UNITED STATES POSTAL SERVICE NOTICE OF FILING REVISED GEM MERCHANT MODEL CONTRACT  
(February 5, 2019)

The United States Postal Service hereby provides notice of its intent to use a revised version of the GEM Merchant Model Contract filed in this docket on September 25, 2017. As indicated in the Postal Service’s initial notice in this docket, revisions of the type reflected in the revised GEM Merchant Model Contract were anticipated by the Postal Service.\(^1\) The revisions address a potential change in rates during the term of the contract, and update certain provisions for consistency with standard Postal Service contract clauses.\(^2\) The Postal Service expects to execute any agreement based on the revised GEM Merchant Model Contract no earlier than February 15, 2019, and will file any executed agreement with the Commission pursuant to Order No. 3319.\(^3\)

A public version of the revised GEM Merchant Model Contract appears as Attachment 1 to this Notice, and an unredacted version of the revised GEM Merchant

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\(^1\) Notice of the United States Postal Service of Market Test of Experimental Product-Global Ecommerce Marketplace (GEM) Merchant Solution and Notice of Filing GEM Merchant Model Contract and Application for Non-Public Treatment of Materials Filed Under Seal, Docket No. MT2016-1, at 1, FN1 (March 16, 2016) ("This model contract will be subject to change during the extent of the market test based on customer negotiations and evolution of the market test.").

\(^2\) Revisions appear in Sections 1.2, 4, 10, 12, 14, 18, and 19.

Model Contract is being filed separately with the Commission under seal. In support of its non-public filing, the Postal Service hereby incorporates by reference the application for non-public treatment filed in this docket on August 10, 2018.\(^4\)

Respectfully submitted,

UNITED STATES POSTAL SERVICE
By its attorneys:

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Chief Counsel, Global Business & Service Development

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MARKET TEST OF SERVICES
BETWEEN THE UNITED STATES POSTAL SERVICE
AND [CUSTOMER’S LEGAL NAME]

This Agreement ("Agreement"), is between [Customer’s Legal Name], a corporation, with offices located at [Customer’s corporate address], and/or its affiliates ("the Customer"), and the United States Postal Service, an independent establishment of the Executive Branch of the United States government, with its principal offices at 475 L’Enfant Plaza, SW, Washington, DC 20260 ("Postal Service"). The Customer and the Postal Service may be referred to individually as a "Party" and together as the "Parties." This Agreement is being made in order to conduct a market test with the Customer for cross-border delivery services, including export and import services (referred to by the Postal Service as Global e-Commerce Marketplace Merchant product ("GeM")), to be offered by the Postal Service. The market test will validate the potential market for end-to-end cross-border delivery services offered by the Postal Service, under the terms and conditions set forth below.

RECITALS

A. The cross-border delivery services being tested involve the provision of proprietary software, payment processing, acceptance of items by the Postal Service or its supplier(s), delivery to a GeM facility, security screening, export processing, transportation to the Destination Country of the Items, customs clearance in the Destination Country, and delivery to the Consignee in the Destination Country.

B. To complete such arrangement, the Parties are entering into this Agreement;

NOW, THEREFORE, in consideration of the foregoing and of the mutual covenants and agreements hereinafter set forth, the Postal Service and the Customer agree as follows:

1. Definitions and Postage Payment.

1.1. Definitions:

1.1.1. Conditions Precedent. Operational and technological means necessary for each Party to perform its obligations under this Agreement, without which one Party or both of the Parties would find it impossible to perform in good faith. Including, for example, [Redacted].

1.1.2. Consignee. Person to whom the Items are to be delivered in the Destination Country.

1.1.3. Consignor. Natural person residing outside the United States who purchases Items from the Customer for delivery to the Consignee in the Destination Country. The Consignor and the Consignee may be the same individual.

1.1.4. Customer. [Customer’s Legal Name]
1.1.5. [Blurred text]

1.1.6. [Blurred text]

1.1.7. **Destination Country.** The country or countries to which the items are sent under this Agreement. Items sent under this Agreement may not be addressed to a destination country included in Country Groups E-1 or E-2 under Supplement No. 1 to Title 15, Code of Federal Regulations.

