

# Mailers. Companion



JANUARY 2002

## Taking the Mystery out of Periodicals

### *Additional Opportunities to Sign Up for Training Offered*

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

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

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

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

Unlike other courses and training that have only highlighted small segments of this complex

industry, this essential course delivers the skills and knowledge critical to ensuring a successful Periodicals mailing, whether you are a novice or an expert.

The course is offered at both the National Center for Employee Development (NCED) in Norman, Oklahoma, and the William F. Bolger Center for Leadership Development in Potomac, Maryland.

#### **Course dates:**

- March 5-7, Norman OK
- April 8-10, Potomac MD
- June 25-27, Norman OK

#### **Topics to be covered over the three days:**

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

#### **Fees (includes lodging, three meals per day, and all course materials):**

- \$1,050 per student at the Potomac, Maryland, location
- \$850 per student at the Norman, Oklahoma, location

Why spend valuable time learning or fine-tuning these critical skills through trial and error? Get the solutions that other successful managers, supervisors, and advertising executives are using to succeed with Periodicals mailings. Remember, even if you are an expert in your field, it is constantly changing and there is always new information to be gained from attending. To enroll, please complete the registration form on the following page.

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

— Business Mail Acceptance  
— Corporate Training and Development

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# Content and Preparation of Periodicals Mailing Privileges Registration Information

**You may register by mail, by fax, or by phone.** You may pay by credit card or check. However, until payment is received you will appear on our "tentative" list and your reservation may be given to another student who has paid for the course. Payment must be received before the start of the class. We recommend paying for the course in advance to guarantee your reservation.

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

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

### For classes at the National Center for Employee Development, Norman OK

1. **Phone** in your registration for the fastest service. Please call us at 405-366-4639 and one of our customer service representatives will be happy to take your enrollment.
2. **Fax** your registration with credit card information to 405-366-4012.
3. **Mail** the registration form with your payment to: ATTN: BRJ, Business Mail Academy, US Postal Service, NCED, 2701 East Imhoff Road, Norman OK 73071-1198.

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

*Please print or type —*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

SSN: \_\_\_\_\_

Company: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP+4: \_\_\_\_\_

Email Address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Ext. \_\_\_\_\_

Federal ID Number: \_\_\_\_\_

### Payment Information *(please pay before the seminar)*

- Location:** William F. Bolger Academy for Leadership Development, Potomac MD (\$1,050 per student)
- April 8-10, 2002
- National Center for Employee Development (NCED), Norman OK (\$850 per student)
- March 5-7, 2002
- June 25-27, 2002

- Confirming phone registration: # \_\_\_\_\_  Charge to:  MasterCard
- Check enclosed (payable to **US Postal Service**)  Visa
- Discover/Bravo
- AmEx
- Diners Club

Check # \_\_\_\_\_ Check Amt. \_\_\_\_\_ Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_

# Some International Rates to Change

New international rates for the following services are effective on January 13, 2002:

- **International Priority Airmail**
- **International Surface Air Lift**
- **Publishers' Periodicals**

The publishers' periodicals rates are now presented in five rate groups consistent with the letter-post rate

groups, and publishers' periodicals rates for rate groups 3 and 4 are now the same (see table below and country rate groups table on the following page).

Form 3652, *International Priority Airmail*, and Form 3650, *International Surface Airlift*, reflect new piece and pound rates for selected rate groups.

All previous versions of Form 3652 and Form 3650 are obsolete.

Form 3541, *Periodicals – One Issue or One Edition*, and Form 3541-M, *Periodicals – All Issues in a Calendar Month*, are also revised to reflect five new rate groups. These postage statements are dated January 2002. Periodicals mailers not claiming foreign copies may continue to use the July 2001 editions of Form 3541 and Form 3541-M until further notice. If foreign copies are included, mailers must use the January 2002 versions of Forms 3541 or 3541-M.

The new forms are available on [www.usps.com](http://www.usps.com) (click on "Forms" at the top of the page). There will be no automatic distribution of the January 2002 forms to post offices.

No other international rates are changing at this time.

The online *International Mail Manual* (IMM) at <http://pe.usps.gov> has been updated and the revisions will be incorporated into the printed version of IMM 26.

