

Note to reader these pages were created for NE Illinois bur most will apply to the rest of the US.
Similar information should be available from your postal district. Ask you local post office.



**UNITED STATES
POSTAL SERVICE**

Everything you always wanted to know about the Postal Service



..but didn't know who to ask

NORTHERN ILLINOIS DISTRICT
CONSUMER AFFAIRS DEPARTMENT
500 E FULLERTON AVE
CAROL STREAM IL 60199-9631

Updated November 2004

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Updated November 2004



The Northern Illinois District of the United States Postal Service wishes to thank you for your continued patronage. We hope you find this booklet informative and useful with your everyday mailing needs. This booklet was prepared by the Consumer Affairs Department of the Northern Illinois District which encompasses the delivery areas of the following zip codes: 600, 601, 602, 603, 610 and 611.

The **Northern Illinois District** is composed of three Processing and Distribution Centers (P&DC). The first in **Carol Stream, IL.** which handles all the processing and distribution of mail for post offices located in the 601 and 603 zip code areas. The second in **Palatine, IL.** which handles all the processing and distribution of mail for post offices located in the 600 and 602 Zip Code areas. The third in **Rockford, IL** which handles the processing and distribution of mail for post offices located in the 610 and 611 Zip Code areas. All three facilities operations run 24-hours per day, 365-days per year. The majority of the mail is processed between 5 p.m. and 4 a.m.

The **Palatine P&DC** facility is located at 1300 E. Northwest Highway. The facility is 629,000 sq. ft. and covers approximately 43 acres. Nearly 1,700 employees process and distribute over 5 million pieces of mail each day. During Christmas this figure almost doubles. Cook, Lake, and McHenry counties are serviced.

The **Carol Stream P&DC** and the **Carol Stream Post Office** are located at 500 E Fullerton Avenue. The facility itself is 751,000 sq. Ft. and covers nearly 63 acres. The workroom floor is 400,000 sq. Ft., Or the size of 14 football fields. Nearly 1500 employees work at the Carol Stream Facility. We process and distribute over 4 million pieces of mail per day from 68 communities. During Christmas, this figure is over six million pieces per day. Geographically, the areas covered go as far West as De Kalb, as far South as Wheaton, as far East as Oak Park, and as far North as Marengo.

The **Rockford P&DC** and the **Rockford Main Post Office** are located at 5225 W. Harrison, and serves approximately 500,000 residents. The 300 employees process and distribute over 1.1 million pieces of mail each day and during Christmas this figure can double. This facility services an area covering borders West to the Mississippi River, North to the Wisconsin border, South to I 88 and to the East end of Boone County.

* CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL *

****WWW.USPS.COM ** WE HAVE THE ANSWERS!**

Now bringing to the Internet - the **trust, security and peace of mind** that the US Postal Service has provided in the mails for 225 years. Our web site offers up-to-date information about the products and services you need at your fingertips. At your service 24 hours a day - a fully integrated - fully searchable site go to - **WWW.USPS.COM**

CHECK OUT OUR EASY ACCESS LINKS -

- ◆ **Buy Stamps Online**
- ◆ **Complete mailings quickly** – with only a few clicks, **NetPost Mailing Onlinetm** service will print, stuff, stamp, and send your mailing.
- ◆ **Go to our Cardstore** for a large selection of cards and Postcards for a Birthday or any occasion, you can also design your own or download a photo.
- ◆ Obtain a **Change Of Address Form** at **MoversNet**
- ◆ Track an **EXPRESS MAIL** or check on your **DELIVERY CONFIRMATION**
- ◆ **CALCULATE POSTAGE RATES** for the USA and foreign countries
- ◆ Proper **ADDRESSING** of your mail or Find a **ZIP CODE**
- ◆ **Inspection Service - Consumer Information and Post Office Locator**
- ◆ Purchase **PC Postage** and print postage 24 hours a day,
- ◆ www.stamps.com, www.endicia.com, www.pitneybowes.com

CHECK THESE LINKS FOR OUR BUSINESS MAILERS:

- **CLICK-N-SHIP** allows you to print shipping labels, with or without postage, from your home or office using a PC and a printer.
- **BUSINESS MAIL 101** – A tool to help new mailers make smart choices- Learn about **Shipping Online** or how to make a successful **DIRECT MAIL** campaign.
- Download **BUSINESS REPLY MAIL** and **Courtesy Reply Mail Templates**.
- Order **Priority Mail** and **Express Mail - SHIPPING SUPPLIES ONLINE**
- Learn how **ADDRESS QUALITY STANDARDS** can save you money
- Discover the power of **POSTAL EXPLORER** –

KEEP THIS HANDY SHEET NEAR YOUR COMPUTER

CLICK-N-SHIP™

**Need mailing solutions for your small business/home business?
Simply call: Small Business Specialist
at (630) 260-5449**

Over 100 million labels have been printed from the comfort of customer's own homes. Now you can ship your packages online 24 hours a day. Ship with a click from your home or business – with Click-N-Ship™ service from the Postal Service™ at www.usps.com.

This is a great new way to save time and money. You can take care of everything directly from your home or business, including:

- Print and pay for your postage online
- Prepare and print shipping labels for Priority Mail,® Express Mail,® Global Express Mail™ and Global Express Guaranteed™ services.
- Get Delivery Confirmation™ service at no additional cost with Priority Mail service, which provides you with the Zip Code™, date and time your package is delivered.
- Add Signature Confirmation™ service for just \$1.30, which gives you signature proof of delivery upon request.
- Purchase self-adhesive labels easily online.
- Order other shipping supplies at no extra charge*.
- Store domestic and international addresses in your online address book for added convenience.
- Calculate rates, standardize addresses and find Zip Codes quickly and easily.

Get Started today – It's as easy as 1-2-3

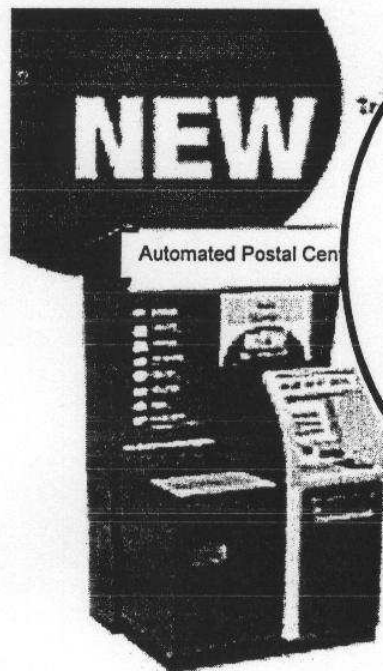
- 1 Just log on anytime without having to leave your home or business.**
- 2 Print labels with the touch of a button.**
- 3 Click to Ship your packages.**

Teamed with **Carrier Pickup**, you can notify your letter carrier via www.usps.com when you have packages for pickup, it's a winning combination for today's busy mailers.



Automated Postal Centers

Mail packages? Indeed. Buy stamps? Of course. Extra services? Sure. Check the ZIP Code? Yes. Take credit cards? Certainly — and debit cards, too. It's easy at the Automated Postal Center (APC).



Hello, APC here!

Stop by and I will be glad to help you.

- Ship Packages
- Buy stamps
- Check a Zip Code
- Pay with Debit or Credit Card

In a move to extend quick, easy and convenient access to Postal products and services when and where customers want it, the Postal Service is introducing its new self-service kiosk. The first APC was deployed in Dallas. Reports from the scene say customers are using it and loving it!

By the 2004 holiday season, there will be 2,500 APCs installed in high-traffic Post Offices throughout the nation.

FOUR GOOD CAUSES Customers and USPS show they care through semipostal

sales. The Postal Service and its employees take active roles in important issues to build social awareness about serious topics such as Breast Cancer research, Family Violence, Heroes, and Sickle Cell. These activities go hand-in-hand with the Postal Service's historic role as a community leader.

Customers have purchased more than 565 million **Breast Cancer Research stamps** since July 1998, raising **\$40.8 million** for research.

The **Heroes of 2001 stamp** has raised **\$10.17 million** to aid families of rescue workers affected by the Sept. 11 terrorist attacks, with 124.7 million stamps sold since its issue in June 2002.



And **19 million Stop Family Violence stamps** have been sold since October 2003, raising **\$1.3 million** for Department of Health and Human Services domestic violence programs.

In September 2004 we added The **Sickle Cell Disease Awareness stamp** which continues a tradition at the U.S. Postal Service of raising public consciousness of health and social issues. Sickle cell disease is common throughout the world, and people of all races should be screened to determine if they are carriers of the inherited sickle cell trait or if they have the disease.



.....DID YOU KNOW

...Use the FULL name of the City. Our scanners don't recognize city abbreviations.

...Lost and Found...post offices throughout the country have a local "**loose in the mails unit.**" If you have lost your keys or a wallet, make your local postmaster aware of the loss and if found, we will mail you the lost item.

...Don't send cash; send a postal money order - Postal money orders can be cashed at any of our 38,000 post offices as well as banks, savings and loans, credit unions, and thousands of retail and convenience stores. So think of us before placing a gift of cash in an envelope and purchase peace of mind for as little as **90 cents.**

...Postal insurance is NOT automatic on parcels you are mailing, insurance must be purchased in addition to postage.

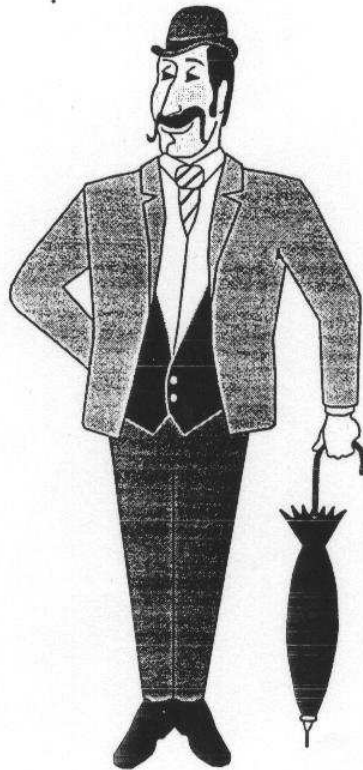
...To check on the status of a Domestic claim simply call **1-866-974-2733**, listen to the prompts that will direct you to the current information on your claim.

...the Postal Service finds more books loose in the mails than any other item. If you plan to ship books it would be a good idea to **place a return address sticker** in each book. If an address is found within a lost book it can be returned to you immediately.