1.1.8. **Digital Service.** [Blurred text]

1.1.9. **Effective Date.** The later of the two dates on which the Agreement is signed by the Parties, or the date on which it is signed, if both Parties sign on the same date.

1.1.10. **Implementation Date.** The start of the one-year term of the contract as determined by the later of the date agreed upon by the Parties after which all Conditions Precedent have been satisfied and the Effective Date.

1.1.11. **Item or Items.** [Blurred text]

1.1.12. **Market Test.** The cross-border delivery services involving the provision of proprietary software, acceptance of items by the Postal Service, delivery to a G2M facility, security screening, export processing, transportation to the Destination Country of the items, customs clearance in the Destination Country, and delivery to the Consignee in the Destination Country, as approved by the Postal Regulatory Commission.
("PRC") in Order No. 3319 in Docket No. MT2016-1, and each and every activity related to such services.

1.2 Postage Payment:

1.2.1

1.2.2 Shipping Items from the GeM Facility to the Consignee. All rates for processing, transportation, and delivery of items from the GeM facility to the Consignee are established by the Postal Service and are subject to change, through the exercise of the Postal Service's sole and absolute discretion, during the term of this agreement. Current rates are included in Appendix B of this Agreement.

1.2.3

1.2.4 Payment. For each Item, the Consignor may be charged applicable cross-border transaction fees

2. Customer Responsibilities

2.1

2.2
2.3

2.4

2.5 Authorize, by execution of this Agreement, the Postal Service or its agents to open and inspect all Items sent to the GeM facility for processing.

2.6 Assign to the Postal Service or its agent the exclusive right to determine compliance with Postal Service mailing rules and regulations, and to determine the compliance of any items mailed to the GeM facility.

2.7 Treat as confidential and not disclose to third parties, absent express written consent by the Postal Service, any information related to this Agreement that is treated as non-public by the PRC.

2.8 Notify the Postal Service, via e-mail to globaltrade@usps.gov and internationalmail@usps.gov, of all criminal, civil, or administrative investigations, prosecutions, or proceedings relating to violations or potential violations of export control, customs, fraud, data, or mailability laws concerning transactions involving the Customer, any of its subsidiaries or affiliates, or any of its directors, officers, employees, or agents, in no case more than five (5) business days after discovery.
3. **Postal Service Responsibilities**

3.1. at its discretion, open and inspect Items at GeM facility; verify content and proper packaging; perform customs compliance activities; prepare proper documentation for international transportation and Destination Country import processing; and assign to international transportation provider for carriage.

3.1.3. Return to the Customer any merchandise not eligible to be sent under the terms of this Agreement. Any such determination is exclusively provided to the Postal Service.

3.1.4. at its discretion, open and inspect Items at GeM facility; verify content and proper packaging; perform customs compliance activities; prepare proper documentation for international transportation and Destination Country import processing; and assign to international transportation provider for carriage.

3.1.5. at its discretion, open and inspect Items at GeM facility; verify content and proper packaging; perform customs compliance activities; prepare proper documentation for international transportation and Destination Country import processing; and assign to international transportation provider for carriage.

3.1.5.1. at its discretion, open and inspect Items at GeM facility; verify content and proper packaging; perform customs compliance activities; prepare proper documentation for international transportation and Destination Country import processing; and assign to international transportation provider for carriage.

3.1.5.2. at its discretion, open and inspect Items at GeM facility; verify content and proper packaging; perform customs compliance activities; prepare proper documentation for international transportation and Destination Country import processing; and assign to international transportation provider for carriage.
4. **Items as Mail and Related Matters.**

4.1 

4.2 The Items will be processed for delivery in a secure manner by a contracted service provider procured by the Postal Service to complete any of its obligations set forth under section 3 above.

4.3 

4.4 

4.5 

5. **Adjustments and/or Amendments.**

5.1 Any changes or supplements to this Agreement must be in writing and signed by authorized representatives of both Parties.

