Postal Rate Commission
Submitted 6/9/2006 12:54:02 pm
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LEGAL POLICY & RATEMAKING LAW SECTION
LAW DEPARTMENT

UNITED STATES
POSTAL SERVICE

June 9, 2006

Hon. Steven W. Williams, Secretary
Postal Rate Commission
901 New York Avenue, NW
Suite 200
Washington, DC 20268-0001

RE: Docket No. MC2005-1

Dear Mr. Williams:

In accordance with the Commission's Opinion and Recommended Decision Approving Stipulation and Agreement for Experimental Premium Forwarding Service, Docket No. MC2005-1, enclosed is the Postal Service's First Semiannual Data Report, covering the time period August 7, 2005, to March 31, 2005.

Sincerely,

Kenneth N. Hollies
Attorney

Enclosure

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-1137
202-268-3089
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Premium Forwarding Service (PFS) Experiment
First Semi-annual Data Collection Report
August 7, 2005 – March 31, 2006
Docket No. MC2005-1

The major purposes of the data collection plan for PFS are to determine zone and weight of weekly PFS Priority Mail shipments, and to inform decisions by Postal Service management regarding the future of PFS. While the Postal Service preference is to rely upon existing data systems for information, a special study is being performed that will improve the quality of information available for later Data Collection Reports.

1. Number of PFS Customers: During the reporting period, 58,541 customers signed up for PFS service.

2. Number of Weekly PFS Reshipments (number using flat-rate envelopes reported separately): Since the anticipated shipments are paid for at the time of application, there is no precise count of the number of actual shipments that occurred during the reporting period. However, the revenue generated by the per-week charge during the reporting period, after backing out refunds, implies purchase of 383,000 weeks of service. Since the service period for some customers extends beyond the reporting period, this estimate is high by an unknown amount. No information on the number of flat-rate envelopes is now available, but the data collection underway should provide additional information.

3. Revenue: PFS revenue collected during the reporting period was $4,510,706.

4. Zone and Weight of PFS Reshipments: The volume of PFS reshipments is insufficient to generate useful estimates from existing data systems; accordingly a special study is being undertaken. Limited information is available from an early analysis of applications. It shows the following zone distribution:

Up to Zone 2	5.5%
Zone 3	3.9%
Zone 4	8.1%
Zone 5	33.8%
Zone 6	31.9%
Zone 7	10.1%
Zone 8	5.6%

5. Qualitative Summary of Major Issues: No major issues have surfaced. Some former Snowbird customers were understandably unhappy that previous informal forwarding arrangements were replaced with the more expensive Premium Forwarding Service. Concerns about timely delivery of weekly shipments, the inclusion of Standard Mail in the shipment, the inability to apply from a remote location, and the inability to change the destination address during the service period were expressed. The data collection currently underway also seeks specific input from postal personnel regarding customer and provider concerns.

Postal Regulatory Commission
Submitted 3/12/2007 2:28:21 pm
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Accepted 3/12/2007

LEGAL POLICY & RATEMAKING LAW SECTION
LAW DEPARTMENT

UNITED STATES
POSTAL SERVICE

March 12, 2007

Hon. Steven W. Williams, Secretary
Postal Regulatory Commission
901 New York Avenue, NW
Suite 200
Washington, DC 20268-0001

RE: Docket No. MC2005-1

Dear Mr. Williams:

In accordance with the Commission's Opinion and Recommended Decision Approving Stipulation and Agreement for Experimental Premium Forwarding Service (Opinion), Docket No. MC2005-1, enclosed is the Postal Service's Second Data Report, covering the time period April 1, 2006, to December 31, 2006. This report is sufficiently late that an extra quarter of results are available and provided (separately).

In accordance with the Data Collection Plan, Attachment C to the Opinion, this report also includes the table used to inform customers about the potential need for paying additional postage due charges; a copy is appended to this report. Also in accordance with the Data Collection Plan, electronic versions of materials used to communicate with customers about Premium Forwarding Service are appended to the electronic version of the report.

Sincerely,

Kenneth N. Hollies
Attorney
khollies@USPS.gov

Enclosure

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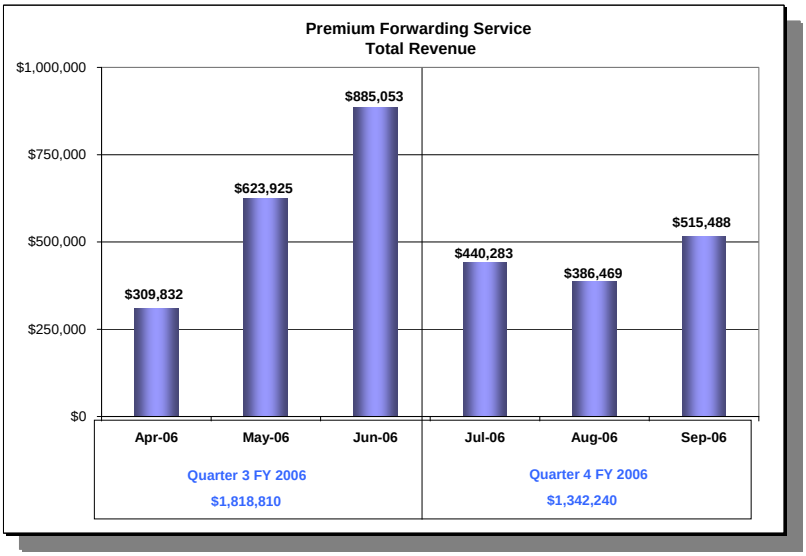
Premium Forwarding Service (PFS) Experiment
Second Data Collection Report
April 1, 2006 – September 31, 2006 (Q3-Q4 FY 2006)
Docket No. MC2005-1

The major purposes of the PFS data collection plan are to determine zone and weight characteristics of weekly PFS Priority Mail shipments, and to inform decisions by Postal Service management regarding the future of PFS. This includes the collection of both quantitative and qualitative information. This second semi-annual data collection report is submitted in fulfillment of the obligations of that plan.

1. Number of PFS Applications. During the reporting period, 46,959 applications were submitted and paid for by PFS customers.

2. Number of PFS Reshipments. Since anticipated shipments are paid for at the time of application, there is no precise count of the number of actual shipments that occurred during the reporting period. However, the revenue generated by the per-week charge, after backing out refunds, implies purchases of 258,794 reshipment service weeks during the reporting period. That comes to an average of 258,794/46,959 = 5.5 shipments per application.

3. Revenue. Total PFS revenue less refunds during the reporting period was $3,161,050. The distribution by month was as follows:



4. Weight and Zone Characteristics of PFS Reshipments. Average weight per PFS shipment from the ODIS-RPW data system was 5.73 pounds in FY 2006 Q3 and 4.89 pounds in FY 2006 Q4.

