

# postal|bulletin

PUBLISHED SINCE MARCH 4, 1880



## Customer Service Includes Removing All Mail Tags from MTE

See page 3.



# Contents

## COVER STORY

Customer Service Includes Removing All Mail Tags from MTE.....	3
--	---

## POLICIES, PROCEDURES, AND FORMS UPDATES

### Manuals

DMM Revision: Priority Mail Express Postage Refunds for Guaranteed Service.....	4
DMM Revision: USPS Returns Service.....	5
IMM Revision: Individual Country Listing for Norway.....	14
IMM Revision: Individual Country Listing for Russia.....	14
IMM Revision: Termination of International Postal Money Order Service with Japan.....	15

### Handbooks

Handbook F-101 Revision: Increased Cash Refund Limit.....	15
---	----

### Publications

Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups.....	17
---	----

### Forms

PS Form 2976-R Acceptance Policies (Including Military Mail).....	18
---	----

## ORGANIZATION INFORMATION

### 2020 Census Mailing Campaign

United States Census 2020: Success Depends on You....	41
---	----

### Domestic Mail

Labeling List Changes.....	41
----------------------------	----

### Hazardous Materials

Notice: New Hazardous Materials Marking UN1013.....	44
---	----

### Information Security

CyberSafe Training for Managers: FY 20 Courses Due by April 7.....	45
Internet of Things: Connected Now More Than Ever.....	45

### International Mail

Postal Service to Terminate International Postal Money Order Service with Japan Post.....	46
---	----

## Stamp Services

Stamp Announcement 20-13: Earth Day Stamp.....	47
Update: Stamp Announcement 20-12: Garden Corsage Stamp.....	48
Pictorial Postmarks Announcement.....	49
How to Order the First-Day-of-Issue Digital Color or Traditional Postmarks.....	51

## PULL-OUT INFORMATION

### Fraud

Invalid USPS Corporate Account Numbers.....	19
Missing, Lost, or Stolen U.S. Money Order Forms.....	21
Missing, Lost, or Stolen Canadian Money Order Forms....	28
Verifying U.S. Postal Service Money Orders.....	30
Counterfeit Canadian Money Order Forms.....	30
Toll-Free Number Available to Verify Canadian Money Orders.....	30

### Other Information

Overseas Military/Diplomatic Mail.....	32
Freely Associated States Restrictions.....	38

## POSTAL BULLETIN 2019 SEMI-ANNUAL INDEX

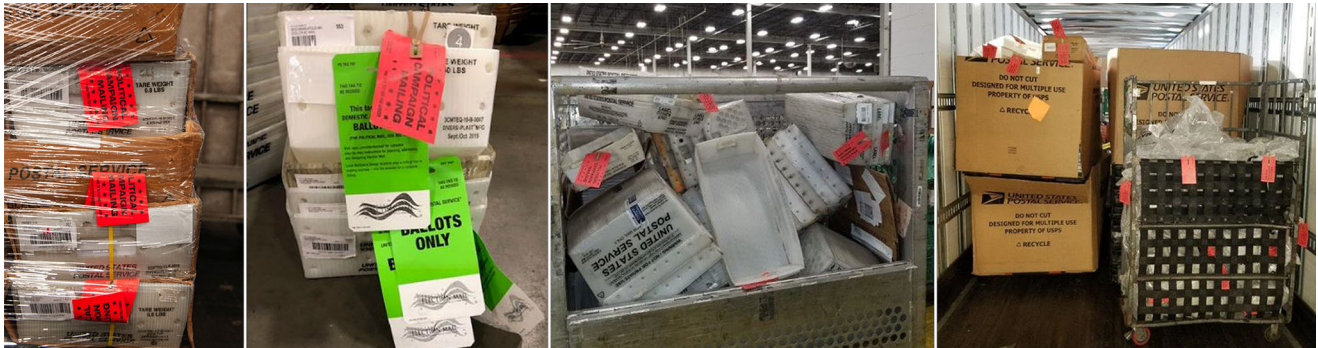
2019 Semi-Annual Index.....	PB 22538 (1-30-20)
-----------------------------	--------------------

Find the latest in mail and delivery information and services offered by U.S. Postal® in the *Postal Bulletin* at [about.usps.com/postal-bulletin](https://about.usps.com/postal-bulletin)

**Mail Moment®**

# Cover Story

## Customer Service Includes Removing All Mail Tags from MTE



Fiscal Year 2020 is shaping up to be a pivotal year for the Postal Service™ due to anticipated high mail volumes that will include Election Mail, Political Mail, and Census mail. The Postal Service would like to remind employees that highly visible tags and labels are attached to trays, sacks, and containers to assist with the identification of key mail; however, these highly visible tags and labels *must be removed* from all Mail Transport Equipment (MTE) once the containers have been emptied.

The Mail Transport Equipment Service Centers do not remove tags or labels from MTE, and our customers continue to report receiving MTE with tray labels and mail tags still attached.

The small act of removing the tags and labels makes a lasting impression on our mailers when they receive clean, ready-to-use MTE for their organization's mail. Failing to remove these tags and labels inconveniences our customers and could lead to loss of brand loyalty or trust.

Please do your part for the Postal Service, and let customers know that we are concerned about providing quality MTE for their use. Make sure you *remove all tags and labels* when emptying mail from MTE.



This picture shows the number of tray labels found in a pallet of trays by one mailer.



This picture shows the number of political mail tags still attached to or left in the same pallet of trays.

— Mail Transport Equipment,  
Network Operations, 3-12-20

# Policies, Procedures, and Forms Updates

## Manuals

### DMM Revision: Priority Mail Express Postage Refunds for Guaranteed Service

Effective May 4, 2020, the Postal Service™ will revise *Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®)*, section 604.9.5.5, to clarify Priority Mail Express® postage refunds for guaranteed service.

Section 604.9.5.5 specifies that postage for Priority Mail Express pieces will not be refunded if the guaranteed service was not provided due to any of the circumstances listed in 604.9.5.5a through 604.9.5.5i.

Specifically, section 604.9.5.5i states that postage is not refunded other than for loss for Priority Mail Express pieces destined to Guam, American Samoa, Commonwealth of the Northern Mariana Islands, or the Freely Associated States (FAS), which includes the Republic of Palau, Republic of the Marshall Islands, and the Federated States of Micronesia. This revision clarifies that in addition to pieces destined for Guam, American Samoa, or the Commonwealth of the Northern Mariana Islands, postage is not refunded other than for loss for Priority Mail Express pieces originating from these locations. This clarification does not affect postage refunds for Priority Mail Express pieces originating from the FAS, as the applicable governments determine postage and refunds for pieces originating from the FAS.

Although the Postal Service will not publish these revisions in the DMM until May 4, 2020, the standards are effective immediately.