...that thousands of letters are retrieved daily by the Postal Service's two **Mail Recovery Centers**, for example, unpaid bills, greeting cards, important documents, etc. The most common errors found among these mail pieces are insufficient/no postage, addresses not visible through window envelopes, misspelled streets, inverted alpha letters and numbers, and no return address on the outside of the envelope. So take those extra seconds to double check your envelopes to ensure the timely and accurate delivery of your mail.

...that you cannot scotch tape stamps to your mailing envelopes, or that you cannot cut them off other envelopes and affix to another envelope? If you affix a stamp to an envelope, then change your mind, you can take the entire unmailed envelope to your local post office and exchange it for a fresh stamp.

SHOW ME THE BEST



ADDRESSED ENVELOPE



**UNITED STATES
POSTAL SERVICE**

POSTAL FACTS 2003

Universal Access. Universal Service.

The same high level of service for every American regardless of geographic location. The Postal Service delivers everywhere, every day to everyone.

- Has annual operating revenue of **\$68.5 billion**
- Has **729,000** career employees.
- Pays **\$2 billion** in salaries and benefits every two weeks.
- Delivers **202 billion** pieces of mail a year, or five pieces per address per day to over **141 million** homes, businesses and Post Office boxes. Each of our **300,000** carriers delivers about **2,300** pieces of mail a day to about **500** addresses.
- Adds **1.8 million** new addresses each year.
- Redirects **3 billion** pieces of First-Class Mail to new addresses for the **17%** of the nation's population that moves every year, generating over **44 million** address changes.
- Delivers more than **46%** of the world's mail volume to more people over a larger geographic area than any other country.
- Serves **7 million** customers daily at **37,579** postal retail outlets.
- Makes stamps available on the Internet, by mail, by phone, through **32,000** vending machines and **40,000** commercial retail outlets and Automatic Teller Machines (ATMS).

Mail is big business.

Three of the Postal Service's six product lines would qualify as Fortune 500 companies:

➤ Correspondence & transactions	\$37 billion business
➤ Business advertising	\$17.2 billion business
➤ Expedited delivery	\$5.4 billion business
➤ Publications delivery	\$2.2 billion business
➤ Standard package delivery	\$2.2 billion business
➤ International mail	\$1.5 billion business

The Postal Service is at the center of the \$900 billion mailing industry — which employs nine million people.

Delivering to every residence and Business address in the nation.

Our national delivery network gives us access to every American household and business.

- Performance for on-time local delivery of First-Class Mail for 2003 was **95%**. Also, **94%** of households surveyed in 2003 had a positive perception of the Postal Service, with more than two out of three rating their satisfaction as "very good" or "excellent."
- Operates a transport and delivery fleet of **213,585** vehicles driving approximately **1.15 billion** miles a year.
- A one-cent fuel increase costs **\$8 million**.
- Leases **25,987** facilities at a rental cost of **\$869.7 million**.
- Operates **30,000** alternative-fuel vehicles (AFVs), the nation's largest fleet of AFVs, using ethanol, compressed natural gas and electricity.
- Purchases **\$200 million** worth of products with recycled content, including pallets and trays, stamp products and mailing envelopes.
- Uses latest technology to improve service, increase productivity and reduce costs.
- Leader in developing and using optical character recognition — sorting equipment reads more than **80%** of the hand-written addresses on envelopes.
- Upgraded flat-sorting equipment that rapidly deciphers hard-to-read addresses saved **\$292.5 million**.

THE BEST ADDRESSED ENVELOPE

All mail requires a complete delivery address and a return address. Studies show that up to one-third of all mail has some error or omission in the address. The Postal Service processed over **203 billion** pieces of mail last year and the volume continues to grow. In one year our Mail Recovery Centers returned more than 8 million checks totaling \$1.85 billion.

To process and deliver all this mail in a timely manner we have automated equipment. These computerized mail processing machines, Optical Character Readers (OCRs) and Barcode Sorters (BCSs) increase the speed, efficiency, and accuracy of processing your mail while keeping postal operating costs down. They are programmed to "read" from the bottom up in a designated "read area" for the delivery address and sort up to 36,000 pieces of mail per hour. That's 10 pieces every second.

This computerized equipment can be confused by any unnecessary printing or markings placed below the delivery address line on your envelope. To ensure correct sorting keep all other information above and as far away from the delivery address block as possible. The OCR can also be confused by sloppy handwriting, highly stylized characters, and incorrectly placed address information. You will get the best possible service if you:

- * **PRINT or TYPE** cursive writing can be difficult for our equipment to read.
- * Please don't use those preprinted, tiny gummed labels to address an envelope. The print is too small for our equipment to read.
- * **CAPITALIZE** everything in the address.
- * **LEAVE OUT** all punctuation, except the hyphen in the ZIP+4 Code.
- * **UNIFORMLY** align on the **LEFT**.
- * Use **Black or Blue ink** on a white background. (use only indelible pens)
- * Include **FLOOR, SUITE, and APARTMENT NUMBERS**, also **DIRECTIONALS** such as **NORTH (N), SOUTH (S), (E), or (W)**.

- * Use common abbreviations found in the National Five-Digit ZIP Code or Post Office Directory, available in your local post office lobby.
- * Use correct ZIP Codes or ZIP+4 Codes. If you do not know the correct Zip Code - WHEN IN DOUBT LEAVE THE ZIP CODE OFF. For ZIP Code information call our toll free 1-800-275-8777 or online at www.usps.com
- * Do not place printing or markings of any kind below the delivery address line or area.
- * If you use a dual address (street address and post office box address), the mail will be delivered to the address directly above the city, state and ZIP Code line.

EXAMPLE : ATTN J DOE
 JANE DOE CO
 500 E FULLERTON AVE STE 101

DUAL ADD: PO BOX XXXX
 CAROL STREAM IL 60188-1234



WHY SHOULD I USE A ZIP CODE OR ZIP+4?

The ZIP Code is extremely important in the processing and delivery of mail. While use of the ZIP Code is voluntary, we encourage you to include it-both in your return address and in the mailing address. If you need ZIP Code information call our toll free number 1-800-275-8777 or go to our website at WWW.USPS.COM.

ZIP+4 Code helps the Postal Service to direct mail more efficiently and accurately on our Automation equipment that sorts most of the mail. It also reduces the number of handlings, decreasing the potential for human error in sorting and delivery. The use of the correct 5-digit ZIP Code will help to prevent delays. If you do not know the correct zip code - when in doubt - **LEAVE THE ZIP CODE OFF.**

Use the 2-letter abbreviations for states, territories and District of Columbia:

Alabama	AL	Kentucky	KY	Ohio	OH
Alaska	AK	Louisiana	LA	Oklahoma	OK
Arizona	AZ	Maine	ME	Oregon	OR
Arkansas	AR	Maryland	MD	Pennsylvania	PA
American Samoa	AS	Massachusetts	MA	Puerto Rico	PR
California	CA	Michigan	MI	Rhode Island	RI
Colorado	CO	Minnesota	MN	South Carolina	SC
Connecticut	CT	Mississippi	MS	South Dakota	SD
Delaware	DE	Missouri	MO	Tennessee	TN
Dist. of Columbia	DC	Montana	MT	Trust Territory	TT
Florida	FL	Nebraska	NE	Texas	TX
Georgia	GA	Nevada	NV	Utah	UT
Guam	GU	New Hampshire	NH	Vermont	VT
Hawaii	HI	New Jersey	NJ	Virginia	VA
Idaho	ID	New Mexico	NM	Virgin Islands	VI
Illinois	IL	New York	NY	Washington	WA
Indiana	IN	North Carolina	NC	West Virginia	WV
Iowa	IA	North Dakota	ND	Wisconsin	WI
Kansas	KS	N. Mariana Islands	MP	Wyoming	WY

DIRECTIONAL ABBREVIATIONS: North (N) – South (S) – East (E) – West (W) – NorthEast (NE) – SouthEast (SE) – NorthWest (NW) – SouthWest (SW).

---Secondary Address Unit Indicators: Apartment (APT) – Building (BLDG) – Department (DEPT) – Floor (FL) – Room (RM) – Suite (STE).

.....Reference DMM.G011.2 Domestic mail is mail transmitted within, among, and between the United States of America, its territories and possessions, Army post offices (APOs), fleet post offices (FPOs), and the United Nations, NY. For this standard term territories and possessions comprises the following:

American Samoa (AS)-- Manua Swain's & Tutuila Islands, Baker Island
Guam (GU) - Howland & Jarvis Islands
 Johnston Atoll, East, Johnston, Sand & North Islands,
 Kingman Reef - Midway Atoll - Eastern, Spit & Navassa Islands

Northern Mariana Islands (MP)
 Commonwealth of the Rota, Saipan & , Tinian Islands- Palmyra Atoll
Puerto Rico (PR) Commonwealth of U.S. Virgin Islands - St. Croix, St. John & St. Thomas Islands - Wake Atoll
 Peale, Wake & Wilkes Islands

Freely Associated States is also treated as if it were domestic mail within, among, and between United States of America, its territories, and possessions, APOs, FPOs, and The United Nations, NY. The term **Freely Associated States** comprises the following: **Marshall Islands (MH)**, Republic of the Ebeye Island, Majuro Island,
Palau (PW), Republic of Koror Island
Micronesia (FM), Federated States of Chuuk (Truk) Island
 Kosrae, Pohnpei, & Yap Islands



PROPER PREPARATION OF PACKAGES

A Parcel Sorter machine now processes your packages more efficiently. Proper packaging and addressing of parcels is the best way to prevent damage and loss. Use containers strong enough to protect contents during handling and cushion the contents to make sure they do not move within the container. Be sure the address is clearly printed on one side only.

Address information should also be placed inside the container attached to the contents. Avoid using wrapping paper and strings. See your local post office for free brochures on how to pack and wrap packages or parcels. Also, your local post office has a wide variety of packaging products for sale and we supply *free Express and Priority Mail boxes* to assist you. Don't forget *insurance*, the small fee is well worth it.



" PICTURE

PROTECTION"

We have all heard - "*a picture is worth a thousand words.*"-

Sometimes unforeseen things can happen during mail processing and to help us get your valuables safely on their way, we need you to follow these tips for mailing.

- USE YOUR RETURN ADDRESS LABELS BY ATTACHING THEM -

- ◆ to the *back of each photograph or to a roll of film* -
- ◆ to **articles** inside your package,
- ◆ insert on the **inside cover of books** to ensure delivery
- ◆ **and include a list** of the articles inside the package.