— Marketing, International Business

## International Priority Airmail Rates (IPA)

Rate Group	Per Piece Rate	Drop Shipment Per Pound	Full Service Per Pound
1 (Canada)	\$0.28	\$2.60	\$3.60
2 (Mexico)	0.12	4.60	5.60
3	0.25	4.00	5.00
4	0.25	5.50	6.50
5	0.12	4.85	5.85
6	0.12	4.75	5.75
7	0.12	6.25	7.25
8	0.12	7.25	8.25
Worldwide	0.20	7.00	8.00

## International Surface Air Lift Rates (ISAL)


Rate Group	Per Piece Rate	Full Service Per Pound		Direct Shipment Per Pound		ISC Drop Shipment Per Pound	
		Regular	M-bag	Regular	M-bag	Regular	M-bag
1 (Canada)	\$0.28	\$3.05	\$1.50	\$2.55	\$1.50	\$2.05	\$1.40
2 (Mexico)	0.12	4.35	1.60	3.85	1.60	3.35	1.50
3	0.25	3.40	1.75	2.90	1.75	2.40	1.50
4	0.25	3.75	2.50	3.25	2.50	2.75	2.50
5	0.12	4.65	2.25	4.15	2.25	3.65	2.00
6	0.12	4.65	2.25	4.05	2.25	3.55	2.00
7	0.12	4.65	2.50	4.15	2.50	3.65	2.25
8	0.12	6.50	3.25	6.00	3.25	5.50	3.00


Note: M-bags are subject to the minimum rate for 11 pounds.

## Publishers' Periodicals Rates

Weight Not Over (oz.)	Rate Group 1 (Canada)	Rate Group 2 (Mexico)	Rate Group 3	Rate Group 4 (Australia, Japan, New Zealand)	Rate Group 5
1	\$0.45	\$0.60	\$0.60	\$0.60	\$0.60
2	0.51	0.75	0.71	0.71	0.74
3	0.57	0.90	0.82	0.82	0.88
4	0.63	1.05	0.93	0.93	1.02
5	0.69	1.20	1.04	1.04	1.16
6	0.75	1.35	1.15	1.15	1.30
7	0.81	1.50	1.26	1.26	1.44
8	0.87	1.65	1.37	1.37	1.58
12	1.15	2.13	1.81	1.81	2.02
16	1.43	2.61	2.25	2.25	2.46
20	1.59	3.09	2.69	2.69	2.90
24	1.75	3.57	3.13	3.13	3.34
28	1.91	4.05	3.57	3.57	3.78
32	2.07	4.53	4.01	4.01	4.22
36	3.87	5.01	4.45	4.45	4.66
40	3.99	5.49	4.89	4.89	5.10
44	4.11	5.97	5.33	5.33	5.54
48	4.23	6.45	5.77	5.77	5.98
52	4.39	6.93	6.21	6.21	6.42
56	4.55	7.41	6.65	6.65	6.86
60	4.71	7.89	7.09	7.09	7.30
64	4.87	8.37	7.53	7.53	7.74

\$0.25 per pound discount for volume made up to country and tendered at the New Jersey International and Bulk Mail Center.