#### ***Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM)***

	*	*	*	*	*
<b>600</b>	<b>Basic Standards for all Mailing Services</b>				
	*	*	*	*	*

#### **604 Postage Payment Methods and Refunds**

\* \* \* \* \*

#### **9.0 Exchanges and Refunds**

\* \* \* \* \*

#### **9.5 Priority Mail Express Postage and Fees Refunds**

\* \* \* \* \*

#### **9.5.5 Refunds Not Given**

*[Revise the introductory text to read as follows:]*

Postage will not be refunded if the guaranteed service was not provided due to any of the following circumstances:

\* \* \* \* \*

*[Revise the text of item i. to read as follows:]*

- i. The postage refund requested is other than for loss, and the Priority Mail Express piece was destined to or originated from Guam, American Samoa, or the Commonwealth of the Northern Mariana Islands (see 608.2.4.1 for ZIP Codes).

*[Add new item j. to read as follows:]*

- j. The postage refund requested is other than for loss, and the Priority Mail Express piece was destined to the Republic of Palau, the Republic of the Marshall Islands, or the Federated States of Micronesia (see 608.2.4.1 for ZIP Codes).

\* \* \* \* \*

The Postal Service will incorporate these revisions into the May 4, 2020, edition of the online DMM, which is available via Postal Explorer® at [pe.usps.com](https://pe.usps.com).

## DMM Revision: USPS Returns Service

Effective March 12, 2020, the Postal Service™ is revising *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®), section 505.3.0 and various other sections, to remove references to the traditional Merchandise Return Service (MRS) portion of merchandise return service and to enhance USPS Returns® service.

The Postal Service will remove references to “Merchandise Return Service”, both in section 505.3.0 and in the other sections that refer to Merchandise Return Service. When appropriate, these references are being replaced with references to USPS Returns service.

The Postal Service will also move forward with substantive changes to the returns options described in this article and will consolidate the new USPS Returns automated methodology material and the existing returns sections into one section. In addition, the Postal Service will update Quick Service Guides 220, 503, and 800, to reflect these DMM revisions.

The USPS Returns service’s new methodology was deployed January 27, 2019, allowing existing customers to migrate to the automated returns process and new customers to establish automated returns service. Current USPS Returns service and MRS customers must migrate to the new automated methodology by August 28, 2020.

Under the Package Platform initiative, the Postal Service leveraged devices that were installed as part of the Automated Package Verification system to enhance the capability of equipment used for processing package-size mailpieces. The upgraded equipment captures near real-time data on package dimensions, weight, mail class or product, and other attributes, and then transmits the data to Postal Service information systems.

The Postal Service will use this new technology to streamline its processes for the identification and postage assessment of each return package and enable account holders to pay the postage for their returns electronically. Mailers will receive detailed reports to monitor package level pricing as their returns are processed and delivered through the Postal Service network. This improved functionality will significantly reduce the need to manually weigh and invoice returns or to estimate postage via sampling under the Postage Due Weight Averaging Program for MRS packages and will eliminate the scan-based payment process currently used with USPS Returns services.

The USPS Returns service automated methodology will use the same commercial prices as those currently applied to USPS Returns services and MRS: Priority Mail® Commercial Base and Commercial Plus (as applicable to the qualifying USPS Returns account holders), First-Class Package Service® — Commercial, and Parcel Select Ground™, and will apply those prices to each individual return package. Negotiated Service Agreement (NSA)

prices will be available for eligible customers using the USPS Returns service automated process.

USPS Returns service account holders will pay postage and fees through an Enterprise Payment System (EPS) account. EPS is a relatively new payment system designed to provide a single point for all payment-related activities. Returns customers of any type will be required to set up an EPS account for electronic funds transfer for payment of USPS Returns service postage. USPS Returns service account customers can view payment information in a consolidated format in their EPS account accessed through the Business Customer Gateway (BCG) at [gateway.usps.com](http://gateway.usps.com). The available information includes account balances, postage activity reports, transactions history, and other information.

For EPS account setup or support, email [PostalOne@usps.gov](mailto:PostalOne@usps.gov), or call the *PostalOne!* Help desk at 800-522-9085, or the USPS® Mailing and Shipping Solution Center at 1-877-MRC-0007 (1-877-672-0007).

USPS Tracking® service is included as part of the service for any USPS Returns service product. The extra services available for a fee for the USPS Returns service automated methodology include Insurance service, Signature Confirmation™ service, and Certificate of Mailing service. In cases when the USPS Returns service account holder must sign for multiple returns bearing accountable extra services, the Postal Service will create an electronic firm sheet to capture the recipient’s signature at the time of delivery and append it to the applicable associated returns. If all or part of the Intelligent Mail® package barcode (IMpb®) is unreadable, or the package is unable to be priced based on the availability of data collected, postage will be based on historical data or default data determined at the time of enrollment.

The Postal Service believes that these revisions to USPS Returns package product offerings will provide customers who choose the Postal Service for return services with a more efficient process and a superb customer experience.

Although the Postal Service will not publish these revisions in the DMM until May 4, 2020, the standards are effective immediately.

### ***Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM)***

	*	*	*	*	*
<b>100</b>	<b>Retail Mail Letters, Cards, Flats, and Parcels</b>				
<b>101</b>	<b>Physical Standards</b>				
	*	*	*	*	*

## 6.0 Additional Physical Standards for First-Class Mail and First-Class Package Service — Retail

\* \* \* \* \*

## 6.2 Cards Claimed at Card Prices

\* \* \* \* \*

### 6.2.9 Double Cards

\* \* \* \* \*

*[Revise the last sentence of item b. to read as follows:]*

- b. \*\*\*The address side of the reply half may be prepared as Business Reply Mail, Courtesy Reply Mail, meter reply mail, or as a USPS Returns service label.

\* \* \* \* \*

## 200 Commercial Mail Letters, Cards, Flats, and Parcels

### 201 Physical Standards

#### 1.0 Physical Standards for Machinable Letters and Cards

\* \* \* \* \*

#### 1.2 Physical Standards for Cards Claimed at Card Prices

\* \* \* \* \*

#### 1.2.9 Double Cards

\* \* \* \* \*

*[Revise the last sentence of item b. to read as follows:]*

- b. \*\*\*The address side of the reply half may be prepared as business reply mail, courtesy reply mail, meter reply mail, or as a USPS Returns service label.