WHAT IS THE MINIMUM SIZE FOR A MAILABLE MAILPIECE?

All mailpieces (except Customized MarketMail pieces mailed under E660 and keys and identification devices mailed under E130) that are 1/4 of an inch or less in thickness are mailable provided they are:

- * Rectangular in shape, with four square corners and parallel opposite sides.
- * At least 3 1/2 inches high.
- * At least 5 inches long -
(items sent to foreign countries must be at least 5 1/2 inches long)
- * At least .007 of an inch thick (about the size of a postal card).

Mail not meeting these standards will be returned to the sender.



WHAT IS NONSTANDARD-SIZE MAIL?

FIRST-CLASS MAIL weighing one ounce or less is nonstandard if it exceeds any of the following size limits:

- * The height exceeds 6 1/8 inches, or
- * The length exceeds 11 1/2 inches, or
- * The thickness exceeds 1/4 of an inch, or
- * The length divided by the height is less than 1.3
or more than 2.5 inches.

A surcharge of \$0.12, in addition to postage and fees, is assessed on each piece of nonstandard size mail. The same criteria apply to regular printed items and international letters weighing one ounce or less.



TO FILL YOUR MAILING NEEDS

Comparing some history – 37 cents is really a bargain

The cost of today's First-Class Stamp 37-cents – adjusted for inflation
is less than the 15-cent stamp of 1979.

Postmaster General Potter stated that this rate will hold steady through to year 2006.



EXPRESS MAIL is our fastest service. Next day delivery is **\$13.65** for letters up to 8 oz. **\$17.85** envelope flat rate (2-pound rate) - send as many documents as our flat rate envelope will hold, to any address in the United States. It offers guaranteed delivery service 365 days a year - with no extra charge for Saturday, Sunday, or Holiday delivery, or your money will be returned upon filing a refund application at your local post office.

Your local post office can provide specific Express Mail acceptance times for your area. Depending upon the destination, your mailing will be delivered to the addressee by noon the next day if you are mailing between major markets or by 3 p.m. the next day. We may not be able to reach some destinations overnight; in this case we provide guaranteed second day delivery service.

Your post office will supply you with mailing containers and mailing labels at no additional charge. Call 1-800-222-1811 at any time, to find out the delivery status of your shipment.

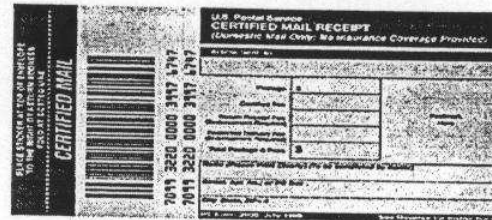
The maximum indemnity coverage available for merchandise sent by Express Mail is \$5,000. Coverage up to \$100 is included in the price of postage with no additional charge. Compensation for loss of negotiable items such as currency or bullion is limited to \$15. Document reconstruction of airline, train, or bus tickets, must meet qualifying conditions. Insurance is available up to \$100 for non-negotiable documents. **WAIVER** of signature cannot be used when additional insurance above \$100 is purchased. If waiver of signature is requested, the additional insurance is void. Call or visit your local post office for additional details.

PRIORITY MAIL offers an expedited delivery of First-Class mail weighing Up to 1 pound for **\$3.85**. The maximum weight limit is 70 pounds. Matter sent in a **Priority Mail Flat-Rate** envelope provided by the Postal Service for **\$3.85**, regardless of weight or destination. Although not guaranteed, our service standards for Priority Mail call for 3-day delivery, nationwide.

For Convenience and Peace of Mind – Easily and Economically
 You can add value to the way you send or get your mail with a variety
 of our extra services. The following are the basic extra services we
 offer, grouped under the benefits they provide.

GETTING PROOF YOU SENT IT

EXAMPLE OF OUR SPECIAL SERVICE
 LABELS COLOR CODED FOR
 YOUR CONVENIENCE



Certificate of Mailing White- Form 3817

Provides evidence of mailing only. Certificate of mailing does not provide a record of delivery. Must be purchased at time of mailing. Available for First-Class Mail, Priority Mail, Parcel Post, Bound Printed Matter, and Media Mail. For an additional fee, a certificate of mailing may be combined with parcel airlift service (PAL) or special handling. Items with a certificate of mailing must be presented to a retail employee at a post office or a rural carrier. Just complete -
Form 3817 - Fee in addition to postage—\$0.90

Certified Mail Dark Green Form 3800

Provides the sender with a mailing receipt. A delivery record is maintained by the USPS. No insurance provided. Available with First-Class Mail and Priority Mail. For an additional fee, certified mail may be combined with restricted delivery or return receipt. Just complete -
Form 3800 - Fee in addition to postage—\$2.30

Return Receipt for Merchandise Brown - Form 3804

Provides the sender with a mailing receipt and a return receipt. Return receipt supplies the recipient's actual address if different from the address used by the sender. A delivery record is maintained by the USPS. Available for merchandise sent as Priority Mail, Parcel Post, Bound Printed Matter, and Media Mail. May be combined with Delivery Confirmation, insurance (for up to \$50), parcel airlift, or special handling. **Fee in addition to postage: Showing to whom delivered, signature, date, and addressee's address (if different) Delivery record—\$3.00**

**Return Receipt
Green Card
Form 3811**

Provides a mailer with evidence of delivery. Also supplies the recipient's actual delivery address if it is different from the address used by the sender. A Return Receipt may be requested before or after delivery. Available only for Express Mail, Certified Mail, COD, mail insured for more than \$50, or Registered Mail. - Available for Express Mail, First-Class Mail, Priority Mail, Parcel Post, Bound Printed Matter, or Media Mail when purchased with one of the following: Certified, COD, mail insured for more than \$50, Registered Mail.

May be combined with: Delivery Confirmation, Parcel Airlift (PAL), Restricted Delivery, Signature Confirmation, Special Handling. Delivery Confirmation, Parcel Airlift, and Signature Confirmation available for Priority Mail and Package Services only.

Fee in addition to postage –

Requested at time of mailing: Showing to whom delivered, signature, date, and addressee's address (if different)—**\$1.75**

Requested after mailing: Showing to whom and date delivered—**\$3.25**

**Signature Confirmation
Pink - Form 153**

This new service provides confirmation of delivery/attempted delivery date upon inquiry. Provides copy of receipt signature via fax or mail upon request. Mailers may retrieve delivery information through the USPS Internet site or the **toll-free number 800-222-1811**. Is only available with Priority Mail and Standard Mail (B) (Parcel Post, Bound Printed Matter, Special Standard Library) No Insurance coverage is provided. If indemnity coverage is desired consider Insured Mail.

Retail Fee is \$1.80

Electronic Fee is \$1.30

**Delivery Confirmation
Light Green - Form 152**

Provides information about the date and time of delivery or attempted delivery. Delivery Confirmation may be purchased at the time of mailing only. Mailers may retrieve delivery status through the Internet or the **toll-free number 800-222-1811**. Available for Priority Mail, Parcel Post, Bound Printed Matter, and Media Mail.

Not available for: APO/FPO destinations, U.S. territories, possessions, and freely-associated states in Domestic Mail Manual G011 (except for Puerto Rico and U.S. Virgin Islands, to which service is available).

For an additional fee, Delivery Confirmation may be combined with: COD, Insured Mail, Registered Mail, Return Receipt for Merchandise (Form 3804), or Special Handling. Restricted Delivery is available if purchased with insurance for over \$50, COD, or Registered Mail. Return Receipt is available if purchased with insurance for over \$50, COD, or Registered Mail. **Fee in addition to postage: Priority Mail - \$0.45 Parcel Post, Bound Printed Matter, and Media Mail - \$0.55**

FOR EXTRA PEACE OF MIND

Insured Mail Blue - Form 3813-P

Provides coverage against loss or damage. Coverage up to \$5,000 for Parcel Post, Bound Printed Matter, and Media Mail matter as well as merchandise mailed at Priority Mail or First-Class Mail rates. Items must not be insured for more than their value. **Insured mail must be presented to a retail employee at a post office or a rural carrier.**

For an additional fee, **Insured Mail may be combined with** Delivery Confirmation, Parcel Airlift service (PAL), Signature Confirmation, or Special Handling. For items insured for more than \$50, Restricted Delivery and Return Receipt service are also available. The amount of insurance coverage for loss will be the actual value, less depreciation. No claim payments are made for sentimental losses or for any expenses incurred as a result of the loss. More information on insurance:

Insurance Fees: Insurance Coverage Desired Fee in addition to Postage

\$0.01 to 50.00	\$1.30	\$600.01 to \$5000.00 \$7.20 plus \$1.00 for each \$100 or fraction over \$600 in declared value.
\$50.01 to 100.00	\$2.20	
\$100.01 to 200.00	\$3.20	
\$200.01 to 300.00	\$4.20	
\$300.01 to 400.00	\$5.20	
\$400.01 to 500.00	\$6.20	
\$500.01 to 600.00	\$7.20	

Registered Mail Red - Form 3806

Provides **maximum protection and security for valuables**. Provides sender with mailing receipt and a delivery record is maintained by the USPS. A record of mailing is maintained at the mailing post office.

Available only for items paid at Priority Mail and First-Class Mail rates. May be combined with COD, Delivery Confirmation, Restricted Delivery, Return Receipt or Signature Confirmation. Postal insurance is provided for articles with a declared value up to a maximum of \$25,000. Only items with no declared value may use registry service without insurance. Handling charges apply for articles valued over \$25,000.

Registered Mail must be presented to a retail employee at a post office or a rural carrier.

**Registered Mail Fees Without Insurance - Declared value without postal insurance
Fee in addition to Postage \$7.50**

Registered Mail Fee With Insurance: Declared value with postal insurance Fee in addition to Postage:

\$0.01 to \$100.00	\$8.00	\$2,000.01 to 3,000.00	\$11.40
\$100.01 to 500.00	\$8.85	\$3,000.01 to 4,000.00	\$12.25
\$500.01 to 1,000.00	\$9.70	\$4,000.01 to 5,000.00	\$13.10
\$1,000.01 to 2,000.00	\$10.55	\$5,000.01 to 6,000.00	\$13.95

For higher values see the Domestic Rate Calculator or Domestic Mail Manual R900 on Postal Explorer.