  
**MAILERS COMPANION**  
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## Country Rate Groups

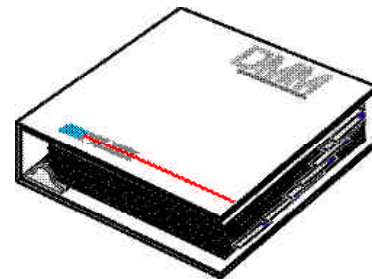
Country	Rate Groups		
	IPA	ISAL	Publishers' Periodicals
Afghanistan	8	—	5
Albania	5	5	5
Algeria	8	8	5
Andorra	3	—	3
Angola	8	8	5
Anguilla	6	—	5
Antigua and Barbuda	6	—	5
Argentina	6	6	5
Armenia	8	—	5
Aruba	6	6	5
Ascension	5	—	5
Australia	4	4	4
Austria	3	3	5
Azerbaijan	8	—	5
Bahamas	6	—	5
Bahrain	8	8	5
Bangladesh	8	8	5
Barbados	6	—	5
Belarus	5	—	5
Belgium	3	3	3
Belize	6	6	5
Benin	8	8	5
Bermuda	6	—	5
Bhutan	8	—	5
Bolivia	6	6	5
Bosnia-Herzegovina	5	—	5
Botswana	8	—	5
Brazil	6	6	5
British Virgin Islands	6	—	5
Brunei Darussalam	7	—	5
Bulgaria	5	5	5
Burkina Faso	8	8	5
Burma (Myanmar)	8	—	5
Burundi	8	—	5
Cambodia	7	—	5
Cameroon	8	8	5
Canada	1	1	1
Cape Verde	6	—	5
Cayman	6	—	5
Central African Republic	8	8	5
Chad	8	—	5
Chile	6	6	5
China	7	7	5
Colombia	6	6	5
Comoros Islands	8	—	5
Congo (Brazzaville), Republic of the	8	—	5
Congo (Kinshasa), Democratic Republic of the	8	8	5
Costa Rica	6	6	5
Côte d'Ivoire (Ivory Coast)	6	6	5
Croatia	5	—	5
Cuba	6	6	5
Cyprus	8	—	5
Czech Republic	5	5	5
Denmark	3	3	3
Djibouti	8	—	5
Dominica	6	—	5
Dominican Republic	6	6	5
Ecuador	6	6	5
Egypt	8	8	5
El Salvador	6	6	5
Equatorial Guinea	8	—	5
Ertes	8	—	5
Estonia	5	—	5
Ethiopia	8	8	5
Falkland Islands	6	—	5
Faroe Islands	5	—	3
Fiji	7	7	5
Finland	3	3	3
France (Includes Corsica & Monaco)	3	3	3
French Guiana	6	6	5
French Polynesia (Includes Tahiti)	7	—	5
Gabon	8	8	5
Gambia	8	—	5

Country	Rate Groups		
	IPA	ISAL	Publishers' Periodicals
Georgia, Republic of	8	—	5
Germany	3	3	3
Ghana	8	8	5
Gibraltar	3	—	3
Great Britain and Northern Ireland	3	3	3
Greece	3	3	3
Greenland	3	—	3
Grenada	6	—	5
Guadeloupe	6	—	5
Guatemala	6	6	5
Guinea	8	—	5
Guinea-Bissau	8	—	5
Guyana	6	6	5
Haiti	6	6	5
Honduras	6	6	5
Hong Kong	7	7	5
Hungary	5	5	5
Iceland	3	3	3
India	8	8	5
Indonesia (Includes East Timor)	7	7	5
Iran	8	8	5
Iraq	8	—	5
Ireland	3	3	3
Israel	3	3	3
Italy	3	3	3
Jamaica	6	6	5
Japan	4	4	4
Jordan	6	6	5
Kazakhstan	8	—	5
Kenya	8	8	5
Kiribati	7	—	5
Korea, Dem. People's Rep. of (North)	7	—	5
Korea, Republic of (South)	7	7	5
Kuwait	8	8	5
Kyrgyzstan	5	—	5
Laos	7	—	5
Latvia	5	—	5
Lebanon	8	8	5
Lesotho	8	—	5
Liberia	8	—	5
Libya	8	—	5
Liechtenstein	3	3	3
Lithuania	5	—	5
Luxembourg	3	3	3
Macao	5	—	5
Macedonia, Republic of	5	—	5
Madagascar	8	8	5
Malawi	8	—	5
Malaysia	7	7	5
Maldives	8	—	5
Mali	8	8	5
Malta	8	—	5
Martinique	6	—	5
Mauritania	8	8	5
Mauritius	8	8	5
Mexico	2	2	2
Moldova	8	—	5
Mongolia	7	—	5
Montserrat	6	—	5
Morocco	8	8	5
Mozambique	8	8	5
Namibia	8	—	5
Nauru	7	—	5
Nepal	7	—	5
Netherlands	3	3	3
Netherlands Antilles	6	6	5
New Caledonia	7	—	5
New Zealand	4	4	4
Nicaragua	6	6	5
Niger	8	8	5
Nigeria	8	8	5
Norway	3	3	3
Oman	8	8	5

