Collection Boxes			
313.23	Business Area Collection Boxes			
313.24	Business Area 5:00 P.M. or Later Boxes			
313.3	Exceptions to Mandated Service			
313.31	General			
313.32	Exception Documentation			
313.33	Exception for Removal			

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
313.4 through 313.52	Establishment of and Changes in Collection Box Schedules and Locations	Delete	22431	12-24-15
314.1	General	revised to update procedures.	22429	11-26-15
314.2	Manual Collection Tests			
314.3	Volume Density Tests			
315.2	Appearance			
315.3	Relocation Before Removal			
315.4	Immediate Removal			
316	Collection Schedule Decals			
317.1	General	updated to add four new sections.	22322	10-20-11
317.2	Standard	updated to add new section.		
317.3	Large			
317.4	Jumbo			
317.5	Motorist Mailchute (Snorkel) Boxes			
318	Priority Mail Express Collection Box			
318.1	Priority Mail Express Collection Boxes			
318.2	Rural and Contract delivery Service Boxes			
318.3	Number of Boxes			
312.2	Local Postmark Requests	revised to change the obsolete requirement for a lobby drop for local postmarks to an option.		
315.34	Business Area Collection Boxes	revised to clarify policy about not collecting business collection boxes with low Saturday volume.	22322	10-20-11
321	Ordinary Deposit of Mail	updated to revise title.		
321.1	Post Office Lobby	updated to add new section.		
321.2	Rural and Contract Delivery Service Boxes			
321.3	Vertical Improved Mail and Firm Mailrooms			
322.23 through 322.233	Collection Schedules	Delete	22431	12-24-15
322.344	Widely Observed Holidays	updated to clarify procedures for advancing collections during the holidays.	22350	11-15-12
322.344	Widely Observed Holidays	added with text moved from old 323.43 that was deleted.	22322	10-20-11
323 through 323.42	Residential Collection Boxes	Delete	22431	12-24-15
324 through 324.4	Business Area Collection Boxes	Delete	22431	12-24-15

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
325 through 325.4	Arterial Boxes Located on Major Traffic Thoroughfares	Delete	22431	12-24-15
325.4	Collection Schedules	revised to clarify that an Express Mail shipment dropped in an Express Mail collection box is a guaranteed product.	22237	7-17-08
326 through 326.3	Motorist Mailchute (Snorkel) Boxes	Delete	22431	12-24-15
327 through 327.5	Express Mail Collection Boxes	Delete	22431	12-24-15
33	Mail Deposit and Collection	Delete	22431	12-24-15
331 through 333.5	Collection Times	Delete	22431	12-24-15
Chapter 4, Mail Processing Procedures				
439.1 (item d)	Definitions	revised to update the definition of Post Office discontinuances.	22325	12-1-11
439.45	Postal Facility Status Change	revised to add language used in Handbook PO-101, <i>Postal-Service Operated Retail Facility Discontinuance Guide</i> .	22325	12-1-11
439.51	General	revised to provide new mailing address for proposals sent to the Office of Address Management.	22361	4-18-13
443.32	Local Postmarking	revised to remove the obsolete requirement for a lobby drop for local postmarks.	22238	7-31-08
459	Dispatch and Routing Concepts	revised to simplify regulations by rearranging them in logical order and to add updates to operational changes.	22313	6-16-11
46	Plant Load Operations	added with text from 327 and numbered accordingly.	22313	6-16-11
491.523	Detention of Mail	revised to clarify the chain of reference for suspected abuse of franked mail privileges.	22273	12-3-09
492	Political Campaign Mail	updated references to PS Forms 3602, Publication 417, and Mailing Standards of the United States Postal Service, Domestic Mail Manual.	22186	8-03-06
492.74	Identification	revised to delete the 02 Congressional Primary and Runoff Dates table.	N/A	N/A
Chapter 5, Mail Transportation				
511	Objectives	updated to delete the conditions previously specified.	N/A	3-1-15
512.11	Network Operations	updated to change to Network Operations.	N/A	3-1-15

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
512.122	Managers of Distribution Networks	revised to define the responsibilities of the distribution networks.	N/A	3-1-15
531	Authorization	revised to include reference to the Supplying Principles and Practices.	N/A	3-1-15
532.1	General	updated to define transportation services contracts.	N/A	3-1-15
533.1	Contracting Officer	revised to change contracting officer to CO.	N/A	3-1-15
533.2	Administrative Official	updated to specify the role and duties of the administrative official.	N/A	3-1-15
535.1	PS Form 5500	updated to delete "SCF" before postmasters.	N/A	3-1-15
52	Air Transportation Service	revised to replace the terms <i>contractor</i> and <i>contractors</i> with the terms <i>supplier</i> and <i>suppliers</i> , respectively.	22117	12-11-03
53	Highway Contract Service	revised to replace the terms <i>contractor</i> and <i>contractors</i> with the terms <i>supplier</i> and <i>suppliers</i> , respectively.	22117	12-11-03
531	Authorization	revised to change the last sentence by replacing the first word ("Policies") and the verb "are" with "Procedural guidance" and the verb "is".	22110	9-04-03
532.1	General	revised to change the last sentence by deleting the last four words ("in sparsely populated areas").	22110	9-04-03
532.2	Regular	revised to reflect current practices in the administration of mail transportation contracts.	22117	12-11-03
536.2	Omitted Service Deductions	revised to reflect current practices in the administration of mail transportation contracts.	22117	12-11-03
55	Water Route Service	revised to replace the terms <i>contractor</i> and <i>contractors</i> with the terms <i>supplier</i> and <i>suppliers</i> , respectively.	22117	12-11-03
556.2	Omitted Service Deductions	revised to reflect current practices in the administration of mail transportation contracts.	22117	12-11-03
Chapter 6, Delivery Services				
612.13	Procedures for Delivery to CMRA	updated to reflect that the age requirement for minors is eliminated from PS Form 1583, <i>Application for Delivery of Mail Through Agent</i> .	22127	4-29-04