**Restricted Delivery
Green Card
Form 3811**

Permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual (or natural person) specified by name. May be combined with Delivery Confirmation, Parcel Airlift (PAL), Return Receipt, Signature Confirmation, or Special Handling. Available for First-Class Mail, Priority Mail, Parcel Post, Bound Printed Matter, and Media Mail that is sent Certified Mail, COD, mail insured for more than \$50, or Registered Mail.
Fee in addition to postage—\$3.50

**Claims for Loss or
Damage Form 1000**

You may file a claim for compensation for damage or loss of: Insured Mail, Insured Registered Mail, Express Mail and COD mail. Complete Form 1000 and present at post office along with: Damaged mail packaging and container, Original mailing receipt, and Proof of Value. For lost insured mail, proof of loss must be established. The Postal Service will provide guidance for this procedure. Insured International Mail, ask for Publication 122-A, Customer Guide to filing Inquiries and Claims on International Mail.

Special Handling

Provides preferential handling, but not preferential delivery, to extent practicable in dispatch and transportation. Available for First-Class Mail, Priority Mail, Parcel Post, Bound Printed Matter, and Media Mail.

For an additional fee, special handling may be combined with COD, Delivery Confirmation, Insured Mail, Parcel Airlift (PAL) (Package Services only), Return Receipt for Merchandise, or Signature Confirmation.

Fee in addition to postage:

Pieces weighing not more than 10 pounds—\$5.95

Pieces weighing more than 10 pounds—\$8.25

SENDING MONEY OR GOODS

Money Orders

Money orders can be purchased with either cash or traveler's checks at any post office in the U.S. and its possessions. A lost or stolen money order may be replaced upon presentation of receipt. Provides safe transmission of money.

- Maximum amount of a money order is \$1000
- Multiples up to a daily total of \$10,000 may be bought – identification and information required for purchases over \$3,000

Domestic Money Orders - Valid for an unlimited period - Can be cashed at post offices or banks in the U.S. and its possessions. **Fee per money order \$0.90 up to \$500**
\$1.25 over \$500

International Money Orders – There are two types

- **Direct International Postal Money Order – Fee \$3.25**
- **Standard International Postal Money Order – Fee \$8.50**

Not all international money offers are accepted in all countries. Ask at your post office about which one to send.

Collect On Delivery (COD)

Allows mailers to collect the price of goods and/or postage on merchandise ordered by addressee when it is delivered. COD service can be used for merchandise sent by First-Class Mail, Express Mail, Priority Mail, Parcel Post, Bound Printed Matter, and Media Mail. The amount to be collected from the recipient may not exceed \$1,000. A delivery record is maintained by the USPS.

COD service may combined with Delivery Confirmation, Registered Mail, Restricted Delivery, Return Receipt, Signature Confirmation, or Special Handling for an additional fee. This service is not available for International Mail or for mail addressed to APO and FPO addresses. COD Mail must be presented to a retail employee at a post office or a rural carrier. Fees include insurance. Maximum amount is \$1,000.

COD Fees - Amount to be collected or insurance desired **Fee in addition to Postage:**

\$0.01 to \$ 50.00	\$4.50	\$300.01 to 400.00	\$8.50	\$700.01 to 800.00	\$12.50
\$50.01 to 100.00	\$5.50	\$400.01 to 500.00	\$9.50	\$800.01 to 900.00	\$13.50
\$100.01 to 200.00	\$6.50	\$500.01 to 600.00	\$10.50	\$900.01 to 1,000.00	\$14.50
\$200.01 to 300.00	\$7.50	\$600.01 to 700.00	\$11.50		

Ease and Convenience

EASY STAMP Form 3227

With the Stamps to Go® program, you now have three ways to get stamps without having to go to the Post Office.

- ❖ **Stamps By Mail® **** delivers your stamps within 5 business days. To use this service simply: **Complete Form 3227**, enclose a check or postal money order for exact amount of purchase and mail your order.
- ❖ **Stamps By Phone**** delivers your stamps within 5 business days. Call toll-free 1-800-STAMP-24 (1-800-782-6724), 24 hours a day, 7 days a week. Pay with Visa, MasterCard, Discover or American Express. Fee: small service charge.
- ❖ **Stamps on Consignment**** may be found at certain supermarkets, banks and other retailers. These outlets normally offer you First-Class, Express and Priority postage stamps. Fee: no additional charge.
- ❖ **Stamps Online **** Check out our Web site at WWW.USPS.Com

SELF-SERVICE POSTAL CENTERS

To expand service, we have installed self-service postal centers in convenient locations such as malls, popular shopping streets and Post Office lobbies. Hours of service: many are open 24 hours a day, 7 days a week.

Automated vending equipment services offering:

- Individual Stamps - Stamp booklets
- Envelopes - Stamped Cards and Regular letter service

Your local post office can give you the locations of self-service postal centers in your community.

POST OFFICE BOX SERVICE FORM 1093

PICKING UP YOUR OWN MAIL

Pick up mail whenever your Post Office lobby is open. At some facilities, access is available 24 hours a day. You have a choice of box sizes, simply:

- Submit completed Form 1093 to any post office window
- **Fee: dependent on the type of facility and box size**

CALLER SERVICE FORM 1093

Use this service if you regularly receive more mail than the largest box in your Post Office will hold. You can pick up your mail at the Post Office call window or loading dock when the office is open. **Just complete Form 1093** and submit it at any Post Office window.

DOMESTIC RATES

By providing universal service, we make it possible for households and businesses, family, friends, and loved ones to communicate with one another.

FIRST CLASS RATES - First Ounce \$.37 Each Additional Oz \$.23

1 oz..... \$.37	5 oz. \$1.29	9 oz. \$2.21
2 oz.....\$.60	6 oz. \$1.52	10 oz. \$2.44
3 oz..... \$.83	7 oz. \$1.75	11 oz. \$2.67
4 oz..... \$1.06	8 oz. \$1.98	12 oz. \$2.90

PICKUP FEE - PRIORITY & EXPRESS MAIL- \$12.50 PER PICKUP NOT PER PACKAGE

EXPRESS MAIL -Guaranteed Overnight Delivery, 7 days a week.

½ lb.	\$13.65
1 lb.	\$17.85
2 lb.	\$17.85

Insurance for the first \$100 is Free.
From \$100.01 to \$5000, there is a charge of \$1.00 per \$100 or fraction thereof.
Document reconstruction maximum liability is \$100.

PRIORITY MAIL -2-3 day service

up to - 1lb. \$3.85 All Zones

.....
Over 2 lb. Use Zone Chart or ask your Window Clerk

Flat-Rate Envelope \$3.85 regardless of weight or destination for matter sent in envelope provided by the Postal Service.

Single Piece Card Rate \$.23

Stamped Envelopes \$.45

Stamped Cards \$.25

We have a variety of **Plain Stamped and Personalized Stamped Envelopes** in large quantities for your convenience – check for prices at your local post office.

SIZES FOR DOMESTIC MAIL -- Mail must meet these standards:

- Thickness -- not less than 0.007 inch thick, Pieces that are ¼ inch thick or less must be at least 3 ½ inches high, 5 inches long, and rectangular in shape.
- Combined length and girth -- Not more than 108 inches, (except for Parcel Post may not exceed 130 inches)
- Weight -- Not more than 70 pounds.
- Keys and identification devices are exempted from these requirements.

Additional standards apply to bulk mail and mail addressed to APOs and FPOs.

Postcard Rate Dimensions: Maximum: 4 ¼ by 6 inches by 0.016 inch thick.

Nonstandard Size: An additional \$.11 is required if 1 ounce or less and over (a) any of these dimensions: 11 ½" long, 6 1/8" high, ¼" thick; or (b) the length divided by the height is less than 1.3 or more than 2.5.

Who You Gonna Call?

The following examples show who you should contact depending on the situation.

		LOCAL POST OFFICE	POSTAL INSPECTORS	LOCAL POLICE
1.	MAILBOX THEFT	X		X
2.	STOLEN POSTAL MONEY ORDERS	X		
3.	EBAY PURCHASE, SENT CHECK NON-RECEIPT OF ITEM	X	X	X
4.	MAIL TAMPERING	X		
5.	IDENTITY THEFT	X	X	X
6.	FALSE COA	X	X	
7.	HOLD MAIL	X		
8.	OUTGOING MAIL THEFT	X	X	X
9.	FOREIGN LOTTERY	X	X	
10.	SWEEPSTAKES	X	X	
11.	CHAIN LETTER	X	X	
12.	DAMAGED MAIL BOX	X		X

One call does it all for any postal concern, just call 1-800-275-8777 and your information is reported to your local office who will send it to our Postal Inspectors if necessary.

Only the U.S. Postal Service had no problem releasing its theft numbers – partly because officials are proud of its prevention and enforcement efforts. Postal inspector Robert Bethel said about 500 employees were arrested for mail theft in fiscal year 1999 – **that's less than a tenth of 1 percent** of its 750,000 employees. "It's such a taboo to fool with the mail," Bethel said. "Many of our tips come from postal employees because they take this commitment so seriously."

The Postal Inspection Service is the law enforcement and investigative arm of the Postal Service. You may report crimes such as mail theft, drugs in the mail, or mail fraud to your Postmaster or Inspection Service.

**POSTAL INSPECTOR-IN-CHARGE
433 W HARRISON ST RM 50190
CHICAGO IL 60669-2201
(312) 983-7900**

You may also use the Postal Crime Hotline (1-800-372-8347)

TO STOP RECEIVING PORNOGRAPHIC MATERIAL

You can stop the mailing of unsolicited sexually-oriented advertisements to you or your minor children by filling out **PS Form 1500**, Application for Listing or Prohibitory Order, at your local post office. Thirty days after your name has been added to the Postal Service reference list, any mailer who sends you sexually oriented advertisements is subject to legal action by the U.S. Government.

**TO REMOVE YOUR NAME AND ADDRESS FROM
ADVERTISERS' MAILING LIST**

The Postal Service is required to deliver all mail upon which proper postage has been paid. We also cannot direct mailers to remove names from mailing lists, and we have no control over the selling of names by commercial mailing list firms. However, to eliminate or reduce the amount of advertising mail you receive, send your name and address to:

**MAIL PREFERENCE SERVICE
DIRECT MARKETING ASSOCIATION
PO BOX 643
CARMEL NY 10512-0643**

IDENTITY THEFT – WHAT YOU NEED TO KNOW



A recent Federal Trade Commission survey shows more than **9.9 million people were victims of identity theft** in the last year alone. In September 2003, the United States Postal Inspection Service announced the launch of "Operation: Identity Crisis," an unprecedented consumer education initiative to prevent citizens from becoming victims of identity theft. The Federal Trade Commission (FTC), The United States Secret Service, the Department of Justice and financial organizations are all partnering with the U.S. Postal Inspection Service in the campaign. The goal of this project is to arm people with information that will help them fight back against identity thieves and decrease the number of identity theft victims throughout the country.