\* \* \* \* \*

## 202 Elements on the Face of a Mailpiece

\* \* \* \* \*

## 3.0 Placement and Content of Mail Markings

\* \* \* \* \*

## 3.3 Priority Mail Express and Priority Mail Markings

\* \* \* \* \*

## 3.3.3 Additional Markings for Priority Mail Express and Priority Mail

*[Revise the first sentence of the introductory text of 3.3.3 to read as follows:]*

In addition to the basic price marking in 3.3.1 and 3.3.2, except for pieces paid using a USPS Corporate Account, USPS Returns service, or permit imprint, Priority Mail Express and Priority Mail pieces claimed at Commercial Base or Commercial Plus prices also must bear the appropriate commercial price marking, printed on the piece or produced as part of the meter imprint or PC Postage indicia.\*\*\*

\* \* \* \* \*

## 204 Barcode Standards

\* \* \* \* \*

## 2.0 Standards for Package and Extra Service Barcodes

### 2.1 Intelligent Mail Package Barcode

#### 2.1.1 Definition

*[Revise the fourth sentence of 2.1.1 to read as follows:]*

\*\*\*All mailers generating Intelligent Mail package barcodes (IMpb) must also submit piece-level information to USPS via an approved electronic file format (except for mailers generating barcodes for use on return services products, such as uninsured USPS Returns service packages).\*\*\*

\* \* \* \* \*

#### 2.1.7 Electronic File

*[Revise the first sentence of the introductory text of 2.1.7 to read as follows:]*

All mailers generating Intelligent Mail package barcodes (IMpb) must transmit piece-level information to USPS in an approved electronic file format (except for mailers generating barcodes for use on return services products, such as uninsured USPS Returns service packages).\*\*\*

\* \* \* \* \*

## 220 Priority Mail

## 223 Prices and Eligibility

### 1.0 Prices and Fees

\* \* \* \* \*

**1.2 Commercial Base Prices**

\* \* \* \*

[Revise the text of item e. to read as follows:]

- e. Permit holders using USPS Returns service for packages returned at Priority Mail prices when all requirements are met under 505.3.0.

\* \* \* \*

**1.3 Commercial Plus Prices****1.3.1 Basic Eligibility**

\* \* \* \*

[Revise the text of item d. to read as follows:]

- d. Permit holders using USPS Returns service for packages returned at Priority Mail prices when all requirements are met under 505.3.0.

\* \* \* \*

**1.4 Commercial Plus Cubic****1.4.1 Commercial Plus Cubic Eligibility**

\* \* \* \*

[Revise the text of item c. to read as follows:]

- c. Permit holders using USPS Returns service for packages returned at Priority Mail prices when all requirements are met under 503.3.0.

\* \* \* \*

**224 Postage Payment and Documentation****1.0 Basic Standards for Postage Payment****1.1 Postage Payment Options****1.1.1 Commercial Base Pricing**

\* \* \* \*

[Revise the text of item e. to read as follows:]

- e. USPS Returns service used by permit holders for Priority Mail packages when all requirements are met under 505.3.0.

**1.1.2 Commercial Plus Pricing**

\* \* \* \*

[Revise the text of item c. to read as follows:]

- c. USPS Returns service used by permit holders for Priority Mail packages. The permit holder must qualify for Commercial Base prices and have account volumes that exceed 100,000 pieces in the previous calendar year or have a customer commitment agreement with USPS (see 223.1.3.2).

\* \* \* \*

**1.1.3 Commercial Plus Cubic Pricing**

\* \* \* \*

[Revise the text of item c. to read as follows:]

- c. USPS Returns service used by permit holders when packages are returned at Priority Mail prices and all requirements are met under 505.3.0.

\* \* \* \*

**280 First-Class Package Service — Commercial****283 Prices and Eligibility****1.0 Prices and Fees**

\* \* \* \*

**1.2 Commercial Prices**

\* \* \* \*

[Revise the text of item d. to read as follows:]

- d. USPS Returns service used by permit holders for First-Class Package Service — Commercial packages when all requirements are met under 505.3.0.

\* \* \* \*

**500 Additional Mailing Services****503 Extra Services****1.0 Basic Standards for All Extra Services**

\* \* \* \*

**1.4 Eligibility for Extra Services**

\* \* \* \*

**1.4.3 Eligibility — Domestic Returns**

\* \* \* \*



Return Service, and Ground Return Service or Parcel Select Ground). Any content that constitutes First-Class Mail matter may only be mailed using Priority Mail Return Service. USPS Returns service is subject to the following conditions:

- a. *Availability.* USPS Returns service is available to the account holder for mailing to the account holder's designated address on the USPS Returns label(s).
- b. *Payment Guarantee.* The account holder must guarantee payment of the proper postage and fees, including any fees for Extra Services requested by the account holder, on all packages returned bearing a valid barcoded USPS Returns label produced by the account holder. The account holder must have sufficient funds in his or her associated Electronic Payment Account to pay the postage and fees on an ongoing basis.
- c. *Where Service Is Established.* USPS Returns service accounts may be established at any Post Office in the United States and its territories and possessions or at any overseas U.S. Military Post Office (APO/FPO/DPO). USPS Returns service is not available for returns from any foreign country.

### 3.1.2 Accounts

USPS Returns service accounts are subject to the following:

- a. *Account Enrollment.* An approved USPS Returns service account may be established by calling the Mailing and Shipping Solutions Center at 1-877-672-0007.
- b. *Advance Deposit Account.* The account holder must pay postage and fees through an Enterprise Payment System (EPS) account, accessed through the Business Customer Gateway (BCG) at [gateway.usps.com](http://gateway.usps.com) and agree to the terms and conditions for use of such EPS account as the EPS account holder.
- c. *Mailer Identification Code (MID).* Applicants must request a new MID via the BCG, select the product type of nonmanifested returns, and select the applicable Service Type Codes (STCs) for the desired USPS Returns service products.
- d. *Application Process.* Applicants must have a valid Enterprise Payment Account and be registered in the BCG.
- e. *Canceled Accounts.* If the account is cancelled by the EPS account holder, USPS Returns service packages bearing the sender's return address are returned to the sender; otherwise, they are treated as dead mail.
- f. *Account Cancellation.* USPS may cancel an account if the EPS account holder refuses to accept and pay postage and fees for USPS Returns service packages,

fails to keep sufficient funds in the advance deposit account to cover postage and fees, or distributes return labels that do not meet USPS standards.

- g. *Reapplying After Cancellation.* To receive a new account after a previous USPS Returns service account is canceled, the applicant must re-register in the BCG and obtain a new MID for USPS Returns service use. If not using labels generated by the USPS Application Program Interface (API) at [usps.com/business/web-tools-apis/welcome.htm](http://usps.com/business/web-tools-apis/welcome.htm), or Merchant Return Application (MRA), applicants must submit for approval two samples for each label format to the National Customer Support Center (NCSC). In addition, applicants must provide evidence that the reasons for the account cancellation are corrected, and maintain funds in their advance deposit account sufficient to cover normal returns for at least 2 weeks.
- h. *Using Other Post Offices.* The authorized EPS account holder using USPS Returns may distribute USPS Returns labels for return through other Post Office locations.

### 3.1.3 Postage and Prices

Postage and prices are subject to the following:

- a. Postage is calculated based on the weight of the return package and zone associated with the point of origin and delivery ZIP Code subject to the eligibility for commercial prices and fees based on the class of mail under 220, 250, and 280, except that postage for USPS Returns in flat-rate packaging is based on the packaging type used and the associated Universal Product Code (UPC) on the packaging. USPS Returns service packages are charged postage and fees based on the STC embedded in the IMpb and as provided under 3.1.3c. If all or part of the IMpb is unreadable, or the package is unable to be priced based on the data collected, postage will be determined by the Postal Service based on historical data, or default data determined at time of enrollment.
- b. Prices for Priority Mail Return Service, First-Class Package Return Service, and Ground Return Service (Parcel Select Ground) packages are charged as follows:
  1. Priority Mail Commercial Base prices are available for account holders using Priority Mail Return Service, when all applicable requirements are met.
  2. Priority Mail Commercial Plus prices are available for Priority Mail Return Service packages that qualify for Commercial Base prices and for which the account holder has a customer commitment agreement with USPS (see 223.1.3).