Country	Rate Groups		
	IPA	ISAL	Publishers' Periodicals
Pakistan	8	8	5
Panama	6	6	5
Papua New Guinea	7	7	5
Paraguay	6	6	5
Peru	6	6	5
Philippines	7	7	5
Pitcairn Island	7	—	5
Poland	5	5	5
Portugal (Includes Azores & Madeira Islands)	3	3	3
Qatar	8	8	5
Reunion	6	6	5
Romania	5	5	5
Russia	5	5	5
Rwanda	8	—	5
Saint Christopher (St. Kitts) and Nevis	6	—	5
Saint Helena	8	—	5
Saint Lucia	6	—	5
Saint Pierre & Miquelon	6	—	5
Saint Vincent and the Grenadines	6	—	5
San Marino	3	—	3
Sao Tome and Principe	5	—	5
Saudi Arabia	8	8	5
Senegal	8	8	5
Serbia-Montenegro (Yugoslavia)	5	—	5
Seychelles	6	—	5
Sierra Leone	8	—	5
Singapore	7	7	5
Slovak Republic (Slovakia)	5	—	5
Slovenia	5	—	5
Solomon Islands	7	—	5
Somalia	8	—	5
South Africa	6	6	5
Spain (Includes Canary Islands)	3	3	3
Sri Lanka	8	8	5
Sudan	8	8	5
Suriname	6	6	5
Swaziland	8	—	5
Sweden	3	3	3
Switzerland	3	3	3
Syria	8	8	5
Taiwan	7	7	5
Tajikistan	8	—	5
Tanzania	8	8	5
Thailand	7	7	5
Togo	8	8	5
Tonga	7	—	5
Trinidad and Tobago	6	6	5
Tristan da Cunha	8	—	5
Tunisia	8	8	5
Turkey	5	5	5
Turkmenistan	5	—	5
Turks and Caicos Islands	6	—	5
Tuvalu	7	—	5
Uganda	8	8	5
Ukraine	8	—	5
United Arab Emirates	8	8	5
Uruguay	6	6	5
Uzbekistan	8	—	5
Vanuatu	7	—	5
Vatican City	3	—	3
Venezuela	6	6	5
Vietnam	7	—	5
Wallis and Futuna Islands	7	—	5
Western Samoa	7	—	5
Yemen	8	8	5
Zambia	8	8	5
Zimbabwe	8	8	5

# Domestic Mail Manual (DMM)

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



## DMM Revision

# Making Postage Evidencing Systems More Secure

Effective January 1, 2002, *Domestic Mail Manual* (DMM) P030 was revised to include policies and regulations pertaining to more secure postage evidencing systems, such as digitally printing meters, that use a postal security device (PSD), digitally printing meters that generate information-based indicia (IBI), and PC Postage™ systems. The revision replaces the current P030. The term “postage evidencing system” is the collective term used in policies that affect postage meters and other postage metering systems such as those that use PSD, those that generate IBI, and PC Postage systems. For consistency, the process used to apply postage with any postage evidencing system can still be called “metering”; such mail can still be called “metered mail”; indicia printed by a postage evidencing system (“indicia”) can still be referred to as “meter stamps” or “meter impressions”; and postage value in a postage evidencing system can still be referred to as “meter units.”

Significant changes to DMM P030 include:

- Added a section to define the basic characteristics of all secure postage evidencing systems and to identify the distinguishing features of the different system types.
- Added regulations that pertain to the new forms of postage evidencing systems, including PC Postage systems.

- Manually reset meters are retired.
- Alternative meter resetting locations for manually reset meters are no longer allowed.

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**Metered single-piece rate, Express Mail, and Priority Mail items can now be deposited in any collection box, unless specifically marked boxes are adjacent to the collection box.**

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- The check in and check out of remote reset meters is limited to the licensing post office, unless the on-site meter program is used.
- The standards throughout are revised to reflect the reduced role of the licensing post office in license applications, postage evidencing system check in and check out, and postage evidencing system resetting. These customer transactions shift from the licensing post office to the provider.
- The section on meter setting is replaced with four separate sections, one for each distinct set of financial transactions and procedures, depending on system type.
- Added regulations stating that a license to use a postage evidencing system may be cancelled when the user does not

abide by the terms of the lease or rental contract with the provider, or if there is no postage evidencing system applied to the license for 60 days or more.