A distribution by pound increment is not available for these quarters specifically, but it is available for FY 2006 in its entirety, which averaged to 5.30 pounds:

Weight Increment	Weight Distribution
One Pound	5.0%
Two Pounds	10.2%
Three Pounds	10.6%
Four Pounds	11.3%
Five Pounds	11.3%
Six Pounds	18.3%
Seven Pounds	11.5%
Eight Pounds	9.6%
Nine Pounds	4.4%
Ten Pounds	1.8%
Eleven Pounds	2.3%
Twelve Pounds	1.4%
Thirteen+ Pounds	2.3%

A distribution of PFS volume (shipments) by zone for FY 2006 was estimated by recording information from over 15,600 sampled application forms. The result:

Zone	Volume Distribution
Zone 1	6.1%
Zone 2	4.6%
Zone 3	5.4%
Zone 4	10.5%
Zone 5	28.9%
Zone 6	28.9%
Zone 7	7.7%
Zone 8	7.9%

5. Qualitative Summary of Major Issues. No major issues have surfaced. Some former Snowbird customers were understandably unhappy that previous informal forwarding arrangements were replaced with the more expensive Premium Forwarding Service. Concerns about timely delivery of weekly shipments, the inclusion of Standard Mail in the shipment, the inability to apply from a remote location, and the inability to

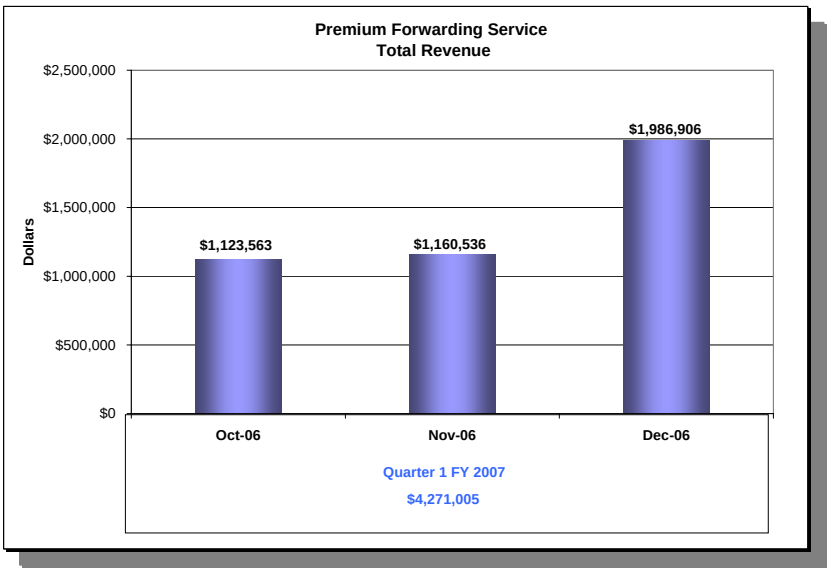
change the destination address during the service period were expressed. Some customers want the option of additional or fewer shipments per week, while others want to send PFS shipments to international addresses.

Premium Forwarding Service (PFS) Experiment
Second Data Collection Report
October 1, 2006 – December 31, 2006 (Q1 FY 2007)
Docket No. MC2005-1

1. Number of PFS Applications. During Q1 FY 2007, 45,910 applications were submitted and paid for by customers.

2. Number of PFS Reshipments. Since anticipated shipments are paid for at the time of application, there is no precise count of the number of actual shipments that occurred during the reporting period. However, the revenue generated by the per-week charge, after backing out refunds, implies purchases of 366,529 weeks of reshipment service. during Q1 FY 2007. That comes to approximately 366,529/45,910 = 8.0 shipments per application.

3. Revenue. Total PFS revenue less refunds during Q1 FY 2007 was $4,271,005. The distribution by month was as follows:



4. Weight and Zone Characteristics of PFS Reshipments. Average weight per PFS shipment from the ODIS-RPW data system was 6.46 pounds during Q1 FY 2007. A distribution of PFS volume (shipments) by zone is not available for FY 2007 Q1 specifically, but such a distribution was estimated for FY 2006 and is reproduced above on page 2.

5. Qualitative Summary of Major Issues. A summary of issues appears above in connection with Q3 and Q4 of FY 2006.

Answer

Premium Forwarding Service - Disposition of mail (chart)

Answer

USPS® Premium Forwarding Service (PFS)
Disposition of Mail Chart

This chart identifies what mail could incur additional postage charges.

Shape	**Standard Mail** (With Delivery Confirmation™ or other extra svc requiring scan or signature)	**Standard Mail** (Without Delivery Confirmation™) (bulletins, small parcels, Direct Advertising Mail)	**Package Services** (With extra svc requiring scan or signature)	**Package Services** (Without Delivery Confirmation™ or other extra svc--Parcel Post®, merchandise, books, recordings)
Letters and Flats	N/A	Included	Postage Due	Postage Due
Parcel (small)	Postage Due	May be included	Postage Due	Postage Due
Parcel (too large for PFS pkg)	Postage Due	Postage Due	Postage Due	Postage Due

Legend:

- N/A - Not applicable, Delivery Confirmation™ is not available on Standard Mail letters and flats.
- Included - Included in weekly PFS shipment at no additional cost.
- May be included - Included in weekly PFS shipment only if it fits after all the letters and flats (magazines and large envelopes) are included. If item does not fit, it will be sent separately incurring postage due charges at the applicable Parcel Post® rate.
- Postage Due - Not included in weekly PFS shipment. These items are sent separately incurring postage due charges at the applicable Package Services rate.

Note: To avoid incurring postage due charges, customers are encouraged to have Standard Mail parcels and Package Services Mail sent directly to your temporary address.

< Close Print >

Postal Regulatory Commission
Submitted 6/13/2007 10:00:56 am
Filing ID: 56814
Accepted 6/13/2007

LEGAL POLICY & RATEMAKING LAW SECTION
LAW DEPARTMENT

UNITED STATES
POSTAL SERVICE

June 13, 2007

Hon. Steven W. Williams, Secretary
Postal Regulatory Commission
901 New York Avenue, NW
Suite 200
Washington, DC 20268-0001

RE: Docket No. MC2005-1

Dear Mr. Williams:

In accordance with the Commission's Opinion and Recommended Decision Approving Stipulation and Agreement for Experimental Premium Forwarding Service (Opinion), Docket No. MC2005-1, enclosed is the Postal Service's Third Data Report, covering the time period October 2006 through March 2007.

In accordance with the last paragraph of the Data Collection Plan, Attachment C to the Opinion, this report includes a summary of results from a survey of customers regarding their satisfaction with Premium Forwarding Service.