3. First-Class Package Service — Commercial prices are available for First-Class Package Return Service packages when all applicable requirements are met.
4. Parcel Select Ground prices are available for Ground Return Service packages when all applicable requirements are met.
- c. The account holder or mailer may obtain extra and additional services as follows:
  1. Insurance is available for USPS Returns service (see 503.0). Insurance is not included with the postage for Priority Mail Return service. Insurance is available to the account holder for a fee on packages that have the applicable STC imbedded into the IMpb on the label, and for which the account holder has provided electronic data that supports the value of the merchandise (see 503.4.3.1a). Only the account holder may file a claim (see 609). Mailers mailing a USPS Returns service package may obtain insurance at their own expense at the time of mailing by presenting the labeled USPS Returns package at a Post Office retail unit to obtain the service.
  2. Signature Confirmation is available for USPS Returns service (see 503.0). Signature Confirmation is available for a fee to the account holder for packages that have the applicable STC for Signature Confirmation imbedded into the IMpb on the label. Mailers mailing a USPS Returns package may obtain Signature Confirmation at their own expense at the time of mailing by presenting the labeled USPS Return package at a Post Office retail unit to obtain the service.
  3. Certificate of Mailing is available only to mailers at their own expense at the time of mailing by presenting the certificate at a Post Office retail unit to obtain the receipt.
  4. Pickup on Demand Service is available for a fee with USPS Returns service (see 507.7.0).

### 3.1.4 Labels

Distribution and preparation of labels are subject to the following:

- a. *Distribution of Labels.* USPS Returns labels may be distributed to customers via the following:
  1. As an enclosure with merchandise;
  2. As a separate package (including when requested electronically through the BCG for printing and delivery to the customer by USPS);
  3. As an electronic transmission for customer downloading and printing including through Label Broker, which allows customers to have the pre-paid returns label printed for them at a USPS Retail System Software (RSS) enabled retail location via a Label ID or QR code on a smartphone;
4. On a piece of paper, or written directly on a package presented to the retail associate); or
5. Through one of the account holder's designated pickup facilities.
- b. *Label Preparation.* The following provisions apply:
  1. USPS Returns labels must meet the standards in the Parcel Labeling Guide available on the PostalPro website at [postalpro.usps.com/parcellabelingguide](https://postalpro.usps.com/parcellabelingguide).
  2. The label must include an IMpb, accommodate all required information, be legible, and be prepared in accordance with the standards in *Intelligent Mail Package Barcode (IMpb) Implementation Guide*, available on the PostalPro website.
  3. Standard label sizes are 3 inches by 6 inches, 4 inches by 4 inches, or 4 inches by 6 inches, and must be certified by USPS for use prior to distribution.
  4. Except for USPS Returns labels generated by the USPS API or MRA, all returns labels must have a properly constructed IMpb (C01, C05, N02, or N05, as applicable) approved by the NCSC.
  5. EPS account holders or their agents may distribute approved returns labels and instructions by means specified in 3.1.4b. EPS account holders or their agents must provide written instructions to the label end-user (mailer) as specified in 3.1.4c. Faxed labels will not be accepted. If all applicable content and format standards are met, USPS Returns labels may be produced by any of the following methods:
    - (a) As an impression printed by the EPS account holder directly onto the package to be returned.
    - (b) As a separate label preprinted by the EPS account holder to be affixed by the customer onto the package to be returned. The reverse side of the label must bear an adhesive strong enough to bond the label securely to the package. Labels must be printed and delivered by USPS to the customer when requested electronically by the EPS account holder or its agents through the BCG, or provided as an electronic file created by the EPS account holder for local output and printing by the customer.
    - (c) The electronic file must include instructions that explain how to affix the label securely to

the package, and that caution against covering with tape or other material any part of the label where postage and fee information is to be recorded.

- c. *Labeling Instructions.* Written instructions must be provided with the label that, at a minimum, directs the customer to do the following:
1. “If your name and address are not already pre-printed in the return address area, print them neatly in that area or attach a return address label there.”
  2. “Attach the label squarely onto the largest side of the package, centered if possible. Place the label so that it does not fold over to another side. Do not place tape over any barcodes on the label or any part of the label where postage and fee information will be recorded.”
  3. “Remove or obliterate any other addresses, barcodes, or price markings on the outside packaging.”
  4. “Mail the labeled USPS Returns service package at a Post Office, drop it in a collection box, leave it with your USPS carrier, or schedule a package pickup at *usps.com*.”

3.1.5 Noncompliant Labels

USPS Returns account holders must use USPS-certified labels meeting the standards in 3.1.4. When noncompliant labels are affixed to USPS Returns service packages, the permit holder will be assessed the appropriate USPS Retail Ground price calculated from the package’s initial entry point (first physical scan) in the USPS network to its delivery address.

3.1.6 Enter and Deposit

The following standards apply:

- a. The EPS account holder’s customers may mail the USPS Returns service package via the following:
1. At any Post Office;
  2. At any associated office, station, or branch;
  3. In any collection box (except a Priority Mail Express box);
  4. With any rural carrier;
  5. By package pickup;
  6. On business routes during regular mail delivery if prior arrangements are made with the carrier;
  7. As part of a collection run for other mail (special arrangements might be required); or
  8. At any place designated by the postmaster for the receipt of mail.

- b. USPS Returns service packages with extra services must be mailed either with the rural carrier or at the main Post Office or any associated office, station, or branch. Any such packages deposited in collection boxes may be returned to the sender for the extra service to be purchased appropriately, or it will be processed and the sender charged postage and fees based on the STC embedded in the IMpb on the label and as provided under 3.1.3c.

3.1.7 Additional Standards

Additional mailing standards applicable to each service option are as follows:

- a. Priority Mail Return service may contain any mailable matter meeting the standards in 201.8.0 and 220.2.0. APO/FPO/DPO mail is subject to standards in 703.2.0 and 703.4.0, and Department of State mail is subject to standards in 703.3.0. Priority Mail Return service receives expeditious handling and transportation, with service standards in accordance with Priority Mail. Priority Mail Return service mailed under a specific customer agreement is charged postage according to the individual agreement. Commercial Base and Commercial Plus prices are the same as for outbound Priority Mail in Notice 123 — *Price List*.
- b. First-Class Package Return service may contain mailable matter meeting the standards in 201.8.0 and 280.2.0. First-Class Package Return service handling, transportation, and eligibility of contents are the same as for outbound First-Class Package Service — Commercial parcels under standards in 283. First-Class Package Return service packages may not contain documents or personal correspondence, except that such packages may contain invoices, receipts, incidental advertising, and other documents that relate in all substantial respects to merchandise contained in the package.
- c. Ground Return (Parcel Select Ground) service provides ground transportation for parcels containing mailable matter meeting the standards in 201.8.0 and 153.3.0. Ground Return (Parcel Select Ground) service is required for restricted and hazardous materials mailed using USPS Returns service and as provided in Publication 52, *Hazardous, Restricted, and Perishable Mail*. Ground Return (Parcel Select Ground) service assumes the handling, transportation, and service objectives for delivery of USPS Retail Ground.