6. 
7. **Term, Termination and Sovereign Acts.**

7.1 **Term.** The term of the Agreement shall begin when all Conditions Precedent have been met on a date mutually agreed by the Parties, but not before the Effective Date of the Agreement. The terms of this Agreement shall expire one year from the Implementation Date.

7.2 **Termination.** Either Party may terminate this Agreement, without fault or liability, at any time upon 60 calendar days’ written notice during the duration of the Agreement, unless earlier termination is required by law, valid order or regulation. A material breach, notified and not cured within 10 days of receipt of such notice, shall cause immediate termination of the Agreement's obligations with respect to any transactions after the last date of the period to cure. Such termination shall not affect the survival of certain terms and conditions as set forth in Article 15.6, nor shall it affect the Parties' obligations to complete performance of their responsibilities related to all pre-termination transactions under this Agreement.

7.3 **Modification of the Agreement.**

7.3.1 Any modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement shall be binding only if placed in writing and signed by each Party.

7.3.2 Modifications may be contingent upon any and all necessary approvals by the Postal Service management's executive committee, the Board of Governors of the Postal Service, the Governors of the Postal Service, the PRC, and/or any other governmental body with oversight responsibility for the Postal Service.

7.3.3 If such approvals are required, the modifications will not become effective until such time as all necessary approvals are obtained.

7.3.4 The Postal Service will notify the Customer of the date the modification becomes effective within thirty (30) days after receiving the approval of the entities that have oversight responsibility for the Postal Service.

7.3.5 The Postal Service shall have no obligation to notify the Customer of the status of the approval process or of potential fulfillment of the approval process.

7.4 **Sovereign Acts.** The Postal Service and the Customer acknowledge and agree that this Agreement is subject to any legislation that might be enacted by the Congress of the United States or any orders or regulations that might be promulgated by any agency, branch, or independent establishment of the United States Government; this includes the orders or regulations of the PRC. The Postal Service and the Customer further acknowledge and agree that this Agreement in no way waives the Postal Service's authority to act in its sovereign capacity and that, pursuant to the sovereign acts doctrine, the Postal Service shall not be held liable for any acts performed in its sovereign capacity, or for any
acts performed by any branch, agency, or independent establishment of the United States in their sovereign capacities that may directly or indirectly affect the terms of this Agreement. In the event that either Party is required by legislation enacted by the Congress of the United States or any orders or regulations that might be promulgated by any branch, agency, or independent establishment of the United States Government to terminate this Agreement, or otherwise as a result of such action is unable to perform its obligations under this Agreement, either Party may give notice of termination pursuant to Article 12 of this Agreement, which termination shall be effective immediately or on the effective date of such requirement, whichever is later. The Parties agree that in the event that this Agreement is terminated as set forth above, or in the event that either Party is enjoined from proceeding with this Agreement by any court or oversight body of competent jurisdiction, such Party shall not be subject to any liability by reason of such termination or injunction. Further, the Postal Service will evaluate the impact on the Agreement of amendments to statutes affecting its ability to perform under this Agreement and may give notice of termination pursuant to Article 12 of this Agreement based upon such amendments, which termination shall be effective immediately or as determined by the Postal Service. To the extent of termination on this basis, the Postal Service shall not be subject to any liability by reason of such termination.

7.5 Conditions Precedent.

7.5.1 The Parties acknowledge and understand that all obligations of the Postal Service under this Agreement, including the prices listed in Appendix B, shall be contingent on the Postal Service receiving approvals hereinafter ("Conditions Precedent") from one or more internal and external bodies that have oversight responsibilities. Conditions Precedent may include, but are not limited to: approvals or, if applicable, non-objection, from responsible Postal Service management officials, the Postal Service Board of Governors, the Postal Service Governors, the PRC, and/or any other governmental body with oversight responsibility for the Postal Service. The Parties acknowledge that the Agreement may not be approved by such individuals or bodies. Until such time that all Conditions Precedent are fulfilled that are necessary to allow the Postal Service to provide the products or services contemplated under the Agreement, no obligation shall exist for the Postal Service and no benefit shall inure to either Party.

