



**Records**  
2.4 Records of address changes caused by USPS adjustments are kept by the local post office for 3 years.

**3.0 DIRECTORY SERVICE**

USPS letter carrier offices give directory service to the types of mail listed below that have an insufficient address or cannot be delivered at the address given (the USPS does not compile a directory of any kind):

- a. Mail with special services (certified, COD, registered, special handling).
- b. Foreign, except circulars. (Foreign mail received in quantities with letter-class postage but the general characteristics of circular mail is not given directory service.)
- c. Mail from overseas Armed Forces.
- d. Parcels mailed at any Package Services rate or endorsed by the mailer.
- e. Perishable matter.
- f. Official USPS mail.
- g. Express Mail Next Day Service (Post Office to Addressee only).

**4.0 BASIC TREATMENT**

**General**  
4.1 Mail that is undeliverable as addressed is forwarded, returned to the sender, or treated as dead mail, as authorized for the particular class of mail. Undeliverable-as-addressed mail is endorsed by the USPS with the reason for nondelivery as shown in [Exhibit 4.1](#). All nonmailable pieces are returned to the sender.

**[4-1-04] USPS Endorsements for Mail Undeliverable as Addressed Exhibit 4.1**

Endorsement	Reason for Nondelivery
Attempted—Not Known	Delivery attempted, addressee not known at place of address.
Box Closed—No Order*	Post office box closed for nonpayment of rent.
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with <a href="#">D042.2.5</a> through <a href="#">D042.2.7</a> .
Illegible*	Address not readable.
In Dispute*	Mail returned to sender by order of chief field counsel (or under <a href="#">D042</a> ) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
Insufficient Address*	Mail from another post office without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
Moved, Left No Address	Addressee moved and filed no change-of-address order.
No Mail Receptacle*	Addressee failed to provide a receptacle for receipt of mail.
No Such Number*	Addressed to nonexistent number and correct number not known.
No Such Office in State*	Addressed to nonexistent post office.
No Such Street*	Addressed to nonexistent street and correct street not known.
Not Deliverable as Addressed—Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.
Outside Delivery Limits*	Addressed to location outside delivery limits of post office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.



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Endorsement	Reason for Nondelivery
Refused*	Addressee refused to accept mail or pay postage charges on it.
Returned for Better Address*	Mail of local origin incompletely addressed for distribution or delivery.
Returned for Postage	Mail without postage or indication that postage fell off.
Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law*	Mail returned to sender under false representation order and lottery order.
Returned to Sender Due to Addressee's Violation of Postal False Representation Law*	Mail returned to sender under false representation order.
Returned to Sender Due to Addressee's Violation of Postal Lottery Law*	Mail returned to sender under lottery order.
Temporarily Away*	Addressee temporarily away and period for holding mail expired.
Unclaimed*	Addressee abandoned or failed to call for mail.
Undeliverable as Addressed, Missing PMB or # Sign	Failure to comply with <a href="#">D042.2.6e</a> .
Vacant*	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")

\* Alternative addressing formats may not be used on the following: Express Mail pieces; mail with any special service; mail sent with any ancillary service endorsement; mail sent to any overseas military post office. When an alternative addressing format is used on Periodicals pieces, the publisher is notified of nondelivery only for those reasons marked with an asterisk (\*).

**Official Mail**  
4.2 Official mail is treated the same as mail for the general public. All fees and services must be paid or collected on delivery of mail or address correction notices.

**Mailer Endorsement**  
4.3 A mailer endorsement is used to request forwarding, return, or address correction service. This endorsement (and other marking) must be prepared under [M012](#). The endorsements authorized for each class of mail and the required wording are listed in the charts according to class of mail.

**Order**  
4.4 The information in the charts in this unit is associated with a customer's change-of-address order. Information on temporary changes of address is not provided.

**Special Services**  
4.5 Mail with special services is treated according to the charts for each class of mail in [5.0](#), except that:

- a. Undeliverable-as-addressed certified mail is treated as First-Class Mail.
- b. All insured First-Class Mail is forwarded and returned at no additional cost. All insured Standard Mail and Package Services is forwarded or returned.
- c. Parcels with special handling that are undeliverable as originally addressed and forwarded to the addressee continue to receive special handling service without an additional special handling fee.
- d. Undeliverable-as-addressed return receipt for merchandise mail receives the treatment appropriate for the class of mail of the host piece.
- e. All registered mail items are treated as registered while they are being forwarded or returned.

**Metered Pieces**  
4.6 Mail paid by postage meter that does not have a delivery address and a return address is returned to the post office of mailing. The reason for nondelivery is attached but the address correction fee is not charged. The piece is returned to the meter licensee upon payment of the applicable return postage.



programmed at the CFS unit to facilitate processing of valid ACS pieces within the conditions that apply to ACS.