\* \* \* \* \*

507 Mailer Services

\* \* \* \* \*

**7.0 Pickup on Demand Service****7.1 Postage and Fees****7.1.1 Postage**

*[Revise the text of 7.1.1 to read as follows:]*

The correct amount of postage must be affixed to each piece except for a Priority Mail Express label paid with a corporate account, packages with a USPS Returns label affixed (under 505.3.0), pieces with a Parcel Return Service permit label affixed (under 505.4.0), and manifest mailings paid by permit imprint indicia approved by Business Mailer Support (BMS).

\* \* \* \* \*

**7.1.3 Fee Not Charged**

\* \* \* \* \*

*[Revise the text of item c. to read as follows:]*

- c. Pickup on Demand when the item bears a USPS Returns service label that indicates that the permit holder will pay for Pickup on Demand service.

\* \* \* \* \*

**508 Recipient Services**

\* \* \* \* \*

**7.0 Premium Forwarding Services**

\* \* \* \* \*

**7.3 Premium Forwarding Service Commercial**

\* \* \* \* \*

**7.3.3 Conditions**

\* \* \* \* \*

*[Revise the text of item f. to read as follows:]*

- f. The mailer must keep a postage-due account or business reply mail (BRM) account at the originating postal facility where the PO Box or business street address is located. Any short-paid BRM pieces will be charged to the mailer's account prior to shipment.

\* \* \* \* \*

**7.4 Premium Forwarding Service Local**

\* \* \* \* \*

**7.4.3 Conditions**

\* \* \* \* \*

*[Revise the text of item f. to read as follows:]*

- f. A business must keep a postage-due account or business reply mail (BRM) account at the originating postal facility where the PO Box or business street address is located. Any short-paid BRM pieces will be charged to the mailer's account prior to reshipment.

\* \* \* \* \*

**600 Basic Standards For All Mailing Services**

\* \* \* \* \*

**602 Addressing****1.0 Elements of Addressing**

\* \* \* \* \*

**1.3 Address Elements**

\* \* \* \* \*

*[Revise the text of 602.1.3e to read as follows:]*

- e. ZIP Codes are required on Priority Mail Express, commercial First-Class Mail, First-Class Package Service — Commercial, Periodicals, USPS Marketing Mail, Package Services and Parcel Select mailpieces, all mail sent to military addresses within the United States and to APO and FPO addresses, official mail, Business Reply Mail, and USPS Returns service packages.

\* \* \* \* \*

**604 Postage Payment Methods and Refunds**

\* \* \* \* \*

**6.0 Payment of Postage**

\* \* \* \* \*

**6.4 Advance Deposit Account**

*[Revise the last sentence of 6.4 to read as follows:]*

\*\*\*Mailers may use a single advance deposit account to pay postage due charges for more than one return service (e.g., Business Reply Mail and Bulk Parcel Return Service).

\* \* \* \* \*

**10.0 Postage Due Weight Averaging Program****10.1 Basic Information****10.1.1 Description**

*[Revise the second sentence of 10.1.1 to read as follows:]*

\*\*\*This program, subject to application, approval, and authorization is available for customers who receive a minimum of 50,000 combined postage-due parcels and flats or Bulk Parcel Return Service (BPRS) pieces.\*\*\*



## IMM Revision: Individual Country Listing for Norway

Effective March 12, 2020, the Postal Service™ is revising the Individual Country Listing for Norway in *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) to note changes to Norway's value-added tax (VAT) for items containing goods.

This revision is based on a formal request that Posten Norge AS made through the Universal Postal Union via *International Bureau Circular 8*, dated January 20, 2020.

### **Mailing Standards of the United States Postal Service, International Mail Manual (IMM)**

\* \* \* \* \*

#### **Individual Country Listings**

\* \* \* \* \*

#### **Norway**

#### **Country Conditions for Mailing**

\* \* \* \* \*

#### **Observations**

\* \* \* \* \*

[Add a new Observation to read as follows (adding "1." before the first Observation):]

2. As of January 1, 2020, Norway applies a value-added tax (VAT) to all goods containing food, goods with import restrictions, and goods that are subject to excise duty, regardless of value. (Previously, Norway exempted these low-value goods from a VAT.) Goods containing food include, but are not limited to, candy, food supplements, health food, protein powders, soft drinks, spices, and teas. For additional information and guidance, see the following two websites: [skatteetaten.no/en/person/duties/purchases-from-abroad](https://skatteetaten.no/en/person/duties/purchases-from-abroad), and [skatteetaten.no/en/business-and-organisation/vat-and-duties/vat/foreign/exporting-goods-to-consumers-in-norway--important-changes](https://skatteetaten.no/en/business-and-organisation/vat-and-duties/vat/foreign/exporting-goods-to-consumers-in-norway--important-changes).

\* \* \* \* \*

Although effective March 12, 2020, the Postal Service will incorporate this revision into the next edition of the online IMM, which is available via Postal Explorer® at [pe.usps.com](https://pe.usps.com).

— Product Classification, Marketing, 3-12-20

## IMM Revision: Individual Country Listing for Russia

Effective March 12, 2020, the Postal Service™ is revising the International Country Listing for Russia in *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) to note that Russia is implementing new limits on the duty-free import of goods addressed to a private individual.

This revision is based on a formal request that JSC Russian Post made through the Universal Postal Union via *International Bureau Circular 9*, dated January 20, 2020.

### **Mailing Standards of the United States Postal Service, International Mail Manual (IMM)**

\* \* \* \* \*

#### **Individual Country Listings**

\* \* \* \* \*

#### **Russia**

#### **Country Conditions for Mailing**

\* \* \* \* \*

#### **Observations**

[Revise item 6. to read as follows:]

6. As of January 1, 2020, for a postal item arriving to a private individual, the total duty-free value limit and weight import limit are 200 EUR and 31 kg (68 pounds), respectively. If the postal item exceeds either limit, a customs duty fee applies as follows: the greater fee of either 15 percent of the amount exceeding 200 EUR, or at least 2 EUR per kg of the total weight of the postal item.

\* \* \* \* \*

Although effective March 12, 2020, the Postal Service will incorporate this revision into the next edition of the online IMM, which is available via Postal Explorer® at [pe.usps.com](https://pe.usps.com).