Identity theft involves acquiring key pieces of someone's personal identifying information, such as name, address, date of birth, and social security number, in order to impersonate them. The information enables the identity thief to commit numerous forms of fraud, which include taking over the victims financial accounts; opening new bank account; purchasing homes and automobiles; applying for loans, credit cards, and social security benefits; renting apartments; and establishing service with utility and phone companies.

Identity thieves can establish new accounts in someone else's name without their knowledge. It takes an average of 12 months for victims to discover their identity has been stolen. The latest FTC survey shows last year businesses and financial institutions lost nearly \$48 billion to identity theft, and **consumer victims reported \$5 billion in out-of-pocket expenses.**

- If you think you're a victim of fraud, call your credit card issuers to close or "**flag**" your accounts, and call your bank to put an alert on your checking accounts.
- Shred, or tear pre-approved credit applications, credit card receipts, bills and other financial information before tossing them in the trash.
- Never give out personal information over the phone, such as your date of birth, mother's maiden name, credit card number, social security number, or bank PIN code except to someone you know or an established firm.
- Empty your wallet of extra credit cards and identification - or better yet, cancel the ones you don't really use and keep a list of the ones you do use.
- Consider removing your name from the marketing lists of the two major credit reporting bureaus: **TRW at 1-800-916-8800** and **Equifax TransUnion at 1-888-567-8688**. This reduces the number of pre-approved applications you receive in the mail.
- Order your credit report once a year to check for accuracy or fraudulent use.
- If you had checks stolen or bank accounts set up fraudulently in your name, call these check guarantee companies: **Telecheck at 1-800-366-2425** and the **National Processing Company at 1-800-526-5380**. They can flag your file so that counterfeit checks will be refused.
- If your social security number was used fraudulently, report the problem to the Social Security **Administration's Fraud Hotline at 1-800-269-0271**. In extreme cases of fraud, it may be possible for you to get a new social security number.
- If you're a victim of identity theft that involves the U.S. Mail, call your nearest Postal Inspection Service office or the **POSTAL INSPECTORS 24-HOUR TOLL FREE NUMBER 1- 800-654-8896**, and don't forget that we're here to help.

K **NO**W FRAUD

HELLO! *Mrs. Victim* – I'm so glad you are at home to receive this call, are you sitting down? - Good –

“You're a winner in our \$10,000 Drawing!”

SOUND FAMILIAR?..... According to government estimates, illegal telemarketing operations bilk Americans of \$40 billion annually. More than half the victims are over age 50. One of the key issues is that consumers generally do not know where to turn for help with fraud.

In 1999 the US Postal Service in conjunction with the AARP, various government agencies and private industry launched a nationwide campaign called project **kNOw Fraud** to help consumers fight telemarketing and mail fraud. If you think you're a victim of fraud, call toll free: **1-877-987-3728** or go to the web site:

www.consumer.gov/knowfraud for more information.

Project **kNOw Fraud** is working. Since the beginning of this hotline, the FTC has received more than 80,000 fraud-related complaints. 54% of complaints said **thieves illegally used their credit cards**; 26% said **thieves falsely used their credit information**; 16% reported **raids on their checking and/or savings accounts** and 11% said **identity thieves used their personal information** to get unauthorized loans.

The United States Postal Service, Northern Illinois District, Consumer Affairs Department shares in the concern for our seniors being victimized. We will give you some tools so you can make informed decisions regarding mail and telemarketing solicitations to avoid being hooked and victimized by deceptive offers.

If you would like us to come out to your Senior's Club please call **(630) 260-5171** and a Consumer Affairs Representative will be happy to set up a date for a presentation. **We show an informative 15 min. Video and each Senior receives a FREE packet of information.** The entire presentation lasts 45 min. to 1 hour.

TIPS TO STOP MAIL THEFT

Thieves discover crime does pay, if it's through the mail just one stolen item undetected for months can create a mess that lingers for years. It used to be that crooks robbed banks because, as bandit Willie Sutton once said, that's where the money was.

Now the thieves are going after your mailbox. Because these days, that's where they're finding the easy loot. Thanks in part to an unsuspecting American populace, the U.S. mail has become one of the richest veins for crooks to mine. And federal authorities are scrambling to keep up with a wide variety of audacious criminals who have made mail theft a full-time occupation.

"It is probably the No. 1 type of white-collar crime in the country today," said Postal Inspector Robert Bethel, chief spokesman for the criminal investigative arm of the U.S. Postal Service in Washington, D.C. "You can be victimized and not know you're being victimized for many months," Bethel said. "Then the hammer falls. And it can take years to clear things up."

Many crooks are getting in on the scam, from speed freaks driving around at 4 in the morning, fishing letters out of personal mailboxes, to organized professionals who go for volume, stealing loads of mail on days when government assistance checks and bills are circulating. They're looking for checks, credit cards, bank account numbers and other financial information used to steal people's identities.

One reason mail theft is so alarming, authorities say, is that it takes only one stolen item -- an outgoing bill, an incoming checking account statement -- to give a thief the information he needs. Stealing mail is also becoming a preferred crime because criminals don't have to worry about police chases, bank cameras or victims who may put up a fight. "Now that people have figured out that you can do it, it's spreading like crazy," said Assistant U.S. Attorney Andrew Brown.

The spread of mail theft comes in part because the public is unsuspecting, authorities say. "The American public generally is a very trusting group of people. And a lot of times people perceive bills -- incoming and outgoing -- as having no value," Bethel said. "But they are incredibly valuable."

Federal prosecutors, postal inspectors and others familiar with mail theft say they believe it has been increasing noticeably in recent years -- even though the Postal Service reports that arrests have remained steady over the last five years, at about 4,000 annually. Mail theft is a federal crime punishable by as much as five years in prison and \$250,000 in fines.

Although federal authorities say it is virtually impossible to gauge the extent of mail theft, they believe there is an "exploding" new type of postal crime. Thieves are pilfering checking account numbers, which are used to print up phony checks -- thanks to software programs available in any office supply store. They are also increasingly engaged in "identity takeovers," in which they create fake identities and bank accounts.

MAIL SAFETY to make it harder for thieves to steal your mail:

- ◆ **Never** send cash or coins in the mail. Instead, use checks or money orders.
- ◆ **Make** sure the mailbox is secured and in good condition. Also, your postmaster can tell you how to improve the condition of your mailbox.
- ◆ **Promptly** remove mail from the mailbox after delivery, especially if you are expecting checks, credit cards, food coupons or other negotiable items. If you will not be home when valuable items are expected, ask a trusted friend or neighbor to pick up your mail.
- ◆ **Have** your Post Office hold your mail while you are on vacation or absent from home for a long period of time.
- ◆ **If** you do not receive a check, food coupon or other valuable mail you are expecting, contact the issuing agency immediately.
- ◆ **Immediately** notify your Post Office and the people you do business with through the mail if you change your address.
- ◆ **Address** your mail legibly and properly. Include complete return address, including street and apartment numbers, and nine-digit ZIP code.
- ◆ **Always** deposit your mail in a Postal Service mail collection box or mail slot at your post office, or hand your mail to your letter carrier. Never place your outgoing mail for your carrier to pick up in an unprotected mailbox or area where it can be easily stolen.

Consider starting a Neighborhood Watch Program. By exchanging work and vacation schedules with trusted friends and neighbors, you can watch each other's mailboxes (as well as homes). If you observe a mail thief at work, or you believe your mail has been stolen, report it immediately to the police, your postmaster or nearest postal inspector.

IF YOU FEEL YOU HAVE BEEN A VICTIM OF MAIL FRAUD

Please mail the completed **Mail Fraud Report** on the next page to the address below that corresponds to the ZIP Code of the individual or business to which you mailed your response or money. If your complaint is related to an offer from a **FOREIGN COUNTRY**, mail this form to the Memphis address listed below. If your complaint concerns a **CHAIN LETTER**, or Nigerian solicitation, mail this form to the Newark address.

"Chain letters" are letters that request you pay small sums of money to four or five people and the distribution of the same letter with the new participant's name added, to several additional people. Chain letters are a form of lottery and as such are illegal to mail (or deliver in person or by computer, but mailing money to participate) in violation of Title 18, United States Code Section 1302, the Postal Lottery Statute.

All CHAIN LETTERS:

ZIP Codes 003-079, 085-149

**Inspection Service Operations Support Group
Fraud Complaint Supervisor
2 Gateway Center, Floor 9
Newark, NJ 07175-0001**

ZIP Codes 080-084, 150-229,
37620-37625, 400-699,
800-999 (except 885),

**Inspection Service Operations Support Group
Fraud Complaint Supervisor
222 S Riverside Plaza, Suite 1250
Chicago, IL 60606-6100**

All FOREIGN COMPLAINTS:

ZIP Codes 300-375, all 376
(except 37620-37625)
377-397, 700-799, 885

**Inspection Service Operations Support Group
Fraud Complaint Supervisor
225 N Humphreys Blvd., FL 4
Memphis, TN 38161-0006**



U.S. POSTAL INSPECTION SERVICE

Mail Fraud Report

See Privacy Act Statement on Page 3

Complainant Information

Your Name		SSN*	Year of Birth*
Address			
City	State	ZIP Code	Country
Home Phone No. (Include Area Code)	Work Phone No. (Include Area Code)	E-Mail	

*These two fields are optional, but the information may be helpful to Postal Inspectors tracking your complaint. Also, penalties may increase when certain crimes target particular age groups.