**Treatment of Undeliverable First-Class Mail and Priority Mail**  
Exhibit 5.1

Mailer Endorsement	USPS Treatment of UAA Pieces
No endorsement	<b>In all cases:</b> Same treatment as "Forwarding Service Requested."
"Address Service Requested"	<p><b>Option 1<sup>1</sup></b></p> <p><b>If no change-of-address order on file:</b> Piece returned with reason for nondelivery attached (no charge).</p> <p><b>If change-of-address order on file:</b>  <b>Months 1 through 12:</b> piece forwarded (no charge); separate notice of new address provided (address correction fee charged).  <b>Months 13 through 18:</b> piece returned with new address attached (no charge).  <b>After month 18:</b> piece returned with reason for nondelivery attached (no charge).</p> <p><b>Option 2<sup>2</sup></b></p> <p><b>If no change-of-address order on file:</b> Piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged).</p> <p><b>If change-of-address order on file:</b>  <b>Months 1 through 12:</b> piece forwarded (no charge); separate notice of new address provided (address correction fee charged).  <b>Months 13 through 18:</b> piece returned with new address attached (no charge); separate notice of new address provided (address correction fee charged).  <b>After month 18:</b> piece returned with reason for nondelivery attached (no charge); separate notice of reason for nondelivery provided (address correction fee charged).</p>
"Forwarding Service Requested"	<p><b>If no change-of-address order on file:</b> Piece returned with reason for nondelivery attached (no charge).</p> <p><b>If change-of-address order on file:</b>  <b>Months 1 through 12:</b> piece forwarded (no charge).  <b>Months 13 through 18:</b> piece returned with new address attached (no charge).  <b>After month 18:</b> piece returned with reason for nondelivery attached (no charge).</p>
"Return Service Requested"	<b>In all cases:</b> Piece returned with new address or reason for nondelivery attached (in either case, no charge).
"Change Service Requested" <sup>2</sup>	<p><b>Option 1<sup>2</sup></b></p> <p><b>In all cases (regardless of whether a change-of-address order is on file):</b> Separate notice of new address or reason for nondelivery provided (in either case, address correction fee charged); piece disposed of by USPS.</p> <p><b>Option 2<sup>2</sup></b></p> <p><b>If no change-of-address order on file:</b> Piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged).</p> <p><b>If change-of-address order on file:</b>  <b>Months 1 through 12:</b> piece forwarded (no charge); separate notice of new address provided (address correction fee charged).  <b>Months 13 through 18:</b> piece disposed of by USPS; separate notice of new address provided (address correction fee charged).  <b>After month 18:</b> piece disposed of by USPS; separate notice of reason for nondelivery provided (address correction fee charged).</p> <p><b>Restrictions (for Options 1 and 2)</b></p> <p>The following restrictions apply:</p> <p>(1) This endorsement is limited to use on valid mailpieces bearing a proper ACS participant code and only for: (a) Priority Mail containing perishable matter (other than live animals) and the marking "Perishable" and; (b) First-Class Mail (excluding hazardous materials).</p> <p>(2) Delivery Confirmation and Signature Confirmation are the only special services permitted with this endorsement.</p>

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Mailer Endorsement	USPS Treatment of UAA Pieces
"Temp—Return Service Requested"	<p><b>If no change-of-address order on file:</b> Piece returned with reason for nondelivery attached (no charge).</p> <p><b>If permanent change-of-address order on file:</b> Piece returned with new address or reason for nondelivery attached (in either case, no charge).</p> <p><b>If temporary change-of-address order on file:</b> Piece forwarded to temporary address (no charge); no separate notice of temporary address provided.</p>

1. Valid for all pieces, including Address Change Service (ACS) participating pieces subject to [F030](#).
2. Valid only for ACS participating pieces subject to [F030](#) other than pieces containing hazardous materials.

**Periodicals**  
5.2

**[4-1-04]** Undeliverable-as-addressed (UAA) Periodicals publications (including publications pending Periodicals authorization) are treated as described in [Exhibit 5.2](#), with these additional conditions:

- a. Periodicals matter is forwarded only to domestic addresses.
- b. Publications with an alternative addressing format under [A020](#) are delivered to the address when possible. Forwarding service is not provided for such mail. Periodicals publishers are notified only when mailpieces with the occupant or exceptional address formats are undeliverable for solely address-related reasons.
- c. When a change of address is filed, copies of Periodicals publications bearing the old address are forwarded to the new address even if the copies show the sender's request for return.
- d. Address correction service is mandatory for all Periodicals publications, and the address correction service fee must be paid for each notice issued.
- e. Address correction service (including Address Change Service (ACS)) is provided for the first issue after 60 days for all publications, unless copies are to be returned at the publisher's request. ACS participants may receive the change notice before day 60, if so requested. Copies received after the address correction notice is mailed are disposed of by the USPS. When copies of the publication cannot be forwarded, the address correction notice is prepared for the first undeliverable issue of the publication received. Forms 3579 are mailed to publishers at least once a week.
- f. The publisher may request the return of copies of undelivered Periodicals by printing the endorsement "Address Service Requested" on the envelopes or wrappers, or on one of the outside covers of unwrapped copies, immediately preceded by the sender's name, address, and ZIP+4 or 5-digit ZIP Code. This endorsement obligates the publisher to pay return postage. Each returned piece is charged the single-piece First-Class Mail or Priority Mail rate applicable for the weight of the piece, plus the nonmachinable surcharge if it applies (see [E130](#)). When the address correction is provided incidental to the return of the piece, there is no charge for the correction.
- g. A publisher of Periodicals publications may request a refund of the fees paid for duplicate address correction notices on Forms 3579 provided by the USPS if the customer submitted a change-of-address order and the first and duplicate notices are provided on magnetic tape by ACS or as a printed copy by a Computerized Forwarding System (CFS) unit. The refund request must be supported by documentation showing the number of duplicate notices received. The USPS does not process refunds for duplicate notices if:
  - (1) The customer did not submit a change-of-address order.