— Product Classification, Marketing, 3-12-20

## IMM Revision: Termination of International Postal Money Order Service with Japan

Effective March 31, 2020, the Postal Service™ will revise *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®), part 371 and the Individual Country Listing for Japan, to reflect that the exchange of international postal money orders with Japan will be discontinued.

### **Mailing Standards of the United States Postal Service, International Mail Manual (IMM)**

	*	*	*	*	*
<b>3</b>	<b>Extra Services</b>				
	*	*	*	*	*
<b>370</b>	<b>International Money Transfer Services</b>				
<b>371</b>	<b>International Money Orders</b>				
	*	*	*	*	*
<b>371.2</b>	<b>Availability</b>				
	*	*	*	*	*

#### **Exhibit 371.2**

#### **Countries Accepting the International Postal Money Order Form (MP1)**

*[Delete the entry for Japan and Note 4.]*

*	*	*	*	*
---	---	---	---	---

*[Revise the title of 371.5 to read as follows (adding the word "Valid" where noted):]*

### **371.5 Procedures for Cashing Valid Money Orders Issued by Foreign Countries**

*[Delete the title of 371.51 (but keep the text, which now comes under 371.5), and delete 371.52 in its entirety (both title and text).]*

*	*	*	*	*
---	---	---	---	---

#### **Individual Country Listings**

*	*	*	*	*
---	---	---	---	---

#### **Japan**

#### **Country Conditions for Mailing**

*	*	*	*	*
---	---	---	---	---

#### **Extra Services**

*	*	*	*	*
---	---	---	---	---

#### **International Postal Money Order (371)**

#### **NOT Available**

*	*	*	*	*
---	---	---	---	---

Although effective March 31, 2020, the Postal Service will incorporate these revisions into the next edition of the online IMM, which is available via Postal Explorer® at [pe.usps.com](https://pe.usps.com).

— Product Classification, Marketing, 3-12-20

## Handbooks

### Handbook F-101 Revision: Increased Cash Refund Limit

Effective March 12, 2020, the Postal Service™ is revising Handbook F-101, *Field Accounting Procedures*, in various sections to increase the cash refund limit to \$35. This will improve service to customers when refunds are necessary.

#### **Handbook F-101, Field Accounting Procedures**

	*	*	*	*	*
<b>20</b>	<b>Payment Types</b>				
	*	*	*	*	*
<b>20-6</b>	<b>Employee Uniform Cap Reimbursement</b>				
	*	*	*	*	*

*[Revise the text of item c. to read as follows:]*

- c. The RA issues cash (up to \$35.00) or a no-fee money order and enters the amount of the payment in AIC 610 on PS Form 1412. If a no-fee money order is issued, report the fee amount in AIC 586; RSS and e1412 units use Reason Code 29, One-time Local Purchase.

*	*	*	*	*
---	---	---	---	---

#### **21 Refunds and Exchanges**

*	*	*	*	*
---	---	---	---	---

#### **21-1 Overview**

*	*	*	*	*
---	---	---	---	---

**21-1.1 Refunds for \$500 or Less**

\* \* \* \*

*[Revise the text of items b. and c. to read as follows:]*

- b. If the refund is paid in cash (limited to \$35), instructs the payee to sign and date Part 5, Disbursements for Refunds, of PS Form 3533.
- c. If the refund amount is greater than \$35, issues a no-fee money order to the customer and records the money order serial number and date issued in Part 5 of PS Form 3533.

\* \* \* \*

*[Revise the title of 24 to read as follows:]***24 Single Drawer Accountability**

\* \* \* \*

**24-10 Refunds and Exchanges****24-10.1 Refunds**

\* \* \* \*

**24-10.1.1 Refunds Processed by Single Drawer Accountability Office***[Revise the text of 24-10.1.1 to read as follows:]*

Refunds are limited at SDA units to cash refunds of \$35. Issuance of no-fee money orders is not permitted. To issue cash refunds of \$35 or less, the RMPO employee does the following:

- a. Have customer complete Part 1, Application, and Part 5, Disbursements for Refunds, of PS Form 3533.
- b. Enter the amount of the refund in the appropriate refund AIC on the unit PS Form 1412.
- c. If no witness is available, annotate on appropriate line "NWA."

**Exception:** PO Box refunds greater than \$35 require approval from the Administrative Post Office before

the SDA unit can process and post on the unit PS Form 1412.

**24-10.1.2 Refunds Processed by Administrative Post Office***[Revise the text of 24-10.1.2 to read as follows:]*

For refund amounts greater than \$35 with the exception of PO Boxes, the RMPO office must send PS Form 3533 to the Administrative Post Office for approval and payment. If applicable, the Administrative Post Office submits the PS Form 3533 via eIWS Online Forms. To issue cash refunds greater than \$35, the RMPO employee does the following:

- a. Have customer complete Part 1 of PS Form 3533.
- b. Reviews the PS Form 3533 to ensure the form is complete and provides proper support.
- c. Submits PS Form 3533 to the Administrative Post Office for processing.

**Note:** The RMPO Office does not perform any refund workflows in RSS when submitting PS Form 3533 to the Administrative Post Office.

\* \* \* \*

The Postal Service will incorporate these revisions into the next update of Handbook F-101, *Field Accounting Procedures*, which is available on the Postal Service PolicyNet website:

- Go to [blue.usps.gov](https://blue.usps.gov).
- In the left-hand column, click *Essential Links*, and then click *PolicyNet*.
- Go to the right-hand side under "Published Forms and Directives."
- Click *Handbooks*.

The direct URL for the Postal Service PolicyNet website is [blue.usps.gov/cpim](https://blue.usps.gov/cpim).

— Revenue and Field Accounting  
VP Controller, 3-12-20

## Publications

### Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups

Effective March 12, 2020, Publication 431, *Post Office Box Service and Caller Service Fee Groups*, is revised to include the following changes.

#### Publication 431, *Post Office Box Service and Caller Service Fee Groups*

\* \* \* \*

[Delete the following entries:]

ZIP Code	Fee Group
11853	31
61476	5

\* \* \* \*

The online version of Publication 431 is dated July 2013. Publication 431 is currently available on the Postal Service™ PolicyNet website ([blue.usps.gov/cpim](https://blue.usps.gov/cpim)):

- Go to [blue.usps.gov](https://blue.usps.gov).
- In the left-hand column, click *Essential Links*, and then click *PolicyNet*.
- Go to the right-hand side under “Published Forms and Directives.”
- Click *Publications*.

Offices with WebBATS Manager/Supervisor access can view current Publication 431 information by going to the WebBATS Edit Facility Information page, as follows:

1. Go to the WebBATS main menu, and select Utility> Facility>Edit Facility option.
2. View the Fee Group field on the Edit Facility Information page.

— Retail Operations,  
Retail and Customer Service Operations, 3-12-20

## Forms

### PS Form 2976-R Acceptance Policies (Including Military Mail)

United States Postal Service® employees must use PS Form 2976-R, *USPS Declaration and Dispatch Note*, when gathering package information from all customers mailing international packages (including military mail), that require customs forms at retail windows. This method will ensure that every package carries with it Advance Electronic Data as required by various trade compliance rules and regulations.