- Postage evidencing systems returned to the provider are allowed to be shipped via Priority Mail with Delivery Confirmation.
- The term “fraud warning” will now be used for the cautionary labels on postage evidencing systems that contain basic reminders on use of the system, warn against system tampering or misuse, and note penalties.
- The inspections and examination schedule for postage evidencing systems is now the same for both domestic systems and those used outside the country. Any system may be inspected on a more frequent basis under special circumstances.
- Included procedures for each type of system for refunding unused postage value remaining in a postage evidencing system when it is checked out of service.
- Added a new restriction that different forms of postage may not be mixed on a First-Class letter-size mailpiece since stamps, indicia printed with fluorescent ink or on labels with fluorescence, and indicia that include a facing identification mark (FIM) are each treated differently in facing and cancellation.

*continued on page 6*

- Simplified the requirements for labels to be used with postage evidencing systems by requiring only that the fluorescent tagging on the label be sufficient to face and process the mail. Also added a requirement to use only Postal Service-approved fluorescent ink and to use only those labels approved by the Postal Service for the given postage evidencing system.
- Added an option to identify the licensing post office in the indicia using only the 5-digit ZIP Code.
- Added a requirement that other matter printed by postage evidencing systems must not emulate valid indicia. This requirement applies to both letterpress and digital indicia.
- Revised the regulations for date accuracy, allowing customers the same options whether the metered mail is submitted at the retail window or deposited in a collection box.
- Revised the regulation on deposit of mail to clarify the requirements. The deposit of single-piece rate mail outside the area served by the licensing post office is no longer limited to a “handful” of mail. All single-piece rate metered mail

may be deposited in any collection box, unless specially marked boxes are available adjacent to the collection box. All metered Express Mail items and metered Priority Mail items (including zone-rated mail) can now be deposited in any collection box, unless specially marked boxes are available adjacent to the collection box.

— *Postage Technology Management, Retail, Consumers and Small Business*

### DMM Revision

# Refunds and Exchanges for Metered Postage Changed

## *New 60-Day Limit for Refunds of Unused Meter Stamps*

Postage Technology Management (PTM) has revised the *Domestic Mail Manual* (DMM) to reduce the time limit for obtaining a refund for unused meter stamps.

Effective January 1, 2002, the time limit for unused meter stamps changed from 1 year to 60 days for all postage evidencing systems except PC Postage systems. Unused meter stamps must be submitted by the licensee to the licensing post office for refund within 60 days of the date printed on the meter stamp. (Unused PC Postage indicia must be submitted for refund to the system provider within 30 days of the date printed.)

A grace period has been established to allow time for customers to submit unused meter stamps already on hand. Unused meter stamps printed between March 1, 2001, and December 31, 2001, may be submitted for refund until March 31, 2002.

The following procedures must be followed for refund requests for unused meter stamps submitted to the licensing post office:

- All refund requests for unused meter stamps presented to a post office must include proof that the person or entity requesting the refund is the licensee for the postage meter (postage evidencing system) that printed the meter stamp. Proof could include, for example, your lease, contract, or rental agreement.
- Refund requests must be submitted to the postmaster at the licensing post office with Form 3533 within 60 days of the date in the meter stamp.
- Refunds are made only for complete, legible, valid, and unused meter stamps printed on unmailed envelopes, wrappers, or labels. The refund request must be submitted with the complete envelope or wrapper showing the addressee's

name and address (including the window on a window envelope). Meter stamps printed on labels or tapes not stuck to wrappers or envelopes must be submitted loose, unstapled and not affixed to any other paper in any manner.

- If any part of the meter stamp is printed on more than one envelope or card (known as “shingling”), all pieces must be fastened together to show that they represent one meter stamp.