Sincerely,

Kenneth N. Hollies
Attorney
khollies@USPS.gov

Enclosure

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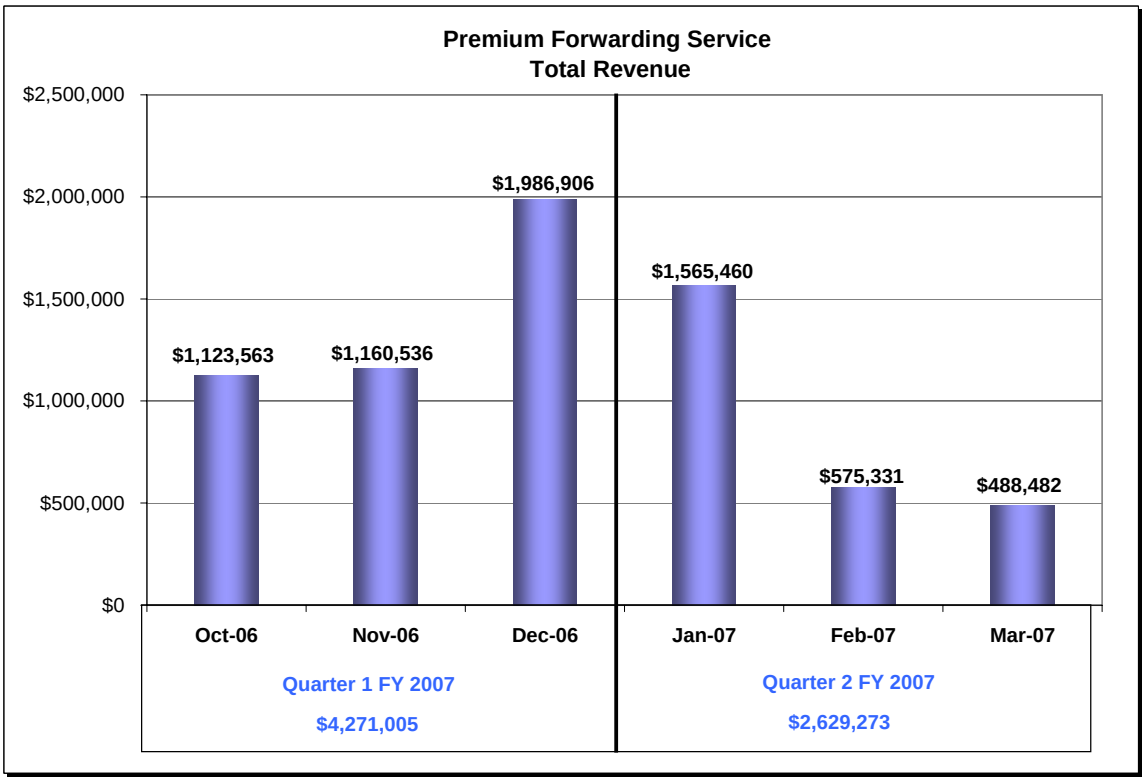
Premium Forwarding Service (PFS) Experiment
Third Semiannual Data Collection Report
October 2006 – March 2007 (Q1–Q2 FY 2007)
Docket No. MC2005-1

Introduction. The primary purposes of the PFS data collection plan are to determine zone and weight characteristics of weekly PFS Priority Mail shipments, and to inform decisions by Postal Service management regarding the future of PFS. This includes the collection of both quantitative and qualitative information. This third semi-annual data collection report is submitted in fulfillment of the obligations of that plan. While the second report contained some information regarding Quarter 1, FY 2007, the semiannual nature of required reports means that this report also includes that quarter's results.

1. Number of PFS Applications. During the reporting period, 80,951 applications were made for PFS service.

2. Number of PFS Re-shipment weeks. Since anticipated shipments are paid for at the time of application, there is no precise count of the number of actual shipments that occurred during the reporting period. However, the revenue generated by the per-week charge, after backing out refunds, implies purchases of 585,651 reshipment service weeks during the reporting period. That comes to an average of 585,651 ÷ 80,951 = 7.2 shipment weeks per application.

3. Revenue. Total PFS revenue less refunds during the reporting period was $6,900,278. This continues an observed seasonal trend but at a higher level of total net revenue. The distribution by month was as follows:



4. Weight and Zone Characteristics of PFS Re-shipments. Average weight per PFS shipment from the ODIS-RPW data system was 6.46 pounds in FY 2007 Q1 and 4.86 pounds in FY 2007 Q2.

A distribution by pound increment is not available for these quarters specifically, but it is available for FY 2006 in its entirety, which averaged to 5.30 pounds:

Weight Increment	Weight Distribution
One Pound	5.0%
Two Pounds	10.2%
Three Pounds	10.6%
Four Pounds	11.3%
Five Pounds	11.3%
Six Pounds	18.3%
Seven Pounds	11.5%
Eight Pounds	9.6%
Nine Pounds	4.4%
Ten Pounds	1.8%
Eleven Pounds	2.3%
Twelve Pounds	1.4%
Thirteen+ Pounds	2.3%

A distribution of PFS volume (shipments) by zone for FY 2006 was estimated by recording information from a random sample of accumulated application forms.

Zone	Volume Distribution
Zone 1	6.1%
Zone 2	4.6%
Zone 3	5.4%
Zone 4	10.5%
Zone 5	28.9%
Zone 6	28.9%
Zone 7	7.7%
Zone 8	7.9%

5. Qualitative Summary of Major Issues. Revenue figures as reported herein show steady growth, with seasonal and geographic patterns starting to become evident. Customer reception of PFS has been positive. The most common question coming occasionally from Postmasters is whether customers can file one PFS application for two (2) temporary addresses within consecutive time periods. (This can currently be accommodated by filing two separate applications at the customer's primary address Post Office, one for each temporary address.)

USPS Program Management has recently received results from a survey administered through the Postal Service's Office of the Consumer Advocate. The purpose of the survey was to focus future research efforts, and it was based on a sampling of customers who provided an email address on their PFS applications. Qualitative results are summarized below.

Of 1,007 surveys distributed on February 5, 2007, a total of 205 were returned by March 6, 2007, when the survey was closed.

Two-thirds of respondents report that they are "Very satisfied" with PFS service, with a large percentage indicating they have used it more than once. Some people filed applications for different time periods. Some claims of repeat PFS usage may actually reflect previous use of informal "Snowbird" arrangements, especially with those reporting they have used PFS "more than six (6) times." (However, separate anecdotal field reports indicate that some customers have multiple homes and use PFS repeatedly throughout the year as they move from home to home.)

Two-thirds of survey respondents said they were "Very likely" to recommend PFS to someone else, and over two-thirds said they were "Very likely" to use PFS again themselves.

In response to an open-ended question on how USPS could improve the enrollment process, not surprisingly – given that those with email addresses were surveyed – many wanted the option of signing up on-line. (This option is being explored at USPS.)

In response to the question, "Was the Premium Forwarding Service you requested provided in accordance with the service description you received?" over 90% said "All of the Time."