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612.41	Delivery	revised to specify procedure and extend hold time for mail that is addressed to a deceased person and is not being picked up.	22105	6-26-03
617.1	Delivery in Multiple-Floor Buildings	revised to update the process of actual delivery in multiple-floor or multiple-unit buildings.	22445	7-7-16
617.22	Delivery to Other Than the Addressee or Mail Receptacle	revised to standardize the language and procedures for the Carrier Release Program.	22305	2-24-11
617.31	Someone Normally Available to Receive Parcel	revised to standardize the language and procedures for the Carrier Release Program.	22305	2-24-11
		revised to define ordinary parcels and to remove language about unnumbered Insured Mail parcels.	22211	7-19-07
617.32	No One Usually Available to Receive Parcels	revised to standardize the language and procedures for the Carrier Release Program.	22305	2-24-11
617.33	Parcel Not Called For	revised to standardize the Notice Left operations for ordinary parcels, accountable mail, and other extra services mailpieces.	22189	9-14-06
617.34	Perishable Parcel	revised to standardize the Notice Left operations for ordinary parcels, accountable mail, and other extra services mailpieces.	22189	9-14-06
619.251	Procedure	revised to standardize the Notice Left operations for ordinary parcels, accountable mail, and other extra services mailpieces.	22189	9-14-06
619.252	Parcels and Accountable Mail	revised to standardize the Notice Left operations for ordinary parcels, accountable mail, and other extra services mailpieces.	22189	9-14-06
623.1	Suitable Receptacles	revised to update mail receptacle policy.	22426	10-15-15
623.22	Delivery to Mailbox Inside of a Screen or Storm Door	revised to update mail receptacle when storm door is entrance to house.	22426	10-15-15
623.5	Vacant Delivery Points	added new section about vacant delivery points.	22426	10-15-15

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631.1	General	revised to make reference to 631.24	22426	10-15-15
		revised to permit USPS to direct the mode of delivery deemed necessary by the USPS to provide adequate and necessary service.	22334	4-5-12
631.2	Business Areas	revised to establish modes of delivery in preference for USPS in providing adequate and necessary services for business areas. Updated language to remove out-of-date references to equipment (Neighborhood Delivery Collection Box Units-NDCBU).	22334	4-5-12
631.2 through 631.244	Door Delivery	new sections added to provide policy on door delivery services.	22426	10-15-15
631.3	Business Areas	updated to state options for door delivery.	22426	10-15-15
631.31	General	revised to establish modes of delivery in preference for USPS in providing adequate and necessary services for residential areas.	22334	4-5-12
631.32	Curbside Delivery	revised to permit curbside delivery where prior approval is authorized by USPS as opposed to previous practices of builder-directed curbside delivery.	22334	4-5-12
631.33	Sidewalk Delivery	revised to permit sidewalk delivery where prior approval is authorized by USPS as opposed to previous practices of builder-directed curbside delivery.	22334	4-5-12
631.4	Residential Housing (except Apartment Houses and Transient Mobile or Trailer Homes)	revised to make reference to policy provided in part 615.	22426	10-15-15
631.41	Extension of Service Within an Existing Block	revised to allow for postmaster approval of exceptions after considering operational needs.	22334	4-5-12
631.43	Local Ordinances	revised to add broader language of where service may be available.	22334	4-5-12
631.441	Delivery Requirements	revised to change references to equipment and to clarify language about access to mailboxes for carriers and customers.	22334	4-5-12
631.442	Central Delivery Addresses	revised for clarity.	22334	4-5-12

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
631.451	General	revised to more narrowly define apartment houses and to remove ambiguous descriptions and to clarify USPS broad scope in defining its infrastructure.	22334	4-5-12
631.452	Exceptions	revised to more clearly define USPS ability to define infrastructure and direct services types it deems necessary to provide adequate and necessary service. More clearly defines USPS responsibility to coordinate with builders of apartment houses on changes.	22334	4-5-12
631.461	Options	revised to clarify USPS determination of permanency.	22334	4-5-12
631.462 and 631.463	Permanent Developments	revised to clarify re-ordering modes of delivery without removing any from use; to clarify that curbside mailboxes may be grouped two to a property line; to add terminology "short-term" with seasonal; and to add language to reinforce current obligation of property management for final distribution of mail where necessary.	22334	4-5-12
631.51	Administration Buildings	revised to more clearly define administration buildings.	22334	4-5-12
631.51	Extension of Service Within an Existing Block	updated to include new policy about extension of service.	22426	10-15-15
631.52	Dormitories or Residence Halls	revised to clarify and further describe student housing reflected in today's environments and building of student housing and to more clearly articulate USPS and property management and school administrators responsibility once the USPS has determined what is needed to provide adequate and necessary service.	22334	4-5-12
631.52	Hardship Cases	revised with the addition of item e.	22426	10-15-15
631.53	Local Ordinances	updated to change reference to 631.23.	22426	10-15-15
631.53	Married Student Housing	revised to more fully describe physical surrounding in student housing.	22334	4-5-12