Complaint Filed Against

Company Name		Person's Name and Title	
Address			
City	State	ZIP Code	Country
Home Phone No. (Include Area Code)	Work Phone No. (Include Area Code)	E-Mail	
Fax No. (Include Area Code)	Web Address		

Details of Mail Fraud Complaint

Did You Lose Money?	What Was the Advertised Cost of the Offer?
<input type="checkbox"/> Yes. If so, how much? _____ <input type="checkbox"/> No	
How Did You Pay? (Check one)	Date of Payment
<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Other Money Order <input type="checkbox"/> Postal Money Order <input type="checkbox"/> Electronic Transfer <input type="checkbox"/> Credit Card <input type="checkbox"/> Debit Card <input type="checkbox"/> Telephone Bill	

Find the General Category Below that Describes Your Area of Concern, and Check the Specific Item. (Check one only)

- | | | |
|--|--|---|
| <p>Advance Payment</p> <input type="checkbox"/> Loan
<input type="checkbox"/> Credit Repair/Debt Consolidation
<input type="checkbox"/> Credit Card
<input type="checkbox"/> Student Loan
<input type="checkbox"/> Mortgage <p><input type="checkbox"/> Chain Letter</p> <p><input type="checkbox"/> Charity Fraud</p> <p>Education</p> <input type="checkbox"/> School
<input type="checkbox"/> Degree <p>Employment</p> <input type="checkbox"/> Postal Job
<input type="checkbox"/> Overseas Job
<input type="checkbox"/> Work at Home (Such as envelope stuffing)
<input type="checkbox"/> Distributorship/Multilevel Marketing | <p>False Bill or Notice</p> <input type="checkbox"/> Office Supplies
<input type="checkbox"/> Directory Solicitation
<input type="checkbox"/> Subscription/Periodical
<input type="checkbox"/> Classified Ad
<input type="checkbox"/> Taxes <p><input type="checkbox"/> Harassment (Merchandise ordered in your name without your consent.)</p> <p>Investment</p> <input type="checkbox"/> Real Estate
<input type="checkbox"/> Gems, Coins, Precious Metals
<input type="checkbox"/> Securities <p>Lottery (You pay to play.)</p> <input type="checkbox"/> Domestic
<input type="checkbox"/> Foreign <p>Medical Quackery</p> <input type="checkbox"/> Weight Loss
<input type="checkbox"/> AIDS Cure
<input type="checkbox"/> Cancer Cure
<input type="checkbox"/> Sexual Aid | <p>Merchandise or Service</p> <input type="checkbox"/> Failure to Pay
<input type="checkbox"/> Failure to Provide
<input type="checkbox"/> Misrepresentation of Product/Service <p><input type="checkbox"/> Nigerian Fraud</p> <p>Personals</p> <input type="checkbox"/> Mail-Order Bride
<input type="checkbox"/> Dating Service
<input type="checkbox"/> False Divorce Decree <p><input type="checkbox"/> Prize or Sweepstakes</p> <p><input type="checkbox"/> Sexually Oriented Advertisement</p> <p><input type="checkbox"/> Vacation or Travel</p> |
|--|--|---|

On What Date Did You Receive the Solicitation? _____

How Were You Contacted? (Check one)

- U.S. Mail Newspaper Radio/TV Internet Fax
 Telephone Magazine In Person E-Mail Other

If by Mail, Do You Have the Envelope It Was Mailed in?

- Yes No

Does the Envelope Have a Permit Number Instead of a Stamp?

- Yes; Permit No.: _____ No

Does the Envelope Have a Postage Meter Number Instead of a Stamp?

- Yes; Meter No.: _____ No

How Did You Respond to the Offer?

- U.S. Mail Telephone Internet E-Mail Fax

Do You Have a Mailing Receipt From Your Response (Such as for certified, insured or Express Mail)?

- Yes; Mail Receipt No.: _____ No

To What Address Did You Mail Your Response? _____

What Did You Receive? _____

How Did It Differ From What You Expected? _____

Do You Have the Item?

- Yes No

How Was It Delivered?

- U.S. Mail Private Courier In Person

Have You Contacted the Company or Person About the Complaint?

- Yes

Date of Last Contact: _____

- No. Why?

- Delivery Attempted, Returned Endorsed Disconnected Telephone
 Moved, Left No Address Unlisted Telephone
 Unanswered Telephone Address Unavailable

Legitimate businesses appreciate feedback. Check the offer for the delivery time frame, usually 6 to 8 weeks, and then contact the company. Please wait 2 weeks after contacting them before sending us this form. When a delivery time is not specified, a Federal Trade Commission rule mandates fulfillment within 30 days, unless you applied for first-time credit with the company.

Additional Information You Feel Is Important

Print Your Name _____

Today's Date _____

Thank you for completing this form. Please mail it with copies (*not originals*) of any bills, receipts, advertisements, canceled checks (front and back) or correspondence related to your report to the address below.

The U.S. Postal Inspection Service is a federal law enforcement agency. Postal Inspectors gather facts and evidence to determine whether a violation has occurred under the Mail Fraud or False Representation Statutes. While the Postal Inspection Service can't guarantee that you'll recover money lost to fraud, the information can help alert Inspectors about new fraud schemes and prevent others from being victimized.

Postal Inspectors base mail fraud investigations on the number, substance, and pattern of complaints received from the public; therefore, we ask you to keep all original documents relating to your complaint, including the solicitation, any mailing envelopes, and canceled checks. Under our Consumer Protection Program, Postal Inspectors may contact individuals or businesses on your behalf to request that complaints be resolved. We will contact you if more information is needed.

Postal Inspectors caution that, once you've been targeted in a fraud scheme, your name may be passed along to other con artists, so beware of future solicitations. If you know of others who believe they were

victimized in a fraud scheme, we recommend that you encourage them to submit a Mail Fraud Report as well.

Avoid being a victim: Postal Inspectors recommend that, before completing a business transaction, contact the Chamber of Commerce, Better Business Bureau, or county or state Office of Consumer Affairs in the area where the firm is located to get any information available on the company. If you have Internet access, you can get information from the Better Business Bureau online at: www.bbb.org, and from the individual state Attorneys General Consumer Protection Divisions at www.naag.org. Also, check the Postal Inspection Service Web site at: www.usps.gov/postalinspectors for more information on fraud schemes that involve the use of the mail.

Remember: If a deal sounds too good to be true, it probably is!

Please return this form to your postmaster, or mail to this address:

INSPECTION SERVICE SUPPORT GROUP
 222 S RIVERSIDE PLAZA STE 1250
 CHICAGO IL 60606-6100

Privacy Act Statement: The collection of this information, which will be used to address your complaint, is authorized by 39 USC 404, 18 USC 3061, and 5 USC, App. 3. It may be disclosed to an agency that requests information in the course of a background check; to an appropriate government agency, domestic or foreign, for law enforcement purposes; if pertinent, in a legal proceeding to which the USPS is a party or has an interest; to a government agency in order to obtain information relevant to a USPS decision concerning employment, security clearances, contracts, licenses, grants, permits or other benefits; to a government agency upon its request when relevant to its decision concerning employment, security clearances, security or suitability investigations, contracts, licenses, grants or other benefits; to a congressional office at your request; to an expert, consultant, or other person under contract with the USPS to fulfill an agency function; to the Federal Records Center for storage; to the Office of Management and Budget for review of private relief legislation; to an independent certified public accountant during an official audit of USPS finances; to an investigator, administrative judge or complaints examiner appointed by the Equal Employment Opportunity Commission for investigation of a formal EEO complaint under 29 CFR 1614; to the Merit Systems Protection Board or Office of Special Counsel for proceedings or investigations involving personnel

practices and other matters within their jurisdiction; and to a labor organization as required by the National Labor Relations Act; to an appropriate foreign or international law enforcement agency, organization or individual for investigative or prosecutorial purposes; to assist in crime prevention or detection; to obtain information relating to a pending investigation, trial or hearing; to obtain the cooperation of a witness or informant, or to notify of the status of the case; to a party or their attorney to discuss settlement, plea bargaining or discovery proceedings; to an agency or individual concerned with maintenance, extradition or release of a person held in custody; to a foreign country pursuant to an international treaty, convention or executive agreement; to the public, news media, trade associations or organized groups, if it is of interest, on accomplishments of the Postal Service or its employees; to a foreign country when apprehending or returning a fugitive to a jurisdiction seeking return; to American Insurance Association Index System members if it relates to accidents or injuries; or to elicit information from or alert organizations or individuals that share an electronic bulletin board with respect to potential criminal activity. Completion of this form is voluntary; however, the Postal Inspection Service may not be able to address your complaint if the information is not provided.

MOVING



WE CAN HELP

43 Million Americans move each year (17% of population)

21 Million Americans move between May & Sept. each year.

Americans avg. 12 moves in lifetime, or about once every 7 years.



MOVING? Postal Service Offers Convenience with Online Address Change

Moving can be such a challenging experience. The U.S. Postal Service understands this and offers an online solution that can make the experience a little less stressful. The online MoversGuide on usps.com allows customers to file their changes of address directly with the Postal Service electronically and offers move-related information, products, and services essential to planning, moving and settling in to the new residence.

Using the online MoversGuide system is fast, easy, and system security is maintained at every step. Customers can submit their address changes electronically as it expedites both the address change and mail forwarding process. Approximately 44 million address changes are processed annually; however, June, July and August represent the prime moving season. Last year, nearly 30% of all address changes were submitted to the Postal Service during this three-month period.

The Postal Service currently spends in excess of \$1.9 billion a year processing undeliverable as addressed mail -this is mail that cannot be delivered due to a variety of issues, including accuracy of address and forwarding information.

Additional services available on the MoversGuide site include creating a customized moving checklist, changing local and long-distance telephone service, and forwarding magazine subscriptions to avoid missing an issue. To access MoversGuide, log on to www.usps.com click on "Change Address" located on the red bar at the top of the screen.



IF I MOVE, HOW DO I GET MY MAIL FORWARDED?

If you are going to move or you want your mail to go to a different address, visit your local post office and pick up a PUB. 75-X, **MOVER'S GUIDE** or go to the USPS website <http://www.usps.com/moversnet>

Complete the **FORM 3575** card or **online**, including the date you want the change to go into effect. Be sure to specify whether the change order is for the **entire family** or an **individual**. Separate cards must be submitted for each different surname and each new address. Also, if family members will be moving to different new addresses, a separate card must be submitted for each person. We encourage you to print the information as clearly as possible to ensure all information on the card is entered into our computer forwarding system accurately.



WHAT HAPPENS THEN?

A confirmation notice will be sent to both your old and new address. The notice is intended to help the mover verify the Post Office has the correct information to forward their mail. Your local Post Office then sends your change-of-address card to one of our two Computer Forwarding Units. For ZIP Codes in the 600 and 602 areas, the Computer Forwarding Unit is located at the Palatine Processing and Distribution Center, 1300 Northwest Highway, Palatine IL 60095-9703. ZIP Codes 601 and 603 are processed at the Computer Forwarding Unit located in our Carol Stream Processing and Distribution Center, 500 E Fullerton Ave., Carol Stream IL 60199-9703.

