

# Policies, Procedures, and Forms Updates

## Manuals

### DMM Revision: Express Mail Refunds for Shipments of Live Animals

Effective September 8, 2009, the Postal Service™ revised *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) 114.3.1, 414.3.0, and 604.9.2.4. Express Mail® shipments containing live animals are now exempt from next-day or second-day delivery guarantee. The delivery refund guarantee of live animals is extended to within 3 days from the date of mailing.

Prior to this change, refunds for live Express Mail shipments were granted based on the next-day or second-day delivery date scheduled at the time of mailing. That policy did not account for airline flight changes that occurred to protect the well-being of the animals. In some instances, shipments of live animals are rerouted to alternative flights in order to protect the well-being of the animals. This is particularly necessary if other shipments on the same flight

contain dry ice or solid carbon dioxide, which will evaporate en route and may displace oxygen. If live animals were shipped in the same cargo hold, the carbon dioxide could cause asphyxiation.

Under this revision, postage refunds will not be available for Express Mail shipments of live animals delivered or attempted to be delivered within 3 days of mailing.

We will incorporate this revision into the next printed version of the DMM and into the online DMM, which is available via Postal Explorer® at <http://pe.usps.com>.

— *Mailing Standards, Pricing, 9-10-09*

### DMM Revision: Booklets: New Optional Design for Small Letter-Sized Booklets

The Postal Service™ published a final rule in the *Federal Register* on April 15, 2009 (74 FR 17399–17403), with new standards for letter-size automation and machinable booklets, effective September 8, 2009. The final rule may be read on Postal Explorer® at <http://pe.usps.com>; click *Federal Register Notices* in the left frame. We also published a clarification and one new design option for letter-size booklets in “DMM Revision: Booklets: Sealing Letter-Sized Booklets Mailed at Automation Prices” in *Postal Bulletin* 22264 (7-30-09, pages 7–9).

We have tested and found an acceptable design for smaller booklets within specific physical dimensions and weight restrictions. Effective October 5, 2009, we will revise *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) 201.3.15.4 to add a two-tab sealing option for smaller, simple spine “wallet-style” booklets mailed at automation and machinable letter prices. Mailers with these smaller booklets may mail them with three tabs or with glue lines as shown in the revised exhibit, or they may mail them immediately with two tabs if they meet applicable restrictions under the new option.

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

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#### **200 Commercial Letters and Cards**

#### **201 Physical Standards**

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#### **201.3 Physical Standards for Machinable and Automation Letters and Cards**

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#### **201.3.15 Booklets**

\* \* \* \* \*

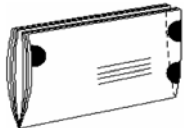



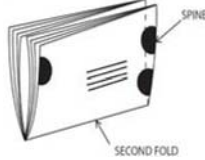
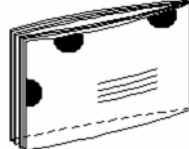
#### **3.15.4 Booklet Design and Sealing**

*[Revise text of 3.15.4 as follows:]*

The position of the final fold and intermediate fold (or spine) for letter-sized booklets varies according to the specific design of the mailpiece. Open edges can be sealed with tabs, glue lines, or glue spots. Except for the simple spine wallet-style design with a height of 4 inches and a maximum length of 8 inches, tabs used as seals on the leading edge of small booklets less than 5 inches high may be placed closer to the top and bottom edges than shown in Exhibit 3.15.4 and may overlap in some cases. See exhibit 3.15.4 for design and sealing standards.

**Exhibit 3.15.4 Booklet Design**

[Insert new wallet-style booklet design as follows:]