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
631.542	Exceptions	updated to change reference to 631.941.	22426	10-15-15
631.552	Permanent Developments	updated to add reference to part 631.	22426	10-15-15
631.56	Forwarding of Mail	revised for clarity.	22334	4-5-12
631.57	Noncity Delivery Offices	revised to remove rent from phrase and replace with obtain as it applies to PO Box service.	22334	4-5-12
631.6	Conversion of Delivery Mode	revised to provide clarity where agreements are sought prior to converting modes of delivery.	22334	4-5-12
631.63	Married Student Housing	updated to add reference to 631.54	22426	10-15-15
631.7	Conversion of Mode of Delivery	updated policy about delivery to mixed use delivery area.	22426	10-15-15
631.81	General	updated to change number of days for advance notice.	22426	10-15-15
631.82	Refusal by Customer	updated with new section.	22426	10-15-15
632.11	Responsibilities	revised to include updated language and citing USPS standards describing USPS-approved equipment and its use and to clarify USPS limits on approval authority for nonapproved equipment to enhance customer/employee safety.	22334	4-5-12
		updated items a, b, and c.	22426	10-15-15
		updated the references in items b and c.	22445	7-7-16
632.12	Exception	revised for clarity.	22334	4-5-12
632.13	Receptacles Not Required	revised to provide for exceptions of door slot delivery vs. the default of single point delivery.	22334	4-5-12
		updated policy on when mail receptacles are required.	22426	10-15-15
632.21	General	updated to add a new heading.	22426	10-15-15
632.22	Locks and Keys	updated to add new section about keys and locks.	22426	10-15-15
632.61	General	revised to include updated language and to give USPS standards describing USPS approved equipment and its use.	22334	4-5-12

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
632.62 through 632.63	Installation	revised to include the term multi-unit dwelling; to more clearly illustrate what buildings may use USPS-approved equipment and the need for equipment maintenance; and to clarify locations of equipment and need for USPS approval and cooperation with buildings management on locations and equipment type to sustain necessary and adequate service, security, and customer access.	22334	4-5-12
632.622	Location and Arrangement	revised to update the process of actual delivery in multiple-floor or multiple-unit buildings.	22445	7-7-16
641.2	Requirements	updated to reduce the percentage of building lots improved with houses or places of business necessary to establish city delivery from 50 percent to 10 percent	22306	3-10-11
		revised to clarify USPS approval of locations for door slots or mail receptacles.	22334	4-5-12
642.2	Requirements	revised to include updated language and citing USPS standards for CBU's.	22334	4-5-12
642.3	Out-of-bounds Customers	revised to clarify USPS approval of locations of mail receptacles along the carrier line of travel.	22334	4-5-12
644 through 644.2	Conversions	deleted	22204	4-12-07
646	Management	revised to incorporate pivoting language.	22124	3-18-04
652.421	Review and Approval	revised for clarity.	22334	4-5-12
653.1	Definition	revised the note to include updated language and to give USPS standards for CBU's.	22334	4-5-12
665	Postmaster Duties	revised to clarify certain duties of postmasters.	22305	12-1-11
674	Express Mail Next Day Service	revised to update the policy and procedures for Express Mail Next Day Service.	22234	6-5-08
674.2	Post Office to Addressee Service	revised to update the standards for Express Mail and return receipt requested items with Waiver of Signature requested.	22239	8-14-08
682.3	Additional Postage for Forwarding	revised to change <i>Delivery Confirmation</i> to <i>Confirmation Services</i> .	22100	4-17-03

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
682.4	Directory Service	revised to change <i>Delivery Confirmation</i> to <i>Confirmation Services</i> .	22100	4-17-03
683.23	Registered, Certified, Insured, COD, Return Receipt for Merchandise, and Confirmation Services Mail	revised to change <i>Delivery Confirmation</i> to <i>Confirmation Services</i> .	22100	4-17-03
683.24	Express Mail Items	revised to add <i>Items</i> to the title.	22100	4-17-03
683.25	Return of Express Mail and Registered, Numbered Insured, COD, Certified, Return Receipt for Merchandise, and Confirmation Services Mail	revised to change <i>Delivery Confirmation</i> to <i>Confirmation Services</i> .	22100	4-17-03
683.26	Other Mail	revised to include Confirmation Services mail among the kinds of mail being discussed.	22100	4-17-03
691.2	Opening and Examination	revised to add reference to the ASM.	22428	11-12-15
		revised to update standards for treatment of unidentified items.	22277	1-28-10
691.31	Holding Period	revised to update standards for treatment of unidentified items.	22277	1-28-10
691.45	Unidentified Items	revised to allow the Postal Service to be a better environmental neighbor and reduce waste costs.	22088	10-31-02
		revised to update standards for treatment of unidentified items.	22277	1-28-10
691.522	Noninjurious Items	revised to update item b.	22428	11-12-15
		revised to allow the Postal Service to be a better environmental neighbor and reduce waste costs.	22088	10-31-02
691.53	Institutions	revised to allow the Postal Service to be a better environmental neighbor and reduce waste costs.	22088	10-31-02
691.531	Food	revised to include a reference to PS Form 6011.	22182	6-8-06
691.582	Express Mail	revised to reflect a change in procedure related to the disposition of undeliverable Express Mail items.	22245	11-6-08
691.584	Abandoned or Unclaimed Nonmailable Matter – Inspection Service	added to provide procedures about abandoned or unclaimed nonmailable mail.	22428	11-12-15
691.592	Makeup	revised to clarify processes and procedures at the Mail Recover Center.	22352	12-13-12

