



postal bulletin

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Overstocking Form 4584, Observation of Driving Practices

Positive use of Form 4584 in an educational manner is an important measure in motor vehicle accident prevention. To ensure a high standard of professional driving performance, supervisors conduct street observations semi-annually, and at other periods deemed appropriate, for each driver under their direct supervision. New drivers and employees who are reassigned or promoted to positions which require driving duties are evaluated on their driving habits after 30-, 60-, and 80-day time periods (or at other appropriate intervals if the driver's probationary period is less than 90 days). Street observations are also conducted at least once each accounting period on all motor vehicle/tractor trailer operators and carriers who have less than two years of postal driving experience. Vehicle operations analysts, street supervisors, and all other supervisors who are responsible for conducting observations must familiarize themselves with defensive driving techniques so that they can conduct effective observations.

Based on these requirements for conducting street observations, it is estimated that one million observations were conducted within the last year. However, since this form was revised in March 1985, over 2.1 million copies have been distributed to the field and little more than ½ million copies remain in the supply centers. This indicates that *Form 4584 is being overrequisitioned from the area supply centers.* Since there is still an estimated year's supply of Form 4584 in field offices, the form will not be reprinted for at least another six months. To conserve remaining stock, the supply centers will restrict issuance. It is requested that each office judiciously manage further procurement of this form and avoid stockpiling.

—Employee Relations Dept., 3-27-86.

International Mail—Prohibited Items

We have received reports that some offices are accepting alcoholic beverages for mailing to Canada. This notice is to remind all employees that intoxicating liquor, beer, and wine cannot be mailed to Canada or any country.

The prohibition is stated in the INTERNATIONAL MAIL MANUAL section 139.82 and the individual country listing for Canada.

—Rates & Classification Dept., 3-27-86.

Missing Postal Bulletins

If, for any reason, your scheduled delivery of the POSTAL BULLETIN does not arrive at your postal facility, contact the Eastern Area Supply Center at PEN 440-2211 or (201) 725-2720, Extension 211.

For your convenience, these telephone numbers are now printed on the back page of the POSTAL BULLETIN.

Nonpostal subscribers should contact the Superintendent of Documents, Government Printing Office, at (202) 783-3238 for missing Bulletins.

—Information Resource Management, 3-27-86.

45-Year Service Award Pins

The stock of 45-year Service Award Pins, Item No. 0-917-H, is depleted. This will be replenished at the Area Supply Centers within approximately 30 to 45 days. Availability will be announced in a future POSTAL BULLETIN.

—Employee Relations Dept., 3-27-86.

All personnel processing mail for dispatch abroad

Foreign Order Notice

Correction for P.B. No. 21558, dated March 20, 1986. The Foreign Order Notice No. 143 is corrected to read: *Foreign Notice No. 152.*

—Judicial Officer, 3-27-86.

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22-Cent Duke Ellington Commemorative Stamp

The 22-Cent Duke Ellington commemorative postage stamp will be placed on sale April 29, 1986, in New York, NY. Edward Kennedy "Duke" Ellington, jazz composer, orchestra leader and pianist, was one of the first to compose and arrange jazz music for a large orchestra. Many of his recordings like "Mood Indigo" and "It Don't Mean a Thing" became as popular in Europe as they were in the United States.

This is the 19th stamp to be printed by a private firm under the terms of a contract awarded by the Postal Service on September 8, 1983, and the 26th printed by that firm since 1979.

Do Not Sell Before April 30, 1986



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Issued in panes of 50.

Collector information is on page 9.

Supply. All post offices will receive their standard automatic distribution quantities for a 50-subject commemorative stamp. *Supplemental requisitions will not be honored at the Bureau of Engraving and Printing for item 405.*

Stamp distribution offices requiring additional stamps may order them from their Regional Accountable Paper Depositories using separate Forms 17A, *Accountable Items Requisition from Stamp Distribution Office*. Limited quantities of this stamp will be shipped to Regional Accountable Paper Depositories for filling supplemental orders. All other post offices requiring additional stamps should immediately requisition them from their stamp distribution offices on separate Forms 17A.

Before requisitioning additional stock, consider that the stock should be depleted prior to June 29, 1986, at all post office outlets except authorized philatelic centers.

—Customer Services Dept., 3-27-86.

Domestic First Flight Cachets

Official cachet and philatelic treatment for the first flight service described below is authorized in Section 244.63, *POSTAL OPERATIONS MANUAL*.

Covers to be sent on the flights must be prepared in accordance with the following instructions:

1. All covers must be addressed with First-Class postage affixed.

2. A clear space, 2½ by 2½ inches on the lower portion of the envelope and to the left of the address, must be allowed for the cachet. An additional 1½ inches to the left of the innermost stamp must be provided to permit a clear postmark, and each envelope should contain a filler of postal card thickness to assure good impressions of the cancellations.

3. The covers must be placed in outer envelopes and mailed to reach the office applying the cachet no later than three days before the scheduled date of the flight. "First Flight Covers" should be written in the lower left corner of outer envelopes.

4. Aerogrammes and postal cards will not be accepted.

There will be a limit of 50 covers per customer per flight. Covers already postmarked and those not prepared in accordance with instructions will not receive cachets or cancellations.

Specific instructions for the flights are as follows:

Trans World Airlines

On June 6, 1986, Trans World Airlines will inaugurate round-trip service between St. Louis, Missouri and Honolulu, Hawaii.

The following cancellations may be obtained:

St. Louis to Honolulu
Honolulu to St. Louis

Cachets to be applied by	Send covers to
St. Louis Post Office.....	Postmaster St. Louis, MO 63155-9998
St. Louis Airport Mail Facility..	Operations Manager Airport Mail Facility Lambert Field 9855 Air Cargo Rd. St. Louis, MO 63155-9740
Honolulu Post Office.....	Postmaster Honolulu, HI 96820-9998
Honolulu Airport Mail Facility