Less than ten percent of respondents report the need to pay additional postage for reshipment during their time of enrollment. However, a few customers do suggest the need for a clearer explanation of the potential need to pay additional postage for reshipment.

Feedback solicited from a field support committee echoes customer feedback, except for the absence of any indication of problems relating to postage due items.

DANIEL J. FOUCHEAUX
CHIEF COUNSEL
LEGAL POLICY & RATEMAKING LAW

UNITED STATES
POSTAL SERVICE

RECEIVED

2005 SEP 16 P 4: 19

POSTAL RATE COMMISSION
OFFICE OF SECRETARY

September 16, 2005

Honorable Steven W. Williams, Secretary
Postal Rate Commission
901 New York Avenue, N.W.
Suite 200
Washington, D.C. 20268-0001

Dear Mr. Williams:

On April 15, 2005, the Commission issued its Opinion and Recommended Decision in Docket No. MC2005-1 recommending that the Governors accept the Postal Service's proposed Premium Forwarding Service (PFS) experiment.[1] On May 10, 2005, the Governors accepted that recommendation, and the Board of Governors established August 7, 2005, as the experiment's implementation date.[2] As implementation materials were developed, the Postal Service determined that certain modifications to the experiment were necessary due to aviation security and international customs issues that had not been foreseen and addressed in the Postal Service's proposal or during Docket No. MC2005-1. These modifications, which are detailed below, were communicated to the field on August 26, 2005, and were published in yesterday's Postal Bulletin. This letter is intended to give notice of these modifications to the Commission and the participants in Docket No. MC2005-1, and to explain why they are necessary.

These developments do not affect the fundamental characteristics of the PFS experiment or require revision of the DMCS language that was recommended by the Commission and approved by the Governors. Nevertheless, they reflect operational and policy constraints that were not addressed on the record in Docket No. MC2005-1, and that have necessarily altered the Postal Service's expectations for certain elements of the experiment in ways that are not entirely consistent with the information provided during that case. While it would have been preferable to have identified the need for these modifications prior to the conclusion of Docket No. MC2005-1, the Postal Service believes that the modifications do not alter the status

[1] *See* Docket No. MC2005-1, Opinion and Recommended Decision.
[2] *See* Docket No. MC2005-1, Notice of the United States Postal Service Regarding Decision of the Governors.

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of the experiment as recommended by the Commission and approved by the Governors. The modifications are described below.

First, PFS will not be available to APOs, FPOs, or U.S. territories or possessions that require a Customs Declaration.[3] Any mailpiece that weighs 16 ounces or more and is destined to one of those addresses must be accompanied by a Customs Declaration. Thus, if PFS were available to those addresses, the Postal Service would be required to prepare a Customs Declaration for the PFS shipment, as well as most outside shipments. Preparation of a Customs Declaration requires personal knowledge of the contents of the mailpiece, however, and because the employees providing PFS in the primary address post office would be unaware of the contents of the mail being reshipped, they would be unable to complete the Declaration. This problem would be compounded by the fact that many APOs and FPOs are located in countries that prohibit certain mail based on its content.[4] Since the Postal Service would be unaware of the contents of the PFS mail that is being reshipped and rerouted, there is a risk that the Postal Service would unknowingly ship prohibited matter to those countries. Overall, these customs issues make it impossible for the Postal Service to provide the full value of PFS to addresses that require Customs Declarations.[5]

Second, the Postal Service's aviation security (AVSEC) regulations have necessitated modifications to the treatment of Package Services pieces and Standard Mail parcels. Most significantly, the Postal Service will not reroute Standard Mail and Package Services pieces outside of the PFS shipment as Priority Mail postage due. The AVSEC regulations, which do not apply to Package Services pieces, are predicated on the fact that Package Services pieces are accepted for surface transportation. It would be inconsistent with these AVSEC regulations to upgrade those pieces to Priority Mail, either by placing them in the weekly PFS Priority Mail shipment or by individually rerouting them Priority Mail postage due. Package Services pieces, therefore, will be ineligible for placement in the weekly Priority Mail reshipment; instead, they will be immediately and individually rerouted

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[3] Addresses with a 969 ZIP Code require a Customs Declaration. These are U.S. Pacific Rim territories such as Guam, the Northern Mariana Islands, and Palau.

[4] For example, Great Britain prohibits "horror comics" from the mail, while Kuwait prohibits "printed matter containing illustrations of nude or partly nude human figures." *See* International Mail Manual, Country Conditions for Mailing.

[5] The Postal Service considered and rejected the possibility of offering a truncated form of PFS to these addresses. Such a service would be limited to the reshipment of letters to the temporary address (in such a case, the Customs Declaration could be filled out stating that the shipment contains "letters and correspondence"). PFS truncated in this way, however, would provide comparatively little value to customers at these addresses beyond that provided by forwarding or hold mail; this limitation would, furthermore, present considerable difficulties with regard to the disposition of non-letter mail. In light of the comparatively little value that PFS would provide to these customers, the Postal Service has decided to exclude these addresses from the PFS experiment. Of course, these customers can still use the no-cost alternatives to PFS.

postage due at the appropriate single-piece rate in the subclass of original entry. This will ensure that those pieces stay on surface transportation.[6]

These modifications to the treatment of Package Services pieces under PFS have been precipitated by concerns over upgrading single-piece Package Services mail to Priority Mail, and thereby potentially sending such pieces through the air. Standard Mail parcels, which are also accepted for surface transportation, are different from single-piece Package Services pieces in that they are always entered as part of bulk mailings, and are always less than 16 ounces. In light of these characteristics, the Postal Service will continue to place Standard Mail parcels into the weekly PFS shipment if they fit into the container chosen for that shipment.[7] However, if such parcels do not fit, they will no longer be rerouted postage due at Priority Mail rates; instead, consistent with the fact that Package Services parcels will now be rerouted postage due at Package Services rates, Standard Mail parcels that do not fit in the PFS shipment will also be rerouted postage due at a Package Services rate, specifically the appropriate single-piece one-pound Parcel Post rate.[8]

Third, AVSEC and hazardous materials (HAZMAT) regulations necessitate an additional restriction on the contents of the weekly Priority Mail shipment: all pieces indicating "Surface Mail Only" or with hazardous material markings (e.g., "ORM-D") will be excluded from the PFS shipment. Instead, such mailable pieces will be individually rerouted, which ensures that they receive proper handling.

As noted above, these modifications adopted in implementing the PFS experiment depart from information developed on the record in Docket No. MC2005-1. There, the Postal Service indicated that PFS would be available to, but not from, APOs and FPOs;[9] Package Services parcels would be placed into the weekly PFS shipment if they fit;[10] and Standard Mail and Package Services parcels individually rerouted outside the PFS shipment would be sent Priority Mail postage due.[11] These modifications do not, however, affect the fundamental characteristics of PFS:

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[6] Because these pieces will no longer be reshipped via Priority Mail, the primary address post office will also stop rerouting these pieces 14 days before the end date specified by the customer, and instead will hold such pieces for pick-up by customers when they return to their primary address. This policy is designed to prevent such pieces from arriving at the temporary address after the end date.