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
691.593	Labeling and Addressing for Dispatch	revised to clarify processes and procedures at the Mail Recover Center.	22352	12-13-12
691.595	MRC Search	revised to clarify processes and procedures at the Mail Recover Center.	22352	12-13-12
692	Mail Recovery Centers	revised to update MRCs and to restructure sections.	22248	12-18-08
692.11	Addresses	revised to update the addresses for administrative and undeliverable mail processing.	22082	8-8-02
		revised to update the list of MRC service areas.	22082	8-8-02
		revised to update standards for treatment of unidentified items.	22277	1-28-10
692.12	MRC Service Areas	deleted	22277	1-28-10
		revised to clarify processes and procedures at the Mail Recover Center.	22352	12-13-12
		revised to reflect a change in Mail Recovery Center service areas.	22215	9-13-07
		revised to correct three of the ZIP Codes in the list of MRC service areas.	22083	8-22-02
692.14	Opening Parcels	revised to clarify processes and procedures at the Mail Recover Center.	22352	12-13-12
692.16	Books and Sound Recordings	deleted	22277	1-28-10
692.17	Postal Service Employee Ineligibility	revised to clarify that Postal Service employees may not directly or indirectly buy any dead mail material.	22343	8-9-12
692.2	Postal Inspection or Office of Inspector General Use	revised to clarify processes and procedures at the Mail Recover Center.	22352	12-13-12
692.22	Addresses	revised to update the addresses for parcel mail.	22088	10-31-02
692.23	Service Areas	revised to reflect a change in Mail Recovery Center service areas.	22215	9-13-07
		revised to update the service areas for parcel mail.	22088	10-31-02
692.25	Books and Sound Recording	updated to reflect new DMM references and change Business Mail Acceptance manager to Business Mail entry manager.	22195	12-7-06

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
692.3	Postal Service Systems and Training Use	revised to clarify processes and procedures at the Mail Recover Center.	22352	12-13-12
Chapter 7, Postal Vehicle Service				
735	Vehicle Reassignment and Disposal	revised to reflect updated policy and procedures for vehicle disposal.	22106	7-10-03
Chapter 8, Special Services				
811.1	General	updated with the term Priority Mail Express.	N/A	2-1-16
		revised to reflect changes in the R-06 rate case.	22217	10-11-07
811.4	Retrieval of Delivery Records	updated with information on retention of delivery records.	N/A	2-1-16
		revised to reflect changes in the R-06 rate case.	22217	10-11-07
812.1	Fees and Liability	updated with reference to Notice 123.	N/A	2-1-16
		revised to update the DMM reference.	22217	10-11-07
		updated to add new DMM reference.	22193	11-9-06
812.21	Value	revised to reflect changes in the R-06 rate case.	22217	10-11-07
		revised to reflect changes in the R-06 rate case.	22217	10-11-07
812.264	Indemnity	updated with new DMM reference.	N/A	2-1-16
		updated to add new DMM reference.	22193	11-9-06
812.42	Notice of Arrival	revised to standardize the Notice Left operations for ordinary parcels, accountable mail, and other extra services mailpieces.	22189	9-14-06
812.43	Registered Mail	updated with addition of Registered Mail.	N/A	2-1-16
812.51	Who May File	updated with procedures for claims.	N/A	2-1-16
		updated to add new DMM reference.	22193	11-9-06
812.521	Original Inquiry	updated with inquiry information.	N/A	2-1-16
812.522	Duplicate Inquiry	updated with removal of use of PS Form 1000.	N/A	2-1-16
813.1	How to Mail	updated with revised items b, c, and f.	N/A	2-1-16
813.21	Procedure	updated with addition of Notice 123.	N/A	2-1-16