The information is then put into our Computer Forwarding System and the card is returned to the Post Office of your old address. When the carrier receives the change-of-address card back, your mail is then sent to one of the two above computer forwarding system sites to be forwarded to your new address. Because of the extra handling, the initial time frame to start your forwarding can take up to ten days; after this it usually takes a few days to reach your new address.



HOW LONG WILL MY MAIL BE FORWARDED TO MY NEW ADDRESS?

Your mail will be forward for one (1) year. Magazines are forwarded for 60 days only. Advertising mail is not forwarded. After the year is up, the mail is then returned to sender for six months with a label indicating the new address. After that time, the change is taken out of the system.



GOING TO BE AWAY TEMPORARILY?

One of the blocks on the change-of-address card asks whether your change is "permanent" or "temporary." If you check the temporary block, be sure to include the date you intend to return.



FORWARDING OF MY UNEMPLOYMENT CHECK?

Any mail that is endorsed "RETURN SERVICE REQUESTED" OR "CHANGE SERVICE REQUESTED" is not forwarded but returned to sender with your new address.



HOW CAN I GET THE NEW ADDRESS OF SOMEONE WHO HAS MOVED?

On January 21, 1994, all postal units were directed to cease researching and disclosing addresses of individuals and families, except those requested by government, law enforcement agencies, courts, and other special exception.



TYPES OF MAIL THAT ARE NOT FORWARDABLE

- Mail addressed to "Occupant" or "Postal Customer"
- Mail showing specific instructions of the sender (e.g., "Return Service Requested" or "Change Service Requested")
- Perishable items

INTERNATIONAL INFORMATION



***PASSPORTS - ADDRESS FORMAT -
MONEY ORDERS - DINERO SEGURO -
RATES - GLOBAL PRIORITY -
GLOBAL EXPRESS GUARANTEED (GXG)***



WHERE CAN I APPLY FOR A PASSPORT?

You can apply for a passport at more than 1200 postal facilities nationwide. You can also download the form from your computer go to www.usps.com/passport State Department regulations for a new passport require that each applicant present: **two recent 2" x 2" photographs, valid identification, and a certified copy of his or her birth certificate, along with the appropriate fee.** The fees are as follows:

\$85 ADULT	(NEW)	VALID FOR (10) YEARS
\$55 ADULT	(RENEW)	VALID FOR (10) YEARS
\$70 UNDER 16	(NEW / RENEW)	VALID FOR (5) YEARS

The passport fee may be paid in cash, by check, or by money order. It takes approximately **5 to 8 weeks** to receive your passport. **Expedited Services** are available for an **additional \$60** and a copy of itinerary or tickets is necessary.

Express Mail service to and from the passport agency is \$27.30.

To apply at the Chicago Passport Agency at the Kluczynski Building, 230 S. Dearborn, Suite 380, Chicago, IL., you have to make an appointment by **calling (312) 341-6020**. This number is an automated system and can be used **24 hours a day, 7 days a week**.

You **will not be helped if you do not arrange for an appointment** in advance. Only individuals requiring a passport within **21 days or less** will be given appointments and **must bring proof** of immediate travel. In addition to the regular passport fee, customers must pay a **\$60** expedite fee for each application.

To check on the status of your passport **1-877-487-2778** or go online to National Passport Information Center (NPIC) npic@state.gov

Forms are available at all post offices for your convenience in filling them out, but can only be accepted for processing through one of the post offices listed on the next page. **Please note** that some offices offer **photo service**, so to be sure the services you need are provided at the Post Office near you - call **1-800-275-8777** for complete information.

PASSPORT ACCEPTANCE FACILITIES - NORTHERN ILLINOIS DISTRICT
CALL 1-800-275-8777 FOR MORE INFORMATION

POST OFFICE	ADDRESS	ZIP	HOURS	PHOTOS
ADDISON	175 S. LINCOLN AVE	60101	M-F 8:45-4 & SAT 8:45-11:30	Y
ALGONQUIN	801 W ALGONQUIN RD	60102	M-F 9-4:30 & SAT 9-11:30	Y
ARLINGTON HTS	909 W EUCLID AVE	60004	M-F 8:30-4:30 & SAT 8:30-11:30	Y
BELVIDERE	1800 DOC WOLF RD	61008	M-F 8:30-4:30 & SAT 8:30-11:30	N
BUFFALO GROVE	255 N BUFFALO GROVE RD	60089	M-F 8:30-5:00 & SAT 8:30-12	Y
CAROL STREAM	550 E FULLERTON AVE	60188	M-F 7:00-7:00 & SAT 8-2	Y
CARY	2702 THREE OAKS RD	60013	M-F 8:30-4:30 & SAT 8:30-11:30	Y
CRYSTAL LAKE	301 E CONGRESS PKWY	60014	M-F 9-4:30 & SAT 9:30-12:30	Y
DEERFIELD	707 OSTERMAN AVE	60015	M-F 9-4:30 & SAT 9-11:30	Y
DEKALB	600 E LINCOLN HWY	60115	M-F 8:30-4:30 & SAT 8:30-11:30	Y
DES PLAINES	1000 E OAKTON ST	60018	M-F 8:30-4:30 & SAT 9-12	Y
ELGIN	66 GROVE CT	60120	M-F 9-4 ONLY	Y
ELMHURST	154 W PARK AVE	60126	M-F 9-4 & SAT 9:00-11	Y
EVANSTON	1101 DAVIS ST	60201	M-F 8:30-5 & SAT 7:30-12	Y
FREEPORT	103 N CHICAGO AVE	61032	M-F 8:30-4:30 & SAT 8:30-11:30	N
GENEVA	26 S. THIRD ST	60134	M-F 8-5 & SAT 9-12	Y
GLEN ELLYN	757 DUPAGE BLVD	60137	M-F 8-5 & SAT 8-1	Y
GLENVIEW	1919 PRAIRIE ST	60025	M-F 8-4:30 & SAT 8-12:30	Y
GRAYSLAKE	75 COMMERCE DR	60030	M-F 8-5 & SAT 8-1	N
GURNEE	1N OPLAINE	60031	M-F 8-4:30 & SAT 7-12:30	Y
HIGHLAND PARK	833 CENTRAL AVE	60035	M-F 8-4:30 & SAT 9-11	Y
ITASCA	1050 W. IRVING PK RD	60143	M-F 8:30-4:30 & SAT 9-11:30	Y
LAKE FOREST	230 NORTHGATE ST	60045	M-F 9-4:30 & SAT 8:30-11:30	Y
LAKE VILLA	206 CEDAR AVE	60046	M-F 7-5 & SAT 7-1	Y
LAKE ZURICH	380 SURRYSE RD	60047	M-F 8-4:30 & SAT 8:30-12:30	Y
LIBERTYVILLE	1520 ARTAIUS PKWY	60048	M-F 8-5 & SAT 8:30-12:30	Y
MCHENRY	4530 W CRYSTAL LAKE RD	60050	M-F 8:30-4:30 & SAT 9:30-11:30	N
MORTON GROVE	9114 WAUKEGAN RD	60053	M-F 8:30-4 & SAT 8:30-11:30	Y
MT PROSPECT	300 W CENTRAL RD	60056	M-F 8:30-4:15 & SAT 8:30-12:15	Y
NORTHBROOK	2460 DUNDEE RD	60062	M-F 8:30-4:30 & SAT 8:30-11:30	Y
NORTHLAKE	47 W NORTH AVE	60164	M-F 9-5:30 & SAT 9-2	Y
OAK PARK	901 LAKE ST	60301	M-F 9-3:30 & SAT 9-12	Y
PALATINE	440 COLFAX	60067	M 8-5, TU-FRI 9:30-5 & SAT 9-12	Y
PARK RIDGE	333 BUSSE HWY	60068	M-F 8:30-4:30 & SAT 8:30-12:30	Y
PROSPECT HTS	9 S ELMHURST RD	60070	M-F 9-4:30 & SAT 9-11	Y
ROCKFORD	5225 HARRISON AVE	61125	M-F 8-5:30 & SAT 8-1:30	Y
ROUND LAKE	1940 MUNICIPAL WAY	60073	M-F 8:30-6 & SAT 9-1	Y
SCHAUMBURG	450 W SCHAUMBURG RD	60194	M-F 9-4:30 & SAT 9-12:30	Y
SKOKIE	4950 MADISON ST	60077	M-F 9-5 & SAT 9-1	Y
ST CHARLES	1405 W MAIN ST	60174	M-F 8-5& SAT 8-2	Y
STREAMWOOD BR	115 E IRVING PARK RD	60107	M-F 9-4 & SAT 9-12	Y
VERNON HILLS	675 LAKEVIEW PKWY	60061	M-F 9-5 & SAT 9-12	Y
VILLA PARK	1415 S ARDMORE AVE	60181	M-F 9-4 & SAT 9-12	Y
WAUKEGAN	326 N GENESEE ST	60085	M-F 8:30-4:30 & SAT 9-11:30	N
WEST CHICAGO	1130 W. WASHINGTON ST	60185	M-F 8:30-4:30 & SAT 9:30-11:30	Y
WHEATON	122 N WHEATON	60187	M-F 8:30-4:30 & SAT 8:30-12	Y
WHEELING	250 W DUNDEE RD	60090	M-F 8:30-4:30 & SAT 8:30-11:30	Y
WILMETTE	1241 CENTRAL AVE	60091	M-F 9-4:30 & SAT 8-1:30	Y
WOODSTOCK	1050 COUNTRY CLUB RD	60098	M-F 8:30-4:30 & SAT 8:30-11:30	N

PROPER ADDRESSING OF INTERNATIONAL MAIL

Proper addressing will ensure your mail arrives to the correct destination and into the proper hands. Besides being processed by the U.S. Postal Service, International Mail may be handled by customs officials, international transportation carriers, and foreign postal authorities.

Although there are no service standards for International airmail, it has been our experience that it takes seven to ten days for delivery of most items. Processing in the origin and destination countries constitute the majority of the time it takes to process the mail.

International mail requires the *country name* always stand alone on the bottom line - - (no abbreviations) and be written in English.

TAKE THE TIME TO PRINT CLEARLY AND IN THE CORRECT FORMAT SHOWN BELOW.

**EXAMPLE: MR THOMAS CLARK
 117 RUSSELL DRIVE
 LONDON WIP6H1
 ENGLAND**

We recommend you purchase insurance on any item of value that you mail. As a precaution, senders should place a card showing the names and addresses of the sender and addressee inside parcels. In the event your International Mail may be delayed or lost, we suggest you complete Postal Service Form 542, "Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article," at your Post Office.