[7] This rationale would also seem to apply equally to the placement of Package Services parcels in the weekly PFS shipment if 1) they fit, 2) they were entered by a bulk mailer, and 3) they are less than 16 ounces. Making such Package Services parcels eligible for placement in the PFS shipment, however, would require additional employee time since the employee would have to determine whether the package is less than 16 ounces and whether it was sent by a bulk mailer. Standard Mail parcels, on the other hand, are by definition less than 16 ounces and entered by a bulk shipper, which means that their inclusion requires no additional employee time (the employee need only determine the parcel's mail class, which has always been a fundamental aspect of PFS since that determination governs the handling of the parcel).

[8] This reflects the absence of a single-piece Standard Mail rate.

[9] *See* Tr. 2/179. The record did not specifically address U.S. territories and possessions.

[10] *See, e.g.*, Tr. 2/280.

[11] *See id.*

substantially all of a customer's mail will be repackaged in a shipment sent via Priority Mail once a week. In addition, these modifications do not substantively alter the costing or pricing testimony presented by the Postal Service in Docket No. MC2005-1. While Package Services parcels will not be eligible for inclusion in the PFS shipment, the practical impact of this modification will be minimal considering that most Package Services parcels will be too large for the PFS shipment anyway.[12] Thus, this modification to the PFS experiment should only lead to an insignificant increase in the number of postage due parcels that a PFS customer receives.[13]

Finally, related to the fact that these modifications do not affect the fundamental characteristics of the PFS experiment, or alter the costing and pricing testimonies that underlie the experiment, the Postal Service does not believe that any alteration of DMCS section 937 is needed.[14]

Sincerely,

Daniel J. Foucheaux, Jr.

[12] As the Postal Service noted in Docket No. MC2005-1, the container chosen for the PFS shipment is based on the volume and dimensions of the letters and flats (including periodicals) received by the PFS customer during the week. *See, e.g.,* Tr. 2/245-46. As such, most Package Services parcels will be too large for the PFS shipment. *See* Tr. 2/346. This policy reflects the fact that customers typically have control over when and where parcels are sent to them, and thus have the ability to have those parcels sent directly to their temporary addresses. *See id.* This, in turn, keeps the price of the weekly shipment charge lower. *See* Tr. 2/188.

[13] In addition, the postage due charges for all Standard Mail and Package Services parcels sent outside the PFS shipment will now be lower since they will be sent at a Package Services rate rather than at a Priority Mail rate.

[14] While the Postal Service recognizes that DMCS section 937.11's reference to the Priority Mail postage due reshipment of Standard Mail and Package Services parcels is no longer reflective of PFS, that section states only that such parcels "may be rerouted postage due, primarily Priority Mail postage due," and that such treatment would be "as specified by the Postal Service."

UNITED STATES POSTAL SERVICE®

Premium Forwarding Service (PFS) Application

Instructions for completing this form are printed on the reverse of the last copy (card stock) of this form. Press firmly and legibly when completing this form; you are making 3 copies. Shaded items #18 - 21 may only be completed by Postal Service™ personnel.

PLEASE READ **BEFORE** YOU COMPLETE THIS FORM

The Terms and Conditions governing this service are printed on the reverse of Copy 2 - Customer. Please read the reverse of this form carefully. By affixing your signature in item #14 (below) you are indicating that you understand and agree to the terms of this service agreement.

Applications for this service can only be accepted and processed at the Post Office™, including any of its stations or branches, that serves your primary address.

1. Premium Forwarding Service requested for:

☐ Individual ☐ Entire Household

2. Customer Name *(Last, first, MI)*

3. Email Address *(Optional)*

4. Primary Local Address *(Number, street, suite, apt., P.O. Box, etc.)*

5. Temporary Address *(Number, street, suite, apt., P.O. Box etc.)*

4a. For Puerto Rico Only: If address is in PR, print Urbanization Name, if appropriate.

5a. For Puerto Rico Only: If address is in PR, print Urbanization Name, if appropriate.

6. City	7. State	8. ZIP+4®	9. City	10. State	11. ZIP+4

12. Primary Contact Telephone Number(s), including Area Code *(Plus extension if appropriate)*

13. Temporary Contact Telephone Number, including Area Code *(Plus extension if appropriate)*

14. Customer Signature

By signing this form, you acknowledge that you agree to the Terms and Conditions of the PFS program as printed on the reverse of Copy 2 - Customer.

Signature Application Date

15. Start Date *(MM/DD/YYYY)*

16. End Date *(MM/DD/YYYY)*

17. Upon end of PFS, indicate when you want the Post Office to resume normal mail delivery. *(Please read Instruction #17 on reverse of Copy #4 before completing this date.)*

(MM/DD/YYYY)

18. Last Shipment Date

19. Receiving Post Office™ Name and Address *(Please print or use address stamp)*

20. Type of Photo ID *(Please record type of ID — e.g., Driver's License, Passport — but do not record the number. Government-issued IDs only. Credit cards and IDs issued by private companies are not acceptable forms of photo ID.)*

21. Postal Service Employee *(Please initial, date, and verify that payment and enrollment fee are received.)*

Total amount received for PFS: $ _____

(Includes $10.00 nonrefundable enrollment fee)

Initials Date Received

22. Survey Question (optional)

Please take a moment to complete our survey below. While we appreciate you taking the time to respond to our brief questions, your response is optional.

As a future alternative to enrolling at the Post Office, would you prefer to enroll in the program using the following options?

Enroll using Internet ☐ Yes ☐ No

Enroll by telephone via a toll-free number ☐ Yes ☐ No

23. Privacy Notice:

The information you provide will be used to forward your mail to a new location. Collection is authorized by 39 U.S.C. 404. Filing this form is voluntary, but we cannot forward your mail without it. We do not disclose your information, except in the following limited circumstances: to government agencies or bodies as required to perform official duties; to mailers, only if they already possess your old address; in legal proceedings or for service of process; to law enforcement as needed for a criminal investigation; or to contractors who help fulfill the service. For more information on our privacy policies, see our privacy link on usps.com®.

Terms and Conditions

This document identifies the Terms and Conditions under which the United States Postal Service® makes this service available to you. By signing the application, you are stating that you have read and understand this document, and you agree to be bound by its terms and conditions. Applications for this service can only be accepted and processed at the Post Office, including its stations, or branches, that delivers to your primary mail address.

SERVICE DEFINITION
USPS® Premium Forwarding Service (PFS) is a personalized service for reshipping mail from a primary residential address (or P.O box with certain restrictions) to a temporary address using a Priority Mail® shipment. Some mail pieces, such as those requiring a delivery scan or signature, Express Mail® and pieces required to be sent separately as "outsides" are rerouted piece by piece.