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
813.33	Delivery to Military Installations	revised to reflect changes in the R-06 rate case.	22217	10-11-07
813.41	Individual Mailings	updated with revised item b.	N/A	2-1-16
814.21	General Provisions	updated with insured dollar amount.	N/A	2-1-16
		revised to reflect changes in the R-06 rate case.	22217	10-11-07
815.217	Handling Collection of Charges	updated to include electronic funds transfer.	N/A	2-1-16
815.22	Collection of Charges	updated with addition of electronic funds transfer .	N/A	2-1-16
815.5	Priority Mail Express	updated to Priority Mail Express.	N/A	2-1-16
816.1	How to Mail	updated with revised options for deliver confirmation service.	N/A	2-1-16
816.21	Procedure	revised with addition of USPS Tracking.	N/A	2-1-16
816.22	Rural Delivery		N/A	2-1-16
816.23	Highway Contract Route Delivery		N/A	2-1-16
816.24	Delivery Status	revised to 45 days for delivery status information.	N/A	2-1-16
816.25	Notice of Arrival	revised with addition of USPS Tracking.	N/A	2-1-16
816.26	Delivery at Post Office		N/A	2-1-16
816.31	Assignment		N/A	2-1-16
816.32	Delivery to Military Installations		N/A	2-1-16
816.33	Undeliverable		N/A	2-1-16
816.41	Retail Customers		N/A	2-1-16
816.42	Large-Volume Mailings		N/A	2-1-16
817.11	Service Options		updated to add Signature Confirmation Restricted Delivery.	N/A
817.12	Signature Waiver Option	deleted.	22217	10-11-07
817.21	Procedure	revised to update the standards for Express Mail and return receipt requested items with Waiver of Signature requested.	22239	8-14-08
817.25	Notice of Arrival	updated to add new DMM reference.	N/A	2-1-16
821.111	Mailer Preparation	revised to include POS acceptance process.	N/A	2-1-16
821.12	After Mailing	updated to add reference to PS Form 3817.	N/A	2-1-206
822.111	Delivering Employee	revised to add the word "barcoded".	N/A	2-1-16
824.73	Delivery to Military Installations	revised to add insured dollar amount.	N/A	2-1-16
824.81	Individual Mailings	updated to add PS Form 3804.	N/A	2-1-16

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
825.4	Reference	updated to add new DMM reference.	N/A	2-1-16
826	Change-of-Address Orders	updated with deletion of telephone change of address.	N/A	2-1-16
		revised to add information on options for filing a change of address order.	22234	6-5-08
826.2	Split Forwarding Policy	deleted.	22234	6-5-08
831.15	Inoperable Imprinter Procedures	updated to change to Priority Mail Express.	N/A	2-1-16
831.25	Issuance to Highway Contract Route Customers	revised to update form used for receipt of funds.	22266	8-27-09
831.32	Procedures	revised to allow the box customer or other persons listed on PS Form 1093, <i>Application for Post Office Box or Caller Service</i> , for a Residential Group E Post Office box to file an individual change-of-address order.	22212	8-2-07
	Surrendered Boxes	revised to update the procedures for spoiled or incorrectly prepared money orders.	22081	7-25-02
841.122	Verification	updated to reflect that the age requirement for minors is eliminated from PS Form 1093, <i>Application for Delivery of Mail Through Agent</i> .	22127	4-29-04
841.31	Calculation of Amount	revised to reflect change in procedures for refunding an unused portion of fee for Post Office box service.	22151	3-31-05
841.33	Boxes Not Surrendered	revised to allow the box customer or other persons listed on PS Form 1093, <i>Application for Post Office Box or Caller Service</i> , for a Residential Group E Post Office box to file an individual change-of-address order.	22212	8-2-07
841.46	Refund of Key Fee	revised to eliminate the limit of two keys for which a customer can receive a deposit refund.	22118	12-25-03
841.63	Verification	updated to add reference to Notice 123.	N/A	2-1-16
841.71 through 841.751	Standards — PO Box Service	revised to update standards and conditions of PO Box service.	22289	7-15-10

This chapter, subchapter, part, or section...	titled...	was...	in Postal Bulletin issue number...	with an issue date of...
841.751	Standard Procedure for Facilities Without a Central Mark-Up System	renumbered as 841.752.	22212	8-2-07
	Who May File	revised to allow the box customer or other persons listed on PS Form 1093, <i>Application for Post Office Box or Caller Service</i> , for a Residential Group E Post Office box to file an individual change-of-address order.	22212	8-2-07
841.752	Flag Boxes	renumbered as 841.753.	22212	8-2-07
841.753	Who May File	renumber as 841.751.	22212	8-2-07
841.76	Vacant Boxes	revised to change wording of "rates" to "prices" and update DMM reference.	N/A	2-1-16
841.82	Termination of Service	revised to update criteria for closing a PO Box.	22289	7-15-10
841.832	Content	revised to reflect new procedures for handling appeals from denial of Post Office box service or termination of Post Office box service.	22189	9-14-06
841.841	Procedure	revised to reflect new procedures for handling appeals from denial of Post Office box service or termination of Post Office box service.	22189	9-14-06
841.842	Effective Date	revised to reflect new procedures for handling appeals from denial of Post Office box service or termination of Post Office box service.	22189	9-14-06
841.85	Surrender of Service	deleted.	22212	8-2-07
841.86	Mail Addressed to Closed Box	renumbered as 841.85.	22212	8-2-07
842.112	Group 2 Noncity Delivery	revised to update DMM references.	N/A	2-1-16
842.116	Permitted Uses	revised to update DMM references.	N/A	2-1-16
842.241	Discontinued Number	revised to update DMM references.	N/A	
842.41	Refusal to Provide Service	revised to update DMM references.	N/A	2-1-16
842.432	Content	revised to reflect new procedures for handling appeals from denial of Post Office box service or termination of Post Office box service.	22189	9-14-06