7.5.2 In the event that the Conditions Precedent are not fulfilled, the Postal Service shall have no liability, which shall include no obligation to pay costs associated with any action taken by the Customer prior to the Effective Date of the Agreement. Further, in the event of termination of the Agreement or the failure of any Condition Precedent, the Postal Service shall not be held liable for any damages including, without limitation, actual; special; indirect; incidental; punitive; consequential; or any other damages, which shall include but not be limited to damages for loss of business profits; business interruption; any other loss; and/or costs incurred by either Party attributable to such non-approval such as attorney's fees.

8. Market Test Review.

Data Sharing. To evaluate the results of the Market Test, the Customer and the Postal Service agree to collect and share data regarding indicators relevant to their individual or joint evaluation of the test’s success. The specific data to be
shared shall be determined by the Parties in a separately documented plan ("the Data Collection Plan"), which may be modified to achieve the goals of both Parties throughout the Market Test period. During the Term of the Market Test, the use of these data is limited to those individuals involved in designing, executing, or evaluating the Market Test. The information shared in the Data Collection Plan shall be presumed to be Confidential Information as that term is used in the non-disclosure agreement referenced in paragraph 11 and subject to the terms of that agreement. During the Market Test, the Postal Service may disclose or use any information shared under the Data Collection Plan for the purpose of its regulatory filing requirements with the PRC.

9. **Indemnification.**

The Customer will indemnify and hold the Postal Service harmless from each and every claim, damage, cost, expense, or other loss related to this Agreement that is alleged by a third party. The Customer will indemnify the Postal Service for, and hold it harmless from, any loss, claim, damage, or liability suffered by the Postal Service arising out of any claim asserted against the Postal Service by any third party that arises out of or relates to (i) the failure by the Customer to perform its obligations under this Agreement or breach by the Customer of its representations or warranties under this Agreement, including without limitation the representations and warranties found in paragraph 13, below; (ii) the infringement by the Customer of any third party's intellectual property, tangible and/or intangible, or proprietary rights by property appearing on or in any material way related to the operations test, and (iii) any violation of a third party's rights by the Customer arising out of this Agreement. The Customer will reimburse the Postal Service for all reasonable expenses (including, without limitation, attorneys' fees) incurred in conjunction with the investigation or defense of such claims, whether or not the Postal Service is named in such proceeding, provided that the Postal Service notifies the Customer promptly in writing of a claim. The Postal Service shall reasonably cooperate (at the Customer's expense) in the collection of information necessary to defend or settle any such claim. The Postal Service shall not settle, or make any admission of liability in connection with, any pending or threatened claim or proceeding as to which indemnification is sought under this Section without the written consent of the Customer, which written consent shall not be unreasonably withheld. Nothing herein will affect the authority of the Attorney General or the U.S. Department of Justice.

10. **Limitation of Liability.**

10.1 Under no circumstances will either Party be liable to the other for special or consequential damages that result from the Customer's participation in this Agreement or from any matter arising out of this Market Test. Nor will either Party be liable to the other for any expenses incurred to satisfy the Conditions Precedent, even if the Market Test fails to proceed. The Postal Service will not be liable for fines and penalties for the Customer's or Consignor's failure to comply with any export laws, rules, or regulations, and the Postal Service will not be liable for any act or omission by any person not employed or contracted by the Postal Service, including the Customer, the Consignor or the Consignee.

10.2 The Postal Service, as well as its agents, suppliers, and vendors, shall not be liable to the Customer for any damages of any type, including but not limited to, any lost profits (both actual and anticipated) or other incidental or consequential damages arising out of any action by the Postal Service. The Postal Service is
further not liable for any loss due to the use of, programming related to, or inability to use the Postal Service or other vendors’ or suppliers’ software.