Service Rules for Retail Signup

1. PFS is available only to and from domestic addresses, not including APOs, FPOs and other destinations requiring a Customs Declaration, such as ZIP Code 969.

2. A formal temporary or permanent Change of Address Order (PS Form 3575) cannot be active simultaneously with PFS.

3. This service reships mail for an entire household or for an individual addressee FROM a primary address. Business addresses and centralized delivery points are generally ineligible.

4. Customers can have all their mail delivered to a temporary address for a minimum of two weeks up to a maximum of one year. All mail is reshipped regardless of mailpiece endorsements.

5. Shipments are mailed once a week on Wednesday except for those pieces required to be shipped separately. PFS is not a guaranteed service; no refunds are allowed for delayed shipments.

6. The cost is $10.00 to enroll (nonrefundable) and $11.95 for each weekly shipment. Customers must pay for the entire period of service at the time of application. The customer may pay for the service with cash, check, credit card or debit card.

7. When applying, customers must provide two types of identification; one must contain a photo. Customers must provide evidence of residency at the primary address.

8. The **start date** is the first day the customer wants the Postal Service to hold the mail for reshipment. The **end date** is the last day the customer will accept mail delivered to the temporary address.

9. Mail requiring a scan, signature or additional postage at delivery will be rerouted separately (see Disposition of Mail Chart). Examples of such mail include Express Mail, mail bearing Delivery Confirmation™ or Return Receipt; Postage Due Mail and Numbered Insured Mail.

10. Some packages rerouted separately from the weekly shipment to the temporary address will arrive at the temporary address postage due at the appropriate rate of postage (see Disposition of Mail Chart):

a. **Express Mail®** – Express Mail articles are rerouted immediately to the temporary address and will not be included in the PFS package. No additional charges will apply (see Disposition of Mail Chart).
b. **Priority Mail® -** Priority Mail articles are NOT held for reshipment in the PFS package, unless doing so WOULD NOT delay its delivery to the temporary address. No additional charges will apply (see Disposition of Mail Chart).
c. **First-Class Mail® Packages** – First-Class Mail packages that do not fit in the weekly shipment, will be rerouted separately at no additional charge (see Disposition of Mail Chart).
d. **Standard Mail -** Standard Mail pieces will be included in the PFS package if they fit (after letters, flats or large envelopes, and magazines are inserted). Otherwise, they will be shipped postage due at the one-pound Parcel Post rate and the appropriate zone regardless of the initial postage rate (see Disposition of Mail Chart). The appropriate postage due fees will be collected at the point of delivery.
e. **Package Services Mail** - Parcel Post®, Bound Printed Matter, Media Mail®, and Library Mail pieces will NOT be included in the PFS package. They will be shipped postage due at the same mail class and postage rate under which it was originally sent (see Disposition of Mail Chart). The appropriate postage due fees will be collected at the point of delivery.

Note: To avoid additional charges, customers should have the sender of Standard Mail packages and Package Services packages send this mail directly to the temporary address (see Disposition of Mail Chart)**.**

Service Modifications (Extend, Shorten or Cancel Service)

1. Customers must notify their primary address Post Office™ of the new end date if there is a change.
2. To extend service, the customer must pay for all additional weeks of service before the extension is processed.
3. If the customer terminates the service early, an appropriate refund can, upon request, be provided, for the weeks not used. Only the weekly fee is refundable. The enrollment fee is not refundable. Refunds are issued by the primary address Post Office.

UNITED STATES POSTAL SERVICE®

Premium Forwarding Service (PFS) Application

Instructions for completing this form are printed on the reverse of the last copy (card stock) of this form. Press firmly and legibly when completing this form; you are making 3 copies. Shaded items #18 - 21 may only be completed by Postal Service™ personnel.

PLEASE READ **BEFORE** YOU COMPLETE THIS FORM

The Terms and Conditions governing this service are printed on the reverse of Copy 2 - Customer. Please read the reverse of this form carefully. By affixing your signature in item #14 (below) you are indicating that you understand and agree to the terms of this service agreement.

Applications for this service can only be accepted and processed at the Post Office™, including any of its stations or branches, that serves your primary address.

1. Premium Forwarding Service requested for:

☐ Individual ☐ Entire Household

2. Customer Name *(Last, first, MI)*

3. Email Address *(Optional)*

4. Primary Local Address *(Number, street, suite, apt., P.O. Box, etc.)*

5. Temporary Address *(Number, street, suite, apt., P.O. Box etc.)*

4a. For Puerto Rico Only: If address is in PR, print Urbanization Name, if appropriate.

5a. For Puerto Rico Only: If address is in PR, print Urbanization Name, if appropriate.

6. City	7. State	8. ZIP+4®	9. City	10. State	11. ZIP+4

12. Primary Contact Telephone Number(s), including Area Code *(Plus extension if appropriate)*

13. Temporary Contact Telephone Number, including Area Code *(Plus extension if appropriate)*

14. Customer Signature

By signing this form, you acknowledge that you agree to the Terms and Conditions of the PFS program as printed on the reverse of Copy 2 - Customer.

Signature Application Date

15. Start Date *(MM/DD/YYYY)*

16. End Date *(MM/DD/YYYY)*

17. Upon end of PFS, indicate when you want the Post Office to resume normal mail delivery. *(Please read Instruction #17 on reverse of Copy #4 before completing this date.)*

(MM/DD/YYYY)

18. Last Shipment Date

19. Receiving Post Office™ Name and Address *(Please print or use address stamp)*

20. Type of Photo ID *(Please record type of ID — e.g., Driver's License, Passport — but do not record the number. Government-issued IDs only. Credit cards and IDs issued by private companies are not acceptable forms of photo ID.)*

21. Postal Service Employee *(Please initial, date, and verify that payment and enrollment fee are received.)*

Total amount received for PFS: $ _____

(Includes $10.00 nonrefundable enrollment fee)

Initials Date Received

22. Survey Question (optional)

Please take a moment to complete our survey below. While we appreciate you taking the time to respond to our brief questions, your response is optional.

As a future alternative to enrolling at the Post Office, would you prefer to enroll in the program using the following options?

Enroll using Internet ☐ Yes ☐ No

Enroll by telephone via a toll-free number ☐ Yes ☐ No

23. Privacy Notice:

The information you provide will be used to forward your mail to a new location. Collection is authorized by 39 U.S.C. 404. Filing this form is voluntary, but we cannot forward your mail without it. We do not disclose your information, except in the following limited circumstances: to government agencies or bodies as required to perform official duties; to mailers, only if they already possess your old address; in legal proceedings or for service of process; to law enforcement as needed for a criminal investigation; or to contractors who help fulfill the service. For more information on our privacy policies, see our privacy link on usps.com®.