If the spine or final fold is...		with length	cover stock	and sealing	then tab in these locations:	
Simple Spine		Spine or final fold on the bottom (longer) edge	5" to 9" long	50-pound	Three 1.5" nonperforated tabs	Two tabs on leading edge; one tab on trailing edge. Position lower leading tab 0.5" from the bottom edge. Position upper tabs within 1" from the top edge.
			Over 9", up to 10.5" long	60-pound		
Simple Spine		Spine on bottom (longer) edge, nonperforated inner flap sealed within top (upper) edge	5" to 9.5" long	80-pound	Continuous glue line or glue spots	Perfect bound or saddle stitched, flap sealed inside, continuous glue line along flap preferred, minimum 1" glue spots acceptable if placed within 3/4" of right and left edges.
Simple Spine		Spine on the bottom (longer) edge; cover extends no more than 1/2" beyond inner pages	5" to 9.5" long	80-pound	Continuous glue line or glue spots	Perfect bound or saddle stitched with a continuous glue line along the 1/2" cover overhang preferred, minimum 1" glue spots acceptable if placed within 3/4" of right and left edges.
Simple Spine-Wallet-Style		Saddle-stitched spine (two or more staples) on the bottom (longer) edge. 4" height only. Maximum weight 2.5 ounces.	5.2" to 8" long	60-pound for cover and pages	Two 1.5" or 2" nonperforated tabs	One tab on leading edge and one tab on trailing edge.
				70-pound cover and 50-pound pages		Booklets up to 2 ounces: ■ 1.5" tabs. ■ 1-1/4" from bottom edge.
						Over 2 ounces and up to 2.5 ounces: ■ 2" tabs. ■ 3/4" from bottom edge.
					±1/8" vertical tolerance for tab placement for both tab sizes.	
Folded		Final fold on the bottom (longer) edge, with the folded spine on the leading or trailing (shorter) edge	5" to 10.5" long	40-pound	Three 1.5" nonperforated tabs	Two tabs on leading edge; one tab on trailing edge. Position lower leading tab 0.5" from the bottom edge. Position upper tabs within 1" from the top edge.
Oblong		Spine on the leading (shorter) edge	5" to 9" long Over 9", up to 10.5" long	60-pound 70-pound	Three 1.5" nonperforated tabs	Two tabs on top edge; one tab on trailing edge. Position top tabs 1" from left and right edge. Position trailing tab in the middle.

\* \* \* \* \*

## IMM Revision: Threshold Requirements for Express Mail International and Priority Mail International Customized Agreements

Effective October 5, 2009, the Postal Service™ is revising *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) sections 223.222 and 233.222 and part 297 to indicate changes in minimum threshold requirements for Express Mail International® and Priority Mail International™ customized agreements.

Consistent with the Postal Regulatory Commission’s Docket No. MC2009-38, the Postal Service has reduced the minimum volume requirements for Express Mail International and Priority Mail International customized agreements from 5,000 pieces or \$100,000 to 2,500 pieces or \$50,000. These revised requirements will provide the Postal Service a wider range of potential customers.

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

	*	*	*	*	*
<b>2</b>	<b>Conditions for Mailing</b>				
	*	*	*	*	*
<b>220</b>	<b>Express Mail International</b>				
	*	*	*	*	*
<b>223</b>	<b>Prices and Postage Payment Methods</b>				
	*	*	*	*	*
<b>223.2</b>	<b>Postage Payment Methods</b>				
	*	*	*	*	*
<b>223.22</b>	<b>Permit Imprint</b>				
	*	*	*	*	*
<b>223.222</b>	<b>Permit Imprint — Commercial Base Prices</b>				
	*	*	*	*	*

*[Revise the last paragraph of 223.222 to read as follows:]*

Customers who are capable, on an annualized basis, of using Express Mail International service to tender at least 2,500 pieces or pay at least \$50,000 in international postage should contact the Postal Service to discuss customized agreements (see 297).

	*	*	*	*	*
<b>230</b>	<b>Priority Mail International</b>				
	*	*	*	*	*
<b>233</b>	<b>Prices and Postage Payment Methods</b>				
	*	*	*	*	*

<b>233.2</b>	<b>Postage Payment Methods</b>				
	*	*	*	*	*

<b>233.22</b>	<b>Permit Imprint</b>				
	*	*	*	*	*

<b>233.222</b>	<b>Permit Imprint — Commercial Base Prices</b>				
	*	*	*	*	*

*[Revise the last paragraph of 233.222 to read as follows:]*

Customers who are capable, on an annualized basis, of using Priority Mail International service to tender at least 2,500 pieces or pay at least \$50,000 in international postage should contact the Postal Service to discuss customized agreements (see 297).