11. **Power of Attorney**

11.1 At its option, the Postal Service may submit customs and other shipment-related documentation in the name of the Customer to domestic or foreign customs, postal, or aviation authorities and/or Postal Service agents or suppliers on behalf of the Customer. The Customer hereby authorizes Postal Service to act for and on its behalf as a true and lawful agent and attorney of the Customer for and in the name, place, and stead of the Customer to:

11.2 This power of attorney remains in full force and effect throughout the duration of the Customer Agreement. The Customer hereby accepts responsibility for all representations made on its behalf by the Postal Service or its agents or suppliers in any connection with any of the Customer’s shipments to domestic or foreign customs, postal, or aviation authorities and/or Postal Service agents or suppliers made on behalf of the Customer. The Customer hereby certifies that all statements and information contained in any documentation provided to the Postal Service relating to any of its shipments are complete, comprehensive, and correct. Furthermore, the Customer understands that civil and criminal penalties may be imposed for making false or fraudulent statements or for the violation of any United States laws or regulations on exportation.

12. **Confidential Information.**

12.1 The Customer acknowledges that as part of securing approval of this Agreement, and in other subsequent regulatory filings, the Agreement and supporting documentation will be filed with the PRC in a docketed proceeding. The Customer authorizes the Postal Service to determine the scope of information that must be made publicly available in any PRC docketed proceeding. The Customer further understands that any unredacted portion of the Agreement or supporting information will be available on the PRC’s public website, www.prc.gov. In addition, the Postal Service may be required to file information in connection with this Agreement (including revenue, cost, or volume data) in other PRC dockets, including the PRC docket number for the Annual Compliance Report (ACR) for the Postal Service fiscal year(s) in which this Agreement is in effect. Each ACR docket has a distinct docket number, such as ACR201#, in which “201#” signifies the Postal Service fiscal year to which the ACR pertains. The Customer has the right, in accordance with the PRC’s rules, to address its confidentiality concerns directly with the PRC. The procedure for making an application to the PRC for non-public treatment of materials believed to be protected from disclosure is found in part 3007 of Title 39, Code of Federal Regulations. At the request of the Customer, the Postal Service will notify the Customer of the docket number of the PRC proceeding to establish the prices in this agreement once assigned.
12.2 The Customer’s participation in this Market Test is considered to be confidential information and as such shall not be disclosed outside the Customer’s business to any third parties without the express written consent of the Postal Service.

13. **Notices.**

13.1 All notices shall be in writing and shall be deemed to be delivered when received by the respective Party at the address set forth below. All notices shall be delivered electronically via email and via Priority Mail Express delivery to the Parties.

For the Postal Service:

Franca Davis,  
Exec Director, International Strategy & Business Development  
475 L’Enfant Plaza SW  
Washington, DC  20260  
Email: franca.s.davis@usps.gov

For the Customer:

Email: ____________________________

14. **Warranties.**

14.1 **Customer:** The Customer represents and warrants all of the following:

14.1.1 The Customer is a company duly organized, validly existing and in good standing under the laws of the state and/or country of its principal office, with full power and authority to execute and deliver this Agreement and to perform its obligations, and maintains its principal executive office at the address set forth herein. The execution, delivery and performance of this Agreement have been duly authorized by all necessary actions of the Customer.

14.1.2 The Customer shall comply with and act in accordance with: (A) any and all applicable laws and other legal obligations applicable to this Agreement; (B) conventions and treaties to which the United States or any legal subdivision thereof is a party (individually and collectively “Law” or “Laws”); and (C) the requirements of this Agreement.

14.1.3 The making of this Agreement by the Customer does not violate any agreement, right or obligation between the Customer and any other person, entity, firm or corporation; and neither the Customer’s execution and delivery of this Agreement nor the Customer’s performance of any or all of the terms, obligations and services herein shall breach, be in conflict with or constitute a default under any agreement or commitment to which the Customer is a party, or violate any law or regulation applicable to the Customer.
14.1.4 Unless otherwise approved by the Postal Service (such approval not to be unreasonably withheld), the Customer shall not disclaim any warranty whether contained herein or arising by operation of law, and any attempted disclaimer shall be deemed null and void.

14.1.5 Each Item complies with all requirements for merchantability applicable to the transactions involving such Item.

14.1.6 To the best of the Customer's knowledge, there is no pending or threatened litigation, which may affect the legality, validity or enforceability of this Agreement or any of the transactions contemplated herein or the Customer's ability to fully perform its obligations herein.

14.1.7 The Customer shall not misuse or take any action or conduct its operations in such manner as to bring public ridicule, contempt, censure or disparagement upon the Postal Service.

14.1.8 The Customer is not subject to, and is not related to an entity that is subject to, a temporary or other denial of export privileges by the Bureau of Industry and Security ("BIS") and that the Customer is not listed on Specially Designated Nationals List of the Office of Foreign Assets Control ("OFAC"), OFAC's Foreign Sanctions Evaders List, BIS's Denied Persons List, or BIS's Entity List, or subject to active sanctions by the U.S. Department of State pursuant to Executive Order No. 13382, and that the Customer is not in arrears for any amount due to the USPS.

14.1.9 The Customer is not aware of any pending investigation that would be subject to the notice obligation under Article 7, Paragraph 11.

14.1.10 There has been no criminal, civil, or administration enforcement action in the past 5 years against the Customer, any of its subsidiaries or affiliates, or any of its directors, officers, employees, or agents.

14.1.11 None of the representations or warranties made by the Customer in this Agreement as of the Effective Date contains any untrue statement of a material fact or omits any material fact necessary to make such statements accurate in light of the circumstances under which they were made.

14.2 The Postal Service: The Postal Service represents and warrants all of the following:

14.2.1 It owns or controls the rights granted herein and possesses full power and authority to execute and deliver this Agreement and to perform its obligations.

14.2.2 It is an independent establishment of the executive branch of the United States government duly organized, with full power and authority to execute and deliver this Agreement and to perform its obligations, and maintains its principal executive office at the address set forth above. The execution, delivery and performance of this Agreement have been duly authorized by all necessary actions of the Postal Service.

14.2.3 The making of this Agreement by the Postal Service does not violate any agreement to which the Postal Service is a party, or violate any law applicable to the Postal Service.
14.2.4 The Postal Service does not make any warranties or representations as to the popularity, success or continuation, or marketing and advertising budget of the Market Test and makes no warranty or representation as to the net sales or profits the Customer shall derive under this Agreement.

14.2.5 To the best of the Postal Service’s knowledge, there is no pending or threatened litigation, which may affect the legality, validity or enforceability of this Agreement or the Postal Service’s ability to fully perform its obligations herein.

15. **General.**

15.1 **Independent Contractors.** The Parties and their respective personnel are and shall be independent contractors and are not partners, joint venturers or agents of one another.

15.2 **Assignment.** This Agreement shall be binding upon the Parties’ respective successors and permitted assigns. No Party may assign its rights, duties or obligations under this Agreement to any person or entity, in whole or in part, without the prior written permission of the other Party.

15.3 **Waiver.** No waiver of any provision hereof or of any right or remedy hereunder shall be effective unless in writing and signed by the Parties against whom such waiver is sought to be enforced. No delay in exercising, no course of dealing with respect to, or no partial exercise of any right or remedy hereunder shall constitute a waiver of any other right or remedy, or future exercise thereof.

15.4 **Severability.** If any provision of this Agreement is determined to be invalid under any applicable statute or rule of law, it is to that extent to be deemed omitted, and the balance of the Agreement shall remain enforceable.

15.5 **Governing Law.** This Agreement shall be governed in all respects by the federal laws of the United States.

15.6 **Survival.** The definitions of this Agreement and the respective rights and obligations of the Parties relating to confidentiality, non-disclosure, limitation of liability, indemnification, governing law and contractual construction shall survive any termination or expiration of this Agreement. Moreover, the obligations of the Parties with respect to confidentiality will expire ten (10) years from the date of termination or expiration of this Agreement.

15.7 **Force Majeure.** If the performance of any part of this Agreement by any Party is prevented, hindered, delayed or otherwise made impracticable by reason of any flood, riot, fire, terrorism, war, disruption of the postal system, labor dispute, judicial or governmental action, natural disaster or any other substantially similar causes beyond the control of the Party, that Party shall be excused from such; provided that the Party gives the other Party written notice thereof within five (5) business days of any such event or occurrence and exercises its best efforts to resume performance or cure as soon as possible.

15.8 **Breach.** The failure of either Party to perform its material obligations under this Agreement constitutes a basis for Termination under Section 7.2 of this Agreement. Failure of either Party or both of them to fulfill the Conditions Precedent shall not constitute a breach of the Agreement and shall not result in any liability.
15.9 **Counterparts.** This Agreement may be executed in counterparts, each of which so executed will be deemed to be an original, and such counterparts together will constitute one and the same agreement.

15.10 **Headings.** The Section and paragraph headings are provided for the convenience of the parties only and shall not be construed to limit or vary the terms of the Agreement in any way. Inadvertent errors in numerical references to the paragraph numbers shall be corrected according to their clear meaning.

15.11 **Third Party Beneficiary.** Each party intends that this Agreement shall not benefit, or create any right or cause of action in or on behalf of, any person or entity other than the Postal Service and the Customer.

15.12 **Entire Agreement.** This Agreement, including the appendixes, represents the entire agreement between the Postal Service and the Customer regarding the Market Test and may be amended only by mutual written consent of the Parties’ authorized representatives.

16. **Dispute Resolution Mechanism.**

In the event of a dispute between the Customer and the Postal Service which does not rise to the level of a material breach of the agreement and involves any matter with respect to this Agreement which cannot be resolved informally, upon the written request of one Party to the other, each Party will designate an appropriate representative to undertake the review and resolution of the dispute. The representatives shall promptly, in good faith, and with all due diligence negotiate to resolve the dispute within thirty (30) calendar days. If either or both of the representatives conclude that they are unable to agree on an appropriate resolution of the dispute within such thirty (30) day period, they shall escalate the dispute to the next highest level of management for review and resolution. If necessary, this process shall be repeated to the chief executive officer for the Customer and the Chief Marketing and Sales Officer for the Postal Service. Termination under the terms of paragraph 7.2 shall not extinguish a dispute raised prior to the date of the notice of termination or the obligation to participate in the resolution of the dispute, if it is not entirely mooted by the termination.

17. **Consent to Jurisdiction.**

With respect to any suit, action or other proceedings relating to the Agreement that are not subject to the Dispute Resolution Mechanism set forth above (collectively “Proceedings”), the Postal Service and the Customer each irrevocably (i) submit to the exclusive personal jurisdiction of the United States District Court for the District of Columbia and (ii) waive any objection that it may have at any time to the laying of venue of any Proceedings brought in such court, waive any claim that such Proceedings have been brought in an inconvenient forum and further waive the right to object, with respect to such Proceedings, that such court does not have personal jurisdiction over such party.

18. **Record Keeping and Audit.**

Customer shall prepare and maintain complete and accurate records, in accordance with good industry practice, to verify and document compliance with its obligations under this Agreement and substantiate any and all transactions related to this Agreement, in furtherance of the audit requirement.
under § 3654 of Title 39, United States Code, as well as compliance with export control laws. Customer will retain all such records in the ordinary course of its business for a period of at least five (5) years after expiration or termination of this Agreement. Customer shall respond to quarterly and/or yearly transaction confirmations related to Postal Service transactions that are received from the Postal Service or its designated auditor; and provide such other assistance as required by the Postal Service or its designated auditors in connection with Customer’s performance under this Agreement.

19. **Execution.**

Each Party represents that it has caused this Agreement to be executed on its behalf as of the date written below by a representative empowered to bind that Party with respect to the undertakings and obligations contained herein.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the date this agreement is signed.

[CUSTOMER’S] REAL NAME    UNITED STATES POSTAL SERVICE

By: _______________________________     By:_______________________________
Printed Name: ______________________  Printed Name:  _____________________
Title: _____________________________ Title:  _____________________________
Date:  _____________________________    Date:  ____________________________
Appendix A

Return Policy
Appendix B

Rates