The information you provide on this form will be forwarded to the appropriate International Mail exchange office here in the United States and then to the Postal Administration of the destination country.

INTERNATIONAL RATES

AIR LETTERS

UP TO 1 OUNCE- CANADA \$0.60 MEXICO \$0.60 WORLDWIDE \$0.80

POSTCARDS

AEROGRAMMES

Canada	\$0.50	ALL Countries	\$0.70
Mexico	\$0.50		
All other countries	\$0.70		

GLOBAL PRIORITY MAIL

Small

Large

FLAT RATE ENVELOPE (Weight limit 4 lbs.) TO OVER 30 COUNTRIES

Canada & Mexico	\$4.00	\$7.00
Western Europe & Middle East	\$5.00	\$9.00
Pacific Rim & South America	\$5.00	\$9.00

The following classes of international mail are based on weight and country. Call or check with your local post office for rates. Call 1-800-222-1811 for more details on Express or check our Web site www.usps.com/gxg

GLOBAL EXPRESS GUARANTEED (GXG) - Fast and guaranteed service starts at \$24 for documents and \$36 for packages, rates vary by weight and destination country.

GLOBAL EXPRESS MAIL (EMS) - high-priority mail service is available to nearly 200 countries and territories, offering economy, speed, reliability, and convenience. Rates vary by weight and destination country, starting at \$15.50.

PARCEL POST (SURFACE or AIR) - Choose the combination of speed and price you need. See local post office for rates of specific countries.

INTERNATIONAL POSTAL MONEY ORDERS - This service transfers funds to individuals or firms overseas. We have agreements to exchange postal money orders with over 100 countries. The maximum amount for a single international money order is \$700 depending on our agreement with the country. Fees are either \$3.25 or \$8.50 (check with your post office for more details). No inquiries or replacements can be made without the United States International Postal Money Order receipt.

INTERNATIONAL RECORDED DELIVERY YELLOW FORM 8099 & FORM 2865

This service is available only to certain countries - provides a receipt of mailing for letters and small packages and a record of delivery, which is kept at the destination post office. Complete yellow form 8099 and place on mailpiece, Request a return receipt by completing form 2865. Fee: consult you local Post Office for cost of this service.

DINERO SEGURO

TO FIND OUT THE ADDRESS OF ANY OF BANCOMER BRANCHES OR MORE DETAILS ABOUT DINERO SEGURO CALL TOLL FREE

1 888 ENVIOMX OR 1 888 368-4669.

PARA AVERIGUAR LA DIRECCION DE CUALQUIERA DE LAS SUCURSALES DE BANCOMER O PARA OBTENER MAS DETALLES SOBRE DINERO SEGURO LLAME GRATIS AL

1 888 ENVIOMX O 1 888 368-4669.

THE MONEY WILL BE AVAILABLE FOR PICK UP AT ANY BANCOMER BRANCH IN MEXICO IN 15 MINUTES OR LESS*

IT'S VERY EASY TO USE

1

Fill out the application form.

2

Hand it to the postal employee with the money you are sending.
If you're sending over \$1,000, show appropriate ID.

3

The postal employee will tell you how much the transaction costs.
Dinero Seguro rates are competitive.

4

Keep the receipt with the Confirmation Number.
The amount printed on the receipt is the actual amount your family will receive in Mexican pesos, with no hidden fees.

5

At Bancomer, your relative must show a valid photo ID and say that the money as sent with Dinero Seguro

SU DINERO LLEGA A CUALQUIER SUCURSAL DE BANCOMER EN MEXICO IN 15 MINUTOS O MENOS*

ES MUY FACIL DE USAR

1

Llene la solicitud.

2

Entreguela junto con el dinero de su envio.
Si su envio es de mas de \$1,000, lleve un documento de identificacion.

3

El empleado postal le informara el costo del servicio.
Las tarifas de Dinero Seguro son competitivas.

4

Guarde el recibo con el Numero de Confirmacion.
En su recibo esta indicada la cantidad exacta que su familia recibira en pesos mexicanos. No hay cargos adicionales.

5

En bancomer, la persona debe presentar una identificacion vigente con fotografia y decir que el dinero fue enviado con Dinero Seguro.

AMOUNT

0 TO \$750
\$751 TO \$1500
\$1501 TO \$2000

FEE

\$10
\$15
\$20

DESIGN A STAMP

JUST

CHECK OUT OUR WEB PAGE

FOR

STARWRITERS "POSTAL ZONE"

KIDS

STAMP COOL-LECTING

TEACHERS!
CHECK US OUT
ON THE WEB



Teachers looking for new ways to educate their students should check out the Postal Museum.

Abundant information is available on the internet as a teaching aid. Join us at:

<http://www.si.edu/postal>

- ◆ **this will take you to our Postal Museum**
- ◆ **from there click on Education Services**
- ◆ **or check out Games.**

US POSTAL SERVICE - NORTHERN ILLINOIS DISTRICT

Stamp COOL-LECTING: IT'S HOBBY FORMING

Stamp collecting is a fascinating and enjoyable hobby that does not require any specific skills or expensive equipment.

Cool stamp collections are not born...they are built!

You can create a stamp collection about almost anything. Let the stamps be your guide by following them into the world of birds, animals, holidays, trains & planes, flowers, space, flags, sports, entertainment, music, movies...the list goes on and on! Go to www.usps.com and click on stamps to see what's new and to purchase stamps and other products.



A good starting point to begin your collection is your local post office, where new and recently issued stamps and postal stationery are on sale. You may also buy philatelic products, such as stamp collecting kits, the Postal Service Guide to U.S. Stamps, and mint sets of commemorative and special stamps for recent years. A free mail order catalog of philatelic products is available by writing to:

PHILATELIC FULFILLMENT SERVICE CENTER
P.O. BOX 41936
KANSAS CITY MO 64179-0996
OR CALL - 1-800-STAMP-24

The Postal Service receives 35,000 - 40,000 letters annually from individuals who propose some 1,000 different subjects for US postage stamps. Virtually all subjects chosen to appear on our stamps originate from public suggestions.

The choice of stamp subjects must conform to some general criteria, including, but not limited to: **Stamps** must portray American-related subjects, **No** living person may be shown....only those who've been deceased at least 10 years. **Stamps** shall not depict religious institutions, fraternal or charitable organizations, political parties, cities or towns, hospitals, libraries, or schools.

Got an idea for a stamp? -GREAT- send your design to:



CITIZENS' STAMP ADVISORY COMMITTEE
STAMP MANAGEMENT
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 5301
WASHINGTON DC 20260-2420



RETAIL STORES AND PHILATELIC LOCATIONS

Looking for a Commemorative Stamp, or Celebrate the Century, maybe the Looney Toons is your favorite. Well we have them all at our Retail Stores and Philatelic Offices .

RETAIL STORES			
NAME	ADDRESS	ZIP	PHONE
ANTIOCH	420 ORCHARD ST	60002	847-395-3482
BELVIDERE	1800 DOC WOLF DR	61008	815-547-5456
DEERFIELD	707 OSTEMAN	60015	847-945-0257
ELGIN/WEST SIDE	208 S RANDALL RD	60123	847-608-0211
GURNEE	1 N O'PLAINE RD	60031	847-662-6943
HIGHWOOD	130 HIGHWOOD AVE	60040	847-432-0115
MELROSE PARK	1824 N 25TH AVE	60160	708-343-2150
NORTH LAKE (Melrose Pk)	47 W NORTH AVE	60164	708-492-0533
OLD ORCHARD BR	9318 SKOKIE BLVD	60077	847-676-2232
PALATINE	440 W COLFAX	60067	847-359-1799
PROSPECT HTS	9 S ELMHURST RD	60070	847-255-0954
ROSELLE	256 CENTRAL AVE	60172	630-893-7247
ROUND LAKE	1940 MUNICIPAL WAY	60073	847-740-6528
SOUTH ELGIN	310 N LA FOX ST	60177	847-742-5325
SOUTH OAK PARK	1116 GARFIELD ST	60304	708-848-6464
ST CHARLES	616 E MAIN ST	60174	630-584-2318
VERNON HILLS BR	675 LAKEVIEW PKWY	60061	847-566-3901
WHEATON	122 N WHEATON AVE	60187	630-668-3530
LIMITED	MERCHANDISE		
BYRON	232 N UNION	61010	815-234-7051
EAST ROCKFORD	922 E STATE ST	61110	815-962-5963
ELBURN	815 N MAIN ST	60119	630-365-2627
GENOA	705 PEARSON DR	60135	815-784-3349
KILBURN	2440 KILBURN AVE	61101	815-962-1335
KINGSTON	430 E RAILROAD ST	60145	815-784-5711
LAKE BLUFF	26 E SCRANTON	60044	847-234-2779
LANARK	600 W OLYMPIC DR	61046	815-493-2550
LOMBARD/YORKTOWN	226 YORKTOWN MALL	60148	630-620-5317
NORTHFIELD (WINNETKA)	1787 ORCHARD LN	60093	847-446-3777
PECATONICA	120 E THIRD ST	61063	815-239-2656
POPLAR GROVE	105 E BRITINIE DR	61065	815-765-1572
STOCKTON	201 W RAILROAD AVE	61085	815-947-3613
WADSWORTH	39067 CAROLINE AVE	60083	847-662-6697
WAUKEGAN/EDISON SQ	1519 N LEWIS	60085	847-662-7385
WINNEBAGO	105 LANDMARK DR	61088	815-335-2050
PHILATELIC	OFFICES		
ARLINGTON HEIGHTS	909 W EUCLID AVE	60004	847-253-7457
DES PLAINES	1000 E OAKTON ST	60018	847-827-5592
EVANSTON	1101 DAVIS ST	60201	847-328-6201
RIVER FOREST	401 WILLIAM ST	60305	708-366-5986

"FREE" TO TEACHERS

Every school year approximately 3,000 students and over 200 teachers in both Du Page and Cook counties receive the presentation. "The Star Writers program has really taken off, which shows us there is a definite need to be filled," said Ms. Bzdelik.

"We think the Star Writers, Postal Zone video program is a very useful learning tool for the students," said Christine. **Star Writers** is just one example of the ways the Postal Service within the Northern Illinois District is working to help achieve literacy.

We add special attention to our presentations during October which is National Stamp Collecting month and April which is National Letter Writing month.

If you are an elementary school teacher located within the following ZIP Code areas (600,601,602,603,610 or 611), please contact the Northern Illinois District **Consumer Affairs Department at (630) 260-5171** and we will be happy to provide you with more information about our program.