Effective March 13, 2020, the U.S. Postal Service® will exclusively use PS Form 2976-R to transfer information from customers to retail sales and service associates for data entry. Packages bearing handwritten Customs Declaration forms (PS Form 2976, *Customs Declaration* CN 22, PS Form 2976-A, *Customs Declaration and Dispatch Note* CP 72, and PS Form 2976-B, *Priority Mail Express International Shipping Label and Customs Form*) will no longer be accepted.

Military Postal Service Agency (MPSA) personnel, customers at all Military Post Offices (MPOs), Army Post Offices (APOs), Air Post Offices (APOs), and Fleet Post Offices (FPOs) will not use PS Form 2976-R until after August 13, 2020.

MPSA and MPO customers will see a partial implementation of this policy for packages with an international destination. MPO customers sending packages to an international address must create their customs labels online before presenting these items to the MPO for acceptance. While all customers (military and non-military) may use the online solutions from USPS®, MPO customers sending items to international destinations (or any third-party provider capable of creating online customs forms) must exclusively use these methods for sending international packages.

All customers, including those shipping their packages via MPSA, may do the following:

- Generate customs forms online ([usps.com/international/customs-forms.htm](https://usps.com/international/customs-forms.htm)) to print a combined shipping label and customs label *without postage*, or
- Use Click-N-Ship® ([cns.usps.com](https://cns.usps.com)) to print a label *with postage*.

Customers presenting the printed shipping label and customs form from Customs Forms Online (CFO) at a retail window will rely on USPS (or MPSA) personnel to select the “PS Form 2976/2976-A/2976-B” button in Retail Systems Software (RSS) as the method for accepting online-created labels.

Customers who present PS Form 2976-R at USPS retail counters will rely on USPS retail sales and service associates to enter complete, correct information from PS Form 2976-R into:

- RSS (by selecting the “PS Form 2976-R” button), or
- CFO ([usps.com/international/customs-forms.htm](https://usps.com/international/customs-forms.htm)), and placing postage on the article at non-RSS offices.

After the shipping label or customs form is printed by either RSS or CFO and placed onto the article, the first pages of multi-part PS Form 2976-R (“1 – Customs Declaration” on page 1 and “2 – Dispatch Note” on page 2) must be placed into the PS Form 2976-E (or 2976-ES) envelope as a back-up copy for use by other agents in international mail processing.

**Note:** Consistent with existing policies, copy 3 of multi-part PS Form 2976-R (labeled “3 – Post Office Copy”) must be kept at the retail office for records.

USPS will return to sender (RTS) all mailpieces found in the mail stream bearing *handwritten* customs declaration forms. USPS will not tender mailpieces bearing handwritten customs forms to international mail processing centers, U.S. Customs, international transportation, or foreign posts for delivery. The sole exception to this policy are items originating at MPOs:

- Items from an MPO ZIP Code™ and destined for an international address (accepted until April 4, 2020), and
- Items from an MPO ZIP Code and destined for a domestic address (accepted until September 13, 2020).

### General Procedures for Packages that Require Customs Information at Post Offices

Accepting personnel must ensure that customers who submit each package with a completed PS Form 2976-R provide an accurate and complete description of the contents, names, and addresses. Accepting personnel will enter the information from PS Form 2976-R into the Customs Border Protection Manifest (CBPMAN) via RSS with the customer present, as clarifying questions may be required to ensure that PS Form 2976-R contains accurate and complete data.

Article continues on page [39](#).





# 55cents

Price of a First-Class Mail Forever  
stamp, effective Jan. 27, 2019























# 47,000

Number of alternative fuel-capable  
vehicles in the Postal Service fleet













## Freely Associated States Restrictions

We list the mailing restrictions for Freely Associated States (FAS) in the Pull-Out section of the *Postal Bulletin*. All FAS Restrictions will be updated periodically.

### Freely Associated States

Mail addressed to freely associated states is subject to certain conditions or restrictions of mailing regarding content, preparation, and handling. The following FAS Restrictions table outlines these conditions as listed by each affected FAS ZIP Code™ through the use of footnoted mailing restrictions codes (see the [Restrictions](#) following the table). For more information on available extra services for FAS destinations, see *Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®)*, part 503.

Acceptance clerks must use the table with the Retail System Software terminal to determine which FAS ZIP Codes are active and which conditions of mailing apply.

### FAS Restrictions Table

FAS Table	See Restrictions
96939	A, B
96940	A, B
96941	A, B
96942	A, B
96943	A, B
96944	A, B
96960	A, B
96970	A, B, D
Marshall Islands	C
Federated States of Micronesia	C

### RESTRICTIONS LEGEND

PS Form 2976, *Customs Declaration CN 22 — Sender's Declaration*

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

FAS = Freely Associated State

- A.** Bank currency (coin and paper) is prohibited.
- B.** Signature Confirmation, Signature Confirmation Restricted Delivery, Adult Signature Requested, Adult Signature Restricted Delivery, Certified Mail Adult Signature Required, and Certified Mail Adult Signature Restricted Delivery not available.
- C.** Collect on Delivery is prohibited.
- D.** Betel nut (Areca catechu) is prohibited.

— *Asia-Pacific Relations,  
Global Business, 3-12-20*



## USPS Retail

Employees in retail Post Offices must do the following:

- Maintain a sufficient supply of PS Form 2976-R on hand to ensure adequate availability in the retail lobby. Retail unit employees may order PS Form 2976-R from the Material Distribution Center using Postal Service Identification Number (PSN) 7530-17-000-7992.
- Educate customers with an international or domestic mailpiece that requires a customs form. Show the customer how to accurately complete PS Form 2976-R, *USPS Customs Declaration and Dispatch Note*.
- Enter the information that the customer has written in the fields of the PS Form 2976-R worksheet into CBPMAN via RSS. The system will print out the appropriate electronic customs form, barcode, and postage. Ask the customer for a signature on the customs form printed via RSS, and place the combined shipping label and customs form onto the article. Apply the RSS printed barcodes to each page of multi-part PS Form 2976-R, place the appropriate copies of PS Form 2976-R into PS Form 2976-E (*Customs Declaration Envelope* CP 91), and apply the envelope to the mailpiece.

- Non-RSS offices will use CFO ([usps.com/international/customs-forms.htm](https://usps.com/international/customs-forms.htm)) to generate electronically printed customs forms to affix to customers' mailpieces.
- Remove all pre-printed hard copies of PS Form 2976, 2976-A, or 2976-B at retail service counters and replace them with the label that is electronically generated from RSS or CFO using the PS Form 2976-R worksheet for accurate data entry and transfer.

### Handwritten Customs Forms (PS Form 2976, 2976-A, or 2976-B)

After March 13, 2020, inform any customer that presents a mailpiece with a handwritten form that USPS regulation changes now require electronic submission of customs data. Ask the customer to complete PS Form 2976-R and to remove any other customs form from the mailpiece.