This chapter, subchapter, part, or section...	titled...	was...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
842.441	Procedure	revised to reflect new procedures for handling appeals from denial of Post Office box service or termination of Post Office box service.	22189	9-14-06
842.442	Effective Date	revised to delete Chief Counsel reference.	N/A	2-1-16
		revised to reflect new procedures for handling appeals from denial of Post Office box service or termination of Post Office box service.	22189	9-14-06
843.1	Delivery	revised to update policy about general delivery for persons with no fixed address.	22375	10-31-13
843.2	Retention	revised to add reference to the Domestic Mail Manual.	22375	10-31-13
		revised to standardize the Notice Left operations for ordinary parcels, accountable mail, and other extra services mailpieces.	22189	9-14-06
845	Firm Holdout	revised to update DMM reference.	N/A	2-1-16
Forms Index				
1096	Receipt	revised to delete sections that reference this form.	22266	8-27-09

- c. Provides a minimum of two dispatches for tie-out purposes. Processing facilities must execute the respective dispatch, labeling, and transfer operations as described in the operating plan.
- d. Provides extra trips and emergency transportation as required.
- e. Determines the authorized distribution and routing of all classes of mail originating in the area, and issues appropriate instructions.
- f. Authorizes or approves the authorization of any intraarea distribution changes.
- g. Establishes and implements service improvement programs. Reviews ODIS and EXFC scores to target service problems. Evaluates the relationships of sort programs to the existing transportation network. Ensures that transportation is giving our customers the best possible service. Ensures that all processing facilities are in compliance with the established and approved transportation network.
- h. Develops PVS requirements for inter-plant, AMC/AMF, and BMC Rail Yard Transportation.

423.2 **Feedback Requirements**

For any system to be effective, an open exchange of information must take place. This exchange of information will help develop plans for the movement of mail from an originating mail processing facility to the destinating mail processing facility that is noted in the labeling instructions and specified by the Postal Service™ distribution network. Distribution Networks (DN) is responsible for thoroughly explaining all NASS dispatch reports to personnel at mail processing facilities. Mail processing facilities are responsible for notifying DN of operational changes, errors in NASS reports, and suggestions to improve service and/or cost performance.

424 **Processing and Distribution Center/Facility**

424.1 **Definition**

Designated associate offices, stations, and branches will send outgoing mail to the processing and distribution center/facility (P&DC/F) or customer service facility for processing and dispatch. Processing and distribution facilities report directly to the area office on mail processing matters. Processing and distribution center/facilities will provide instructions on preparation of collection mail, dispatch schedules, and sort plan requirements to associate offices and mailers. Labeling instructions for all classes and categories of mail are issued by Network Operations Management, Headquarters.

424.2 **Operating Plan Review**

P&DCs review all standard operating plans submitted by their P&DFs for completeness and compatibility with the long-range mail processing and delivery needs of the center's area of responsibility. The P&DC submits appropriate plans in a complete package to the area office. ADCs and AADCs for all classes of mail are proposed by the Vice President, Area Operations, for approval by Network Operations Management,

473.3 Highway Contract Transportation

Area Office Distribution Networks (DN) develops contracts and distributes schedules for all Highway contract routes (HCRs).

473.4 Rail and Intermodal Contract Transportation

Rail and intermodal contracts are awarded by postal headquarters after development with Area Office Distribution Networks (DN). Area Office Distribution Networks distributes information and training for rail contracts and rail management information systems.

473.5 Posting Schedules

Each processing and distribution center/facility (and individual Post Offices as designated by Area Office Distribution Networks) must use and maintain a current, correct, and integrated list of arrivals and departures in time sequence. This list must be in electronic or hard copy format and must:

- a. Clearly identify the transportation plans (highway contract route and trip number, PVS and trip number, drop shipment appointment, etc.).
- b. If hard copy, be posted in the platform area. (This includes posting at Post Office stations and branches and intermediate stops on the route of travel.)
- c. Be updated as necessary to reflect current schedules.

473.6 Maintaining Files

Each processing and distribution center/facility and Post Office must maintain a current file of the individual schedules of those routes serving the facility. The file must be in electronic or hard copy form. Documents that require retention, such as PS Form 5397, *Contract Route Extra Trip Authorization*, PS Form 5500, *Contract Route Irregularity Report*, and PS Form 5398-A, *Contract Route Vehicle Record*, must be retained as specified in the *Administrative Support Manual*, and Handbook PO-513, *Mail Transportation Procurement Handbook*.

473.7 Schedule Changes

It is the responsibility of the processing and distribution plant manager and Post Office postmaster to request changes in transportation to meet service requirements as follows:

- a. A Post Office that is not a processing and distribution center/facility sends such requests through its local transportation and networks manager, who reviews, coordinates, and forwards requests in writing to the Area Office Distribution Networks.
- b. A processing and distribution center/facility directs requests in writing to its Area Office Distribution Networks and sends a copy to its plant manager.
- c. Box delivery requests are sent through the local District Postal Operations Manager (DPOM), who reviews, coordinates, and forwards requests in writing to the Area Office Distribution Networks. Area Office Distribution Networks reviews schedule change requests, coordinates

with other local, Area, and headquarters offices as necessary, and considers service and budget impacts prior to approval.