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<b>290</b>	<b>Commercial Services</b>				
	*	*	*	*	*

### **297 Customized Agreements**

*[Revise 297 to read as follows:]*

#### **297.1 Description**

The Postal Service provides Global Expedited Package Services (GEPS) customized agreements to Express Mail International and Priority Mail International customers pursuant to the terms and conditions stipulated between the Postal Service and a particular customer.

#### **297.2 Qualifying Mailers**

To qualify for a GEPS contract, a mailer must be capable, on an annualized basis, of either tendering at least 2,500 pieces of international mail to the Postal Service, or paying at least \$50,000 in international postage to the Postal Service.

#### **297.3 Criteria**

Each GEPS customized agreement for international mailings must set forth the following:

- a. The type of mail to be tendered by the mailer.
- b. The term of the agreement.
- c. Weight and size limits.
- d. Preparation requirements.
- e. Makeup requirements.
- f. The services to be provided by the Postal Service.
- g. Minimum volume or postage commitment on the part of the mailer.
- h. Postage and method of payment.

- i. The location at which the mailer is required to tender its items to the Postal Service.
- j. Any other obligations of either party.

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We will incorporate these revisions into the next printed version of the IMM and into the monthly update of the online IMM, which is available via Postal Explorer® at <http://pe.usps.com>.

— *Mailing Standards,  
Pricing, 9-10-09*

### IMM Revision: Free Matter for the Blind or Other Physically Handicapped Persons — Update

Effective October 5, 2009, the Postal Service™ is revising *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) subchapter 270 to clarify the standards when mailers send eligible Free Matter for the Blind or Other Physically Handicapped Persons items internationally.

Consistent with Protocol Article III of the Universal Postal Union (UPU) Convention and the current practice applied at our retail facilities, we are revising part 275 to clarify that, when adding extra services to items mailed as Free Matter for the Blind or Other Physically Handicapped, the sender must pay the fee for the extra services. In addition, we are also making revisions to parts 272 through 274

to better identify the specific mail categories, size limits, and weight limits for matter authorized to be mailed internationally as “Free Matter for the Blind or Other Physically Handicapped Persons.”

We will incorporate these revisions into the next printed version of the IMM and into the monthly update of the online IMM, which is available via Postal Explorer® at <http://pe.usps.com>.

— *Mailing Standards,  
Pricing, 9-10-09*

### IMM Revision: Sealing and Packaging First-Class Mail International, International Priority Airmail, and International Surface Air Lift Mail

Effective October 5, 2009, the Postal Service™ is revising *Mailing Standards of the United States Postal Service*, International Mail Manual (IMM®) sections 244.3, 292.43, and 293.43 to clarify the standards for sealing and packaging First-Class Mail International™, International Priority Airmail™ (IPA®), and International Surface Air Lift® (ISAL®) mail.

Consistent with the Universal Postal Union (UPU) Letter Post Convention, and to prevent the potential loss of contents of *unsealed* First-Class Mail International mailpieces, we are revising IMM 244.3 to stipulate that if a mailpiece is sent unsealed, then the mailpiece must be *closed* by some other means to prevent the contents from falling out or

being damaged during postal handling and transport. In addition, we have revised IMM 292.43 and 293.43 similarly to clarify the sealing and packaging requirements for IPA and ISAL mail.

We will incorporate these revisions into the next printed version of the IMM and into the monthly update of the online IMM, which is available via Postal Explorer® at <http://pe.usps.com>.

— *Mailing Standards,  
Pricing, 9-10-09*

# Handbooks

## Handbook AS-701 Revision: Responsibilities of the Material Accountability Officers

Effective immediately, Handbook AS-701, *Material Management*, Part 543, Material Accountability Officers, is revised to reinforce the importance of this position and further define its responsibilities.

### Handbook AS-701, *Material Management*

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#### 5 Asset Accountability

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#### 53 Responsibilities

\* \* \* \* \*

#### 532 Material Accountability Officers

*[Revise text to read as follows:]*

Material accountability officers (MAOs) are responsible for overseeing compliance with all material accountability policies and procedures within their unit. MAO responsibilities include, but are not limited to, the tracking and documentation of personal property from the point of notification that an item is pending receipt to its final disposition or transfer to another organization. Documentation will be maintained through the regular review and recordkeeping of the receipts, transfers, loans, and disposal of assets.