USPS employees should let customers know that they can complete and print the combined shipping label and customs form using CFO ([usps.com/international/customs-forms.htm](https://usps.com/international/customs-forms.htm)) to print a label *without postage* or Click-N-Ship ([cns.usps.com](https://cns.usps.com)) for a label *with postage*.

— Trade Policy and Process,  
*International Processing Operations*, 3-12-20









## Information Security

### CyberSafe Training for Managers: FY 20 Courses Due by April 7

United States Postal Service® managers must do their part to protect critical Postal Service™ data by completing their mandatory, annual CyberSafe training.

Threats to digital information are growing in frequency and sophistication worldwide. Protecting USPS® employee, customer, and supplier data from these threats is a priority for the Postal Service. Everyone has a role to play in protecting this data.

By taking the mandatory training courses, managers will learn how to properly manage user access and conduct periodic reviews. Managers can access these courses now by logging into the new Learning Management System (HERO) at [usps.csod.com/LMS/catalog/Welcome.aspx](https://usps.csod.com/LMS/catalog/Welcome.aspx).

The deadline for course completion is **April 7, 2020**. Managers who do not meet the deadline are subject to limited ACE system access until all the courses have been completed.

For more information about the security courses, visit the training page on *Blue* at [blue.usps.gov/cyber/training.htm](https://blue.usps.gov/cyber/training.htm) or contact [CyberSafeComms@usps.gov](mailto:CyberSafeComms@usps.gov). For additional cybersecurity tips, visit [blue.usps.gov/cyber/welcome.htm](https://blue.usps.gov/cyber/welcome.htm).

— Corporate Information Security Office,  
Chief Information Security Officer  
and Digital Solutions, 3-12-20

### Internet of Things: Connected Now More Than Ever

What do today's smart TVs, fitness equipment, and home security systems have in common? They can be Internet-enabled.

This technology, known as the "Internet of things," refers to everyday devices that are connected to the Internet and potentially vulnerable to hackers. These devices are often overlooked for security updates and are not secured with strong passphrases. They can also reveal as much personal information as your computer.

To protect your devices from a security breach, the CyberSafe at USPS® team recommends:

- **Updating your software.** Stay current on all software updates and security patches.
- **Disabling connections you don't need.** If your device is fully operational without using the Internet, it is safest to disable the connection.

- **Protecting connected devices.** Use a strong, original, and memorable passphrase as your password.

Remember, workplace devices are also vulnerable to risks associated with the Internet of things. Plugging any personal devices such as smartphones, tablets, wearable technology, or even personal gadgets like e-cigarettes into USPS equipment violates Postal Service™ policy and puts the organization's data at risk.

For more information about cybersecurity best practices, visit the CyberSafe at USPS® websites on *Blue* ([blue.usps.gov/cyber](https://blue.usps.gov/cyber)) and *LiteBlue* ([liteblue.usps.gov/cyber](https://liteblue.usps.gov/cyber)).

— Corporate Information Security Office,  
Chief Information Security Officer  
and Digital Solutions, 3-12-20

## International Mail

### Postal Service to Terminate International Postal Money Order Service with Japan Post

The U.S. Postal Service® has announced that it will terminate its international postal money order service exchanges with Japan Post.

Dates for the cessation of various exchanges are as follows:

- Japan Post previously discontinued selling international postal money orders destined to the United States on December 31, 2019, as noted in the article titled “Japan Post to Stop Issuing Postal Money Orders Destined for the United States” in *Postal Bulletin* 22535 (12-19-19, page 60).
- The Postal Service™ will stop selling international postal money orders destined for Japan effective March 27, 2020. A customer who wishes to purchase an international postal money order destined for Japan must do so before March 27, 2020.
- The Postal Service will stop cashing international postal money orders issued by Japan Post effective March 31, 2020. A customer in possession of an international postal money order issued by Japan Post must cash it at a U.S. Post Office™ facility before March 31, 2020. **Note:** The Postal Service will not cash an international money order after the expiration of the validity date on the money order.
- Japan Post will stop cashing international postal money orders issued by the Postal Service effective July 10, 2020.

— *Product Classification, Marketing, 3-12-20*



## Update: Stamp Announcement 20-12: Garden Corsage Stamp

In the article “Stamp Announcement 20-12: Garden Corsage Stamp,” in *Postal Bulletin* 22540, (2-27-20, page 31), the technical details were not available.

The table is shown here:

Issue:	<i>Garden Corsage Stamp</i>
Item Number:	585900
Denomination & Type of Issue:	2-Ounce Rate, Non-denominated, Mail Use
Format:	Pane of 20 (1 design)
Series:	N/A
Issue Date & City:	April 2, 2020, Crestwood, KY 40014
Art Director:	Ethel Kessler, Bethesda, MD
Designer:	Ethel Kessler, Bethesda, MD
Typographer:	Ethel Kessler, Bethesda, MD
Photographer:	Renée Comet, Washington, DC
Modeler:	Joseph Sheeran
Manufacturing Process:	Offset, Microprint
Printer:	Ashton Potter (USA) Ltd. (APU)
Press Type:	Muller A76
Stamps per Pane:	20
Print Quantity:	45,000,000 stamps
Paper Type:	Nonphosphored Type III, Block Tag
Adhesive Type:	Pressure-sensitive
Processed at:	Ashton Potter (USA) Ltd. (APU)
Stamp Orientation:	Horizontal
Image Area (w x h):	1.05 x 0.77 in./26.67 x 19.558 mm
Stamp Size (w x h):	1.19 x 0.91 in./30.226 x 23.114 mm
Full Pane Size (w x h):	5.76 x 5.55 in./146.304 x 140.97 mm
Colors:	Black, Cyan, Magenta, Yellow, PMS Cool Gray 7 C
Plate Size:	320 stamps per revolution
Plate Numbers:	“P” followed by five (5) single digits in four corners
Marginal Markings:	Plate position diagram (8) • 2 Barcodes (585900) • ©2019 USPS • USPS logo • Promotional text

— Stamp Services, Marketing, 3-12-20













**Black and White Pictorial****FDOI – Garden Corsage Stamp**

USPS Stamp Fulfillment Services  
8300 NE Underground Drive, Suite 300  
Kansas City, MO 64144-9900

August 2, 2020

**Digital Color Pictorial****FDOI – Earth Day Stamp**

USPS Stamp Fulfillment Services  
8300 NE Underground Drive, Suite 300  
Kansas City, MO 64144-9900

August 18, 2020

**Black and White Pictorial****FDOI – Earth Day Stamp**

USPS Stamp Fulfillment Services  
8300 NE Underground Drive, Suite 300  
Kansas City, MO 64144-9900

August 18, 2020

— Stamp Services, Marketing, 3-12-20



475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-5540

First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

# USPS® Unveils the *Made of Hearts*



## Forever® Stamp

On Sale  
Nationwide:  
January 23, 2020.



The Postal Bulletin is printed on paper that contains  
30% post-consumer waste. Please recycle.