473.8 **Schedule Errors**

All offices must report any errors in transportation schedules promptly to their Area Office Distribution Networks. This includes errors in any printed report or electronic program, such as the Highway Contract Support System (HCSS), Transportation Information Management and Evaluation System (TIMES), yard control or vehicle information system, National Air and Surface System (NASS), and any change in air and surface schedules. Plants must notify their Area Office Distribution Networks of all changes in or corrections of postal vehicle service (PVS) schedules.

473.9 **Extra Trips**

All offices must record in the appropriate computer system, such as TIMES, extra trips dispatched or received. In addition, offices must complete required postal forms. For example, for highway contract service, complete PS Form 5397, *Contract Route Extra Trip Authorization*. For rail dispatches, complete PS Form 5186, *Mail Movement Routing Instructions*, either from the Rail Management Information System or the manual version.

474 **Loading**

474.1 **Instructions**

Managers responsible for transportation must produce detailed loading instructions for each platform operation. Platform personnel must load trucks and trailers in accordance with prepared instructions, prescribed regulations, and/or special contract provisions.

474.2 **Diagrams**

Highway contract route (HCR) trucks and trailers must be loaded according to diagrams on file and special instructions issued by Area Office Distribution Networks. Preferential mail must be placed in the vehicle so that it can be readily identified and unloaded at intermediate stops and at final destination.

474.3 **Managing the Vehicle Load**

The purpose of proper loading is to ensure safe and damage-free transport of the load. Drivers who transport overloaded vehicles are susceptible to accidents, and may be ticketed and have substantial points assessed against their license. In some cases the Postal Service may make a court appearance regarding the citation. Other cases may require communication with the state Department of Motor Vehicles. In both instances, the overloaded vehicle causes an unnecessary and unproductive use of resources. Drivers who load their own vehicles to an overloaded condition are responsible and may be liable for any fine. Platform managers, supervisors, and employees must ensure that vehicles are loaded in a safe and legal manner:

- a. For trips with special loading plans, loading diagrams should be posted at dock doors.

476.85 Distribution

PS Form 5398-A is a three-part form: two soft (tissue) copies and a hard (index) copy. Copies are distributed and used as follows:

- a. First soft copy. Retain at dispatching facility.
- b. Second soft copy. Give to vehicle driver for use:
 - (1) as a gate pass at facilities where access is controlled by security force personnel, and
 - (2) as a bill of lading at truck weigh stations or at en route inspections by regulatory agencies.
- c. Hard (index) copy. Place in open-ended envelope attached to the inside wall of the vehicle's cargo compartment. Do this immediately prior to closing and sealing the cargo doors.

476.86 Receiving Entries

Any employee who breaks the seal at the point of destination must process the PS Form 5398-A as follows:

- a. Enter name of employee breaking seal.
- b. Identify any discrepancies (see [476.52](#)).
- c. Submit forms and seals for retention.

476.87 Retention

PS Forms 5398-A and related numbered seals must be filed and kept at the receiving facility for 15 days.

476.9 Registered Mail

Detailed procedures for Registered Mail are in Handbook DM-901, *Registered Mail*. The following are included in Registered Mail procedures for transportation contract operations:

- a. Contract drivers who are not under the security seal program are required to sign for Registered Mail.
- b. A postal employee must be assigned to receive and record all Registered Mail from contract drivers.
- c. A Nil-Bil system that will account for registered remittances. This requires a Registered Mail pouch even if no remittance is being sent that day.

477 Mail and Empty Mail Vehicle Arrivals**477.1 Recording Arrivals**

All mail and empty mail vehicle arrivals (whether via scheduled transportation or extra trips) on contract or Postal Vehicle Service (PVS) must be recorded in the appropriate electronic system (such as the Transportation Information Management and Evaluation System (TIMES)) or on the appropriate form (see below). Complete the data entry or forms as required, and include additional remarks to explain deviations. Appropriate forms are:

478 **Mail and Empty Mail Vehicle Departures**478.1 **Recording**

All mail and empty mail vehicle departures (whether via scheduled transportation or extra trips) must be recorded in the appropriate electronic system (such as TIMES or other vehicle information system) or on the appropriate form (see table below). Complete the data entry or forms as required, and include additional remarks to explain deviations. Appropriate forms are:

Mail / Vehicle Destination	Record Departures in Electronic System	Record Departures on Form
Stations and branches via PVS	As available	Locally designed form
Stations and branches via highway contract route	As available	PS Form 5398, <i>Transportation Performance Record</i>
Associate offices via highway contract route	As available	PS Form 5398, <i>Transportation Performance Record</i>
Processing plants via highway contract route	TIMES (Transportation Information Management and Evaluation System)	PS Form 5398, <i>Transportation Performance Record</i>
AMF or airport	TIMES	Locally designed form or as required by Area Distribution Network Office
Bulk mail center via highway contract route	TIMES, vehicle information system	PS Form 5398, <i>Transportation Performance Record</i> , PS Form 4460, <i>Vehicle Record/Trip Ticket (card)</i>
Bulk mail center via rail	TIMES, vehicle information system, and/or Rail Management Information System (RMIS), Equipment Inventory Reporting System (EIRS) for mail transport equipment (MTE)	PS Form 5398, <i>Transportation Performance Record</i> , PS Form 4460, <i>Vehicle Record/Trip Ticket (card)</i> , PS Form 5186, <i>Mail Movement Routing Instructions</i> for rail
Bulk mail center via PVS	TIMES, yard control system	PS Form 5398, <i>Transportation Performance Record</i> , PS Form 4460, <i>Vehicle Record/Trip Ticket (card)</i>
Rail Yard or Leased Vehicle Supplier	RMIS for rail vehicles, TIMES, vehicle information system, other as available	PS Form 5398, <i>Transportation Performance Record</i> , PS Form 4460, <i>Vehicle Record/Trip Ticket (card)</i> , PS Form 5201, <i>Mail Van Inspection Report</i> , or locally designed forms, if warranted