The documentation of capital property records is critical and will be performed on a regular basis. MAOs are responsible for conducting, managing, and certifying the completion of the Semi-Annual Capital Property Reviews that are mandatory every 6 months. MAOs must work closely with management to ensure the capital property records are accurate and that all receipts, transfers, and disposals are processed timely.

MAO responsibilities include:

- a. Providing training to all individuals (functional managers, material accountability assistants, etc.) that maintain subcustody records.
- b. Maintaining subcustody records.
- c. Ensuring that all capital property verification, physical inventory, and reconciliation procedures are followed.

- d. Reviewing the Property Changes for the Month (PCFM) report for the finance number on a monthly basis. This report is available from the Accounting Data Mart (ADM).
- e. Ensuring that all changes (additions and deletions) in the Property Changes for the Month (PCFM) report of capital property are documented. If there is a discrepancy, document the discrepancy and forward a copy of the PCFM to San Mateo Accounting Services. A copy of each PCFM report is to be maintained locally.
- f. Verifying and completing the Semi-Annual Capital Property Reviews as directed, and maintaining copies of all related documentation.
- g. Managing the capital physical inventory process.
- h. Maintaining loan records on all capital, sensitive, and expendable assets loaned to private mailers, employees, and other internal and external organizations.
- i. Monitoring and maintaining capital and expendable and sensitive material accountability records and files.
- j. Ensuring the proper disposal of surplus, obsolete, and not repairable assets in accordance with policy and the best interests of the USPS.
- k. Participating as a member of the destruction committee.
- l. Ensuring the proper identification, reporting, and storage of excess serviceable assets.
- m. Ensuring excess assets are promptly and accurately reported, and coordinating the transfer and shipment of excess serviceable assets.
- n. Entering excess assets into the USPS Excess Items Catalog (EIC), and maintaining the integrity of the EIC through prompt and accurate updates
- o. Supporting the fulfillment of asset requirements from excess stock first.

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## Handbook AS-709 Revision: SmartPay Purchase Card Program Policy Change

Effective immediately, due to Sarbanes-Oxley Act (SOX) requirements, agency program coordinators (APCs) for the SmartPay Purchase Card program *must* review monthly bank-generated activity reports (*Request Status Queue and Account List*) for the SmartPay Purchase Card Program. APCs will use these reports to review accuracy of all created or terminated accounts. These reports should be reviewed on/about the 20th of each month prior to the next billing cycle close (18th of the month). After resolving discrepancies, if any, of all created and terminated accounts, the APC will sign, date, and file the reports with other APC records for 3 years.

### Handbook AS-709, *Purchase Card Policies and Procedures for Local Buying*

#### 1 Introduction

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#### 17 Responsibilities

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#### 176 Agency Program Coordinators

*[Revise text to read as follows:]*

APCs are responsible for managing the SmartPay Purchase Card Program for their assigned areas. Topeka National Materials Customer Service serves as the next level APC after the primary APC (see 175), and there are APCs designated for various other organizations in the field (e.g., district, plants, VMFs). An assistant APC may be designated for any level APC to assist and serve as backup. APCs have the following responsibilities:

- a. Overseeing management of the SmartPay Purchase Card Program for their area of responsibility.
- b. Training successor APCs and performing necessary account maintenance.
- c. Ensuring that cardholder and CCAO training is taken through receipt and retention of accountability statements (see Chapter 2) prior to card/account setup, and that refresher training is taken every 3 years thereafter (see 212.51).
- d. Setting up and updating cardholder and CCAO accounts, and maintaining documentation (for 3 years following account close).
- e. Ensuring that accounts are canceled for separated and transferred cardholders and CCAOs.
- f. Resolving disputes escalated to the APC.
- g. Authorizing one-time exemptions to established 30-day cardholder and office spending limits.
- h. Downloading and reviewing monthly report available from the bank provider (on/about the 20th of each month) for accuracy of all created and terminated accounts prior to the close of the next billing cycle (18th of the month). Resolving discrepancies and, upon completion, signing and dating the report to certify the review is complete. Maintaining the report with other APC records for 3 years from the date of report certification.