Users of PC Postage systems must follow procedures established by their provider in accordance with Postal Service requirements. The provider may charge for refund processing.

— *Postage Technology Management, Retail, Consumers and Small Business*

# New Sort Levels for Flats on Pallets

Effective March 31, 2002, the DMM is revised and labeling list L006 is added to allow a new optional level of pallet sort for a limited number of sectional center facility (SCF) service areas. This option is available for Periodicals nonletters (flats and irregular parcels), Standard Mail flats, and Bound Printed Matter flats prepared on pallets.

In some areas of the country, a single SCF service area is served by multiple mail processing facilities. This is most prevalent in large metropolitan areas such as New York City and Chicago. Current labeling lists direct all of the mail on 3-digit and SCF pallets to a single facility even though, in certain situations, not all of the mail is processed at that

facility. New labeling list L006 allows mailers to prepare flats on pallets based on specific groupings of 5-digit ZIP Codes to facilitate the entry of the pallets directly into the facility where that mail is processed. To implement this change, we have added a new optional pallet level called a "5-digit metro" pallet prepared using labeling list L006. These pallets will contain mail for certain groupings of 5-digit ZIP Codes that are all processed within a single facility. In the sortation hierarchy, the 5-digit metro pallet follows the 5-digit scheme and 5-digit sort levels and precedes the 3-digit and SCF sort levels. A 5-digit metro pallet could contain carrier route, 5-digit, and 3-digit packages.

Although the 5-digit metro pallet may appear to resemble the 5-digit scheme pallet in that they both contain mail for multiple 5-digit ZIP Codes going to the same mail processing facility, they are in fact very different sort levels. L001 is designed primarily to direct a pallet containing carrier route packages for multiple 5-digit ZIP Codes that are sorted to carriers in the same delivery unit to that delivery unit. L006 is designed to direct a pallet containing mail for more than one delivery unit to the appropriate plant where the carrier route, 5-digit, and 3-digit packages for the ZIP Codes on the pallet are most efficiently sorted to a flat sorting machine or delivery unit. Mailers must prepare 5-digit scheme pallets for those ZIP Codes listed in labeling list L001; mailers will have the option (but will not be required) to prepare 5-digit metro pallets for ZIP Codes listed in labeling list L006.

The Postal Service and its customers will benefit from this new optional sort because mail will be prepared and deposited more efficiently, going directly to the facility where the packages of mail are processed by the Postal Service and avoiding extra handling and transportation.

A few things to keep in mind:

- The 5-digit metro sort is optional.
- Only mail prepared as packages on pallets is eligible for this new sort level.
- For all flats and irregular parcels on pallets, the 3-digit sort level remains optional and is not affected by the addition of the optional 5-digit metro sort level. Mailers may prepare both optional sort levels or only one.
- For the purposes of rate eligibility, mail on pallets labeled to the facilities listed in L006 are eligible for destination SCF discounts and destination delivery unit discounts

*continued on back cover*

## Mail Quality Corner

### MPTQM-Certified Mailers

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

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

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

— *Business Mailer Support*

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

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where permitted by the standards for each class of mail.

- It is recommended that mailers who choose to perform SCF or BMC pallet protection (M045.4.0 and 5.0) adjust their presort software so that 5-digit metro pallets are not created at the expense of the SCF or BMC pallets. If, by creating 5-digit metro pallets, a significant quantity of mail falls beyond the SCF or BMC pallet level, then mailers should consider NOT creating metro pallets. As a reminder, PAVE-certified software is required to perform SCF and BMC pallet protection.

- PAVE-certified presort software is not required to sort mail to 5-digit metro pallets. However, the 5-digit

metro pallet sort will be included in the next PAVE testing cycle.

— Mail Preparation and Standards

# He's Back

After a long sabbatical Dr. Goodbarcode's monthly column is returning to the pages of the *Mailers Companion*. Send questions regarding mail preparation, standards, or regulations to "**Ask Dr. Goodbarcode**" via email to [jnagla@email.usps.gov](mailto:jnagla@email.usps.gov) or fax to 703-292-3876. The good doctor will select one or two of the most challenging questions for publication.

## Ask Dr. Goodbarcode



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