Mail / Vehicle Destination	Record Departures in Electronic System	Record Departures on Form
Private mailers	RMIS for rail vehicles, TIMES, vehicle information system, EIRS for MTE, other as available	PS Form 5398, <i>Transportation Performance Record</i> , PS Form 5201, <i>Mail Van Inspection Report</i> , After verification, PS Form 8125, <i>Drop Shipment Clearance Document</i> , or locally designed forms, if warranted

478.2 **PS Form 5201, Mail Van Inspection**

A PS Form 5201 completed on departure from a facility may record damage caused to the vehicle while in the possession of the Postal Service. If requested by a driver at departure, complete PS Form 5201 and provide a copy to the driver. Follow instructions issued by the Area Office Distribution Networks to complete PS Form 5201. PS Form 5201 is initiated on vehicle arrival to document preexisting damage. See [477.3](#) regarding arrivals.

478.3 **Scheduling Extra Trips**

478.31 **Postal Vehicle Service (PVS) Trips**

Extra PVS trips are costly and should not be scheduled unless necessary to prevent delay of mail.

478.32 **Highway Contract Route Trips**

No office may request or schedule extra highway contract route trips unless necessary to prevent serious delay of preferential mail or justified because of mail volume. The following guidelines apply:

- a. Each highway contract route extra trip must have PS Form 5397, *Contract Route Extra Trip Authorization*, completed as certification for payment.
- b. The office authorizing the extra trip must issue PS Form 5397 and complete the appropriate sections.
- c. A copy of PS Form 5397 will be retained for at least one year in the office that issues PS Form 5429, *Certification of Exceptional Contract Service Performed*. PS Form 5429 must be retained at least 7 years. Record retention periods are also contained in the *Administrative Support Manual* and Handbook PO-513, *Mail Transportation Procurement Handbook*.
- d. Destination offices should be notified of extra trips in advance by telephone or electronic mail, and furnished PS Form 5397.
- e. Destination offices review and complete the appropriate sections of PS Form 5397 for destination office. If the extra trip ends at the destination office, the destination office distributes copies of the completed PS Form 5397 as instructed on the form. If the extra trip is operating round-trip, the destination office should dispatch any available volumes on the return leg of the extra trip.

- f. PS Form 5429, *Certification of Exceptional Contract Service Performed*, is completed by the office designated as Administrative Official (AO) for the highway contract route. The AO summarizes PS Forms 5397 onto PS Form 5429 at the end of each postal accounting period. The AO distributes copies of PS Form 5429 as required on the form, including sending the completed PS Form 5429 to the postal Accounting Service Center for payment to the highway contract route contractor. PS Form 5429 must be retained at least 7 years.

478.4 **To Air Facilities**

Extra trips to air facilities are scheduled and documented in accordance with the requirements for the type of surface transportation used. Postal vehicle service trips are scheduled and operated in accordance with PVS requirements. Highway contract trips are scheduled in accordance with 478.32. See 477.3 regarding inspecting vehicles using PS Form 5201, *Mail Van Inspection*.

479 **Special Mailer Preparation**

479.1 **General Explanation**

Special mailer preparation offers benefits to both cost and efficiency. Mailers who prepare their mail in special ways do so for the following reasons:

- a. To qualify for automation rates.
- b. To reduce handling within the Post Office and thus expedite service. Platform employees must recognize specially prepared mail and handle it in a manner that takes advantage of the mailer preparation and expedites its movement through the processing plant to delivery. Some examples of specially prepared mail are cross dock pallets; mail in specialized cartons and containers; trayed, prebarcoded, and carrier route sequenced mail; and ZIP Code sequenced (riffle) mail.
- c. To qualify for destination entry discounts under plant-verified drop shipment.

479.2 **Cross Dock Pallets**

Mailers may prepare pallets with mail all for a certain processing plant or delivery office. These pallets do not need to be broken until they reach the plant or office that processes mail with the specific ZIP Codes identified for the pallet. Cross dock pallets should therefore be moved from the delivery vehicle to the outbound trip intact. As a safeguard, contents on the pallet should be visually checked against the pallet label.

479.3 **Specialized Cartons and Containers**

Mailers may be provided specialized cartons and containers for loading mail. These cartons and containers are then loaded and unloaded with mechanized equipment, making the loading and unloading process faster. In some cases, mailers may be provided rolling containers for use within the closed loop of the processing plant's service area and the mailer's plant. Rolling containers are costly, their use must be monitored, and mailers should not keep them for a prolonged period of time. They should be