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— *Supply Management Infrastructure,  
Supply Management, 9-10-09*

## Publications

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

Effective September 10, 2009, 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*

\* \* \* \* \*

*[Add the following entries:]*

ZIP Code	Fee Group
01199	5
21065	3
33929	4
38257	5
61750	4

ZIP Code	Fee Group
72260	4
84316	4
85369	3
91110	5
91189	5
91405	3
91470	3
91716	4
93542	5
95851	5
95852	5
95853	5

[Delete the entries for the following ZIP™ Codes:]

ZIP Code
00636
00930
06042
07011
07194
07197
07309
07881
07983
11043
11052
11240
11351
11385
12727
15214
17127
22901
22904
22907
22908
22989
23031
23240
23284
23286
23288
23289
23292
23293
23943
24562
26339
29302
30447
33633
37924
41216
41619
41723
42733
43047
43757
43760
43782
43828
45624
45633
45675
45687
48887
50940
50950
52231
55811
55815
56729
67518
67559
67761
68128
70043

ZIP Code
71152
74646
75011
75388
78247
94102
94108
94130
97472
97819

[Change the following entries:]

ZIP Code	Fee Group
38076	4

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The online version of Publication 431 is dated January 31, 2008. Changes made after January 31, 2008, have been published in the *Postal Bulletin*, and are also reflected in WebBATS. Publication 431 is currently available on the Postal Service™ PolicyNet website (<http://blue.usps.gov/cpim>):

- Go to <http://blue.usps.gov>.
- Under “Essential Links,” in the left-hand column, click *PolicyNet*.
- Click *PUBs*.

Offices with WebBATS access can view current Publication 431 information by generating a WebBATS Facility Information Report as follows:

1. Go to the WebBATS main menu, and select *Reports*. The reports page opens.
2. Under the Clients/System column, System category, click *Facility Information*.
3. View the Fee Group field in the report.

— Value Added and Special Services,  
Retail Products and Services, 9-10-09

## Forms

### Revised PS Form 3849

Beginning October 30, 2009, all Post Offices™ and postal retail units must use the revised PS Form 3849, *Delivery Notice/Reminder/Receipt*, dated September 2009.

Effective October 3, 2009, PS Form 3849 orders will be preprinted with the redelivery website and corporate customer contact phone number on the reverse side of the form (see below). This will provide customers with alternate options for arranging redelivery. Also, text has been added to PS Form 3849 to inform customers that Certified Mail™ items must be claimed within 15 days or it will be returned.

Offices should begin ordering the new PS Form 3849 from the Material Distribution Center (MDC) on October 3, 2009. All Post Offices are to begin using the revised PS Form 3849 by October 30, 2009. The overprinted form (PSN: 7350-05-000-4581) will have the fifth line in the address block preprinted with [www.usps.com/redelivery](http://www.usps.com/redelivery) or 800-ASK-USPS (800-275-8777). When ordering through eBay, re-orders and saved templates for this item will not be available until a new order is submitted using the *mandatory* preprinted fifth-line format.

There is no change in the eBay ordering process for the non-overprinted PS Form 3849 (PSN: 7530-01-000-9716); however, the fifth line will be preprinted with [www.usps.com/redelivery](http://www.usps.com/redelivery) or 800-ASK-USPS (800-275-8777).

You can order non-overprinted PS Form 3849 from the MDC and use touch-tone order entry (TTOE): Call 800-273-1509.

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

Use the following information to order the non-overprinted PS Form 3849:

<b>PSIN:</b>	PS 3849
<b>PSN:</b>	7530-01-000-9716
<b>Quick Pick Number:</b>	211
<b>Unit of Measure:</b>	EA
<b>Minimum Order Quantity:</b>	500
<b>Bulk Pack Number:</b>	10,000
<b>Price:</b>	\$0.047
<b>Edition Date:</b>	09/09

Offices using rubber stamps to imprint location, hours of operation, and contact numbers will need to determine if new stamps must be ordered to allow space for the preprinted fifth line. Also these offices must ensure the USPS.com® website and corporate customer contact phone number is not part of the text on the stamp.

The previous version of PS Form 3849, dated May 2008, will be obsolete at the end of October 2009; however existing stock should be used until exhausted to mitigate cost.

— Product Information Requirements,  
*Business Mail Entry & Payment Technologies, 9-10-09*