Terms and Conditions

This document identifies the Terms and Conditions under which the United States Postal Service® makes this service available to you. By signing the application, you are stating that you have read and understand this document, and you agree to be bound by its terms and conditions. Applications for this service can only be accepted and processed at the Post Office, including its stations, or branches, that delivers to your primary mail address.

SERVICE DEFINITION
USPS® Premium Forwarding Service (PFS) is a personalized service for reshipping mail from a primary residential address (or P.O box with certain restrictions) to a temporary address using a Priority Mail® shipment. Some mail pieces, such as those requiring a delivery scan or signature, Express Mail® and pieces required to be sent separately as "outsides" are rerouted piece by piece.

Service Rules for Retail Signup

1. PFS is available only to and from domestic addresses, not including APOs, FPOs and other destinations requiring a Customs Declaration, such as ZIP Code 969.

2. A formal temporary or permanent Change of Address Order (PS Form 3575) cannot be active simultaneously with PFS.

3. This service reships mail for an entire household or for an individual addressee FROM a primary address. Business addresses and centralized delivery points are generally ineligible.

4. Customers can have all their mail delivered to a temporary address for a minimum of two weeks up to a maximum of one year. All mail is reshipped regardless of mailpiece endorsements.

5. Shipments are mailed once a week on Wednesday except for those pieces required to be shipped separately. PFS is not a guaranteed service; no refunds are allowed for delayed shipments.

6. The cost is $10.00 to enroll (nonrefundable) and $11.95 for each weekly shipment. Customers must pay for the entire period of service at the time of application. The customer may pay for the service with cash, check, credit card or debit card.

7. When applying, customers must provide two types of identification; one must contain a photo. Customers must provide evidence of residency at the primary address.

8. The **start date** is the first day the customer wants the Postal Service to hold the mail for reshipment. The **end date** is the last day the customer will accept mail delivered to the temporary address.

9. Mail requiring a scan, signature or additional postage at delivery will be rerouted separately (see Disposition of Mail Chart). Examples of such mail include Express Mail, mail bearing Delivery Confirmation™ or Return Receipt; Postage Due Mail and Numbered Insured Mail.

10. Some packages rerouted separately from the weekly shipment to the temporary address will arrive at the temporary address postage due at the appropriate rate of postage (see Disposition of Mail Chart):

a. **Express Mail®** – Express Mail articles are rerouted immediately to the temporary address and will not be included in the PFS package. No additional charges will apply (see Disposition of Mail Chart).
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c. **First-Class Mail® Packages** – First-Class Mail packages that do not fit in the weekly shipment, will be rerouted separately at no additional charge (see Disposition of Mail Chart).
d. **Standard Mail -** Standard Mail pieces will be included in the PFS package if they fit (after letters, flats or large envelopes, and magazines are inserted). Otherwise, they will be shipped postage due at the one-pound Parcel Post rate and the appropriate zone regardless of the initial postage rate (see Disposition of Mail Chart). The appropriate postage due fees will be collected at the point of delivery.
e. **Package Services Mail** - Parcel Post®, Bound Printed Matter, Media Mail®, and Library Mail pieces will NOT be included in the PFS package. They will be shipped postage due at the same mail class and postage rate under which it was originally sent (see Disposition of Mail Chart). The appropriate postage due fees will be collected at the point of delivery.

Note: To avoid additional charges, customers should have the sender of Standard Mail packages and Package Services packages send this mail directly to the temporary address (see Disposition of Mail Chart)**.**

Service Modifications (Extend, Shorten or Cancel Service)

1. Customers must notify their primary address Post Office™ of the new end date if there is a change.
2. To extend service, the customer must pay for all additional weeks of service before the extension is processed.
3. If the customer terminates the service early, an appropriate refund can, upon request, be provided, for the weeks not used. Only the weekly fee is refundable. The enrollment fee is not refundable. Refunds are issued by the primary address Post Office.

UNITED STATES POSTAL SERVICE®

Premium Forwarding Service (PFS) Application

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PLEASE READ **BEFORE** YOU COMPLETE THIS FORM

The Terms and Conditions governing this service are printed on the reverse of Copy 2 - Customer. Please read the reverse of this form carefully. By affixing your signature in item #14 (below) you are indicating that you understand and agre to the terms of this service agreement.

Applications for this service can only be accepted and processed at the Post Office™, including any of its stations or branches, that serves your primary address.

1. Premium Forwarding Service requested for:

☐ Individual ☐ Entire Household

2. Customer Name *(Last, first, MI)*

3. Email Address *(Optional)*

4. Primary Local Address *(Number, street, suite, apt., P.O. Box, etc.)*

5. Temporary Address *(Number, street, suite, apt., P.O. Box etc.)*

4a. For Puerto Rico Only: If address is in PR, print Urbanization Name, if appropriate.

5a. For Puerto Rico Only: If address is in PR, print Urbanization Name, if appropriate.

6. City	7. State	8. ZIP+4®	9. City	10. State	11. ZIP+4

12. Primary Contact Telephone Number(s), including Area Code *(Plus extension if appropriate)*

13. Temporary Contact Telephone Number, including Area Code *(Plus extension if appropriate)*

14. Customer Signature

By signing this form, you acknowledge that you agree to the Terms and Conditions of the PFS program as printed on the reverse of Copy 2 - Customer.

Signature Application Date

15. Start Date *(MM/DD/YYYY)*

16. End Date *(MM/DD/YYYY)*

17. Upon end of PFS, indicate when you want the Post Office to resume normal mail delivery. *(Please read Instruction #17 on reverse of Copy #4 before completing this date.)*

(MM/DD/YYYY)

18. Last Shipment Date

19. Receiving Post Office™ Name and Address *(Please print or use address stamp)*

20. Type of Photo ID *(Please record type of ID — e.g., Driver's License, Passport — but do not record the number. Government-issued IDs only. Credit cards and IDs issued by private companies are not acceptable forms of photo ID.)*

21. Postal Service Employee *(Please initial, date, and verify that payment and enrollment fee are received.)*

Total amount received for PFS: $ _____

(Includes $10.00 nonrefundable enrollment fee)

Initials Date Received

22. Survey Question (optional)

Please take a moment to complete our survey below. While we appreciate you taking the time to respond to our brief questions, your response is optional.

As a future alternative to enrolling at the Post Office, would you prefer to enroll in the program using the following options?

Enroll using Internet ☐ Yes ☐ No

Enroll by telephone via a toll-free number ☐ Yes ☐ No

23. Privacy Notice:

The information you provide will be used to forward your mail to a new location. Collection is authorized by 39 U.S.C. 404. Filing this form is voluntary, but we cannot forward your mail without it. We do not disclose your information, except in the following limited circumstances: to government agencies or bodies as required to perform official duties; to mailers, only if they already possess your old address; in legal proceedings or for service of process; to law enforcement as needed for a criminal investigation; or to contractors who help fulfill the service. For more information on our privacy policies, see our privacy link on usps.com®.

Record of PFS Mail Shipments

Mail Date	Employee's Initials	Comments	Mail Date	Employee's Initials	Comments

Instructions for completing PFS Application form:

1. Indicate if this application is for a single individual or the entire household. Check the appropriate box.
2. Fill-in the last name, first name, and middle initial of PFS applicant.
3. Provide an email address where PFS applicant can be reached. This information is optional.

4 & 4a. Provide the primary address from where the mail will be reshipped. Follow specific instructions for Puerto Rico.

5 & 5a. Provide the temporary address to where the mail will be shipped. Follow specific instructions for Puerto Rico.

6 - 8. Provide the city, state, and ZIP+4 of the primary address from where the mail will be reshipped.

9 - 11. Provide the city, state, and ZIP+4 of the temporary address to where the mail will be reshipped.

12. Provide a telephone number where the customer can be reached at the primary address. Telephone number can be a land line or cell phone.
13. Provide a telephone number where you can be reached at the temporary address. Telephone number can be a land line or cell phone and can also be same as primary phone number.
14. Sign and date the application. Your signature confirms your acceptance of the terms and conditions printed on the reverse of the customer copy.
15. Indicate when the service starts. The start date is the first day you want the Postal Service to hold the mail for reshipment through PFS.
16. Indicate when the service ends. The end date is the last day you want to receive mail at the temporary address
17. Provide the date to resume mail delivery. This date must not exceed two weeks past the end date of the service.
18. **For Official Use Only** - Postal Service personnel calculates the last shipment date based on the customer's start and end dates and enters it here. PFS Priority Mail shipments are mailed on Wednesdays.
19. **For Official Use Only** - Postal Service personnel provides the name and address of the office accepting the application.
20. **For Official Use Only** - Postal Service personnel writes in the type of identification used to verify the customer's identity and primary address match.
21. **For Official Use Only** - Postal Service personnel initials here to indicate acceptance of customer application, and verification of the customer's identity and address match. Postal Service personnel verifies that payment and enrollment fee have been received.
22. Customer completes optional enrollment questions on the front of the form. *(Answering these questions is optional.)*
23. Customer reads privacy statement.

Distribution: Post Office Copy 1 - Post Office
Customer Copy 2 - Customer
Post Office Copy 3 - Shipping Copy

1. Untitled Page

The U.S. Postal Service established Premium Forwarding Service to enable customers to reship mail from a primary residential address to a temporary address using Priority Mail service. As a user of Premium Forwarding Service we need your feedback on how we are doing and what we can do to improve service. Please complete this brief survey and rate us on Premium Forwarding Service. *Your responses to these survey questions will be kept confidential and will not be associated with you by name.* In order for your opinion to count, we ask that you complete and submit your survey responses by **March 2, 2007.**

2.

1. How many times have you requested U.S. Postal Service Premium Forwarding Service?

- ◯ One time
- ◯ Two times
- ◯ Three times
- ◯ Four times
- ◯ Five Times
- ◯ Six times
- ◯ More than six times
- ◯ Don't know

2. Overall, how satisfied are you with Premium Forwarding Service?

- ◯ Very satisfied
- ◯ Somewhat satisfied
- ◯ Neither satisfied nor dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Very dissatisfied
- ◯ Don't know

3. How would you rate the following aspects of the Premium Forwarding Service *enrollment process?*

	Excellent	Very Good	Good	Fair	Poor
Clarity of enrollment instructions	◯	◯	◯	◯	◯
Ease of enrolling	◯	◯	◯	◯	◯
Confidence that enrollment has been recorded correctly by USPS	◯	◯	◯	◯	◯
$10 enrollment fee	◯	◯	◯	◯	◯
Overall enrollment process	◯	◯	◯	◯	◯

4. How would you suggest that the Postal Service could improve *the enrollment process* for Premium Forwarding Service?

5. Overall, how satisfied were you with the *delivery of mail to your temporary address* using U.S. Postal Service Premium Forwarding Service?

- ◯ Very satisfied
- ◯ Somewhat satisfied
- ◯ Neither satisfied nor dissatisfied
- ◯ Somewhat dissatisfied
- ◯ Very Dissatisfied
- ◯ Don't know

6. How would you rate the following aspects of the Premium Forwarding Service *delivery process?*

	Excellent	Very Good	Good	Fair	Poor
Start-up of your service in a timely manner	◯	◯	◯	◯	◯
The time from mailing by the Postal Service to delivery at your temporary address	◯	◯	◯	◯	◯
Receipt of all of your mail	◯	◯	◯	◯	◯
Consistent receipt of your mail at the same time each week	◯	◯	◯	◯	◯
$10.40 fee for each weekly shipment	◯	◯	◯	◯	◯

7. Was the Premium Forwarding Service you requested provided in accordance with the service description you received?

- ◯ All of the time
- ◯ Most of the time
- ◯ Sometimes
- ◯ Never
- ◯ Don't know

3. Service Description

8. How was the description of the service different from the service that you actually received?

4. Additional Postage

9. At the time you enrolled in Premium Forwarding Service, did you receive an explanation of the potential need to pay additional postage for reshipping of certain types of mail (Parcel Post, Media Mail, Bound Printed Matter, Library Mail, or Standard Mail) that could not fit in the weekly shipment?

- ◯ Yes
- ◯ No
- ◯ Don't know

10. Have you received any mail at your temporary address for which you had to pay additional postage (postage other than the $10.40 per weekly shipment)?

- ◯ Yes
- ◯ No
- ◯ Don't know

11. How would you suggest the *delivery of mail to your temporary address* using U.S. Postal Service Premium Forwarding Service could be improved?

12. How likely are you to recommend U.S. Postal Service Premium Forwarding Service to someone else?

- ◯ Very likely
- ◯ Somewhat likely
- ◯ Neither likely nor unlikely
- ◯ Somewhat unlikely

- ◯ Very unlikely

13. If you had the need to temporarily reship your mail again, how likely are you to use U.S. Postal Service Premium Forwarding Service?

- ◯ Very likely
- ◯ Somewhat likely
- ◯ Neither likely nor unlikely
- ◯ Somewhat unlikely
- ◯ Very unlikely

14. If you could enroll in U.S. Postal Service Premium Forwarding Service via the Internet rather than going to the Post Office, how likely would you be to make use of this option?

- ◯ Very likely
- ◯ Somewhat likely
- ◯ Neither likely nor unlikely
- ◯ Somewhat unlikely
- ◯ Very unlikely

15. Please suggest any additional changes you would like to see made to U.S. Postal Service Premium Forwarding Service, or provide any additional comments you may have about the service below.

Thank you for completing this survey to help the Postal Service identify ways to improve Premium Forwarding Service. We appreciate your time and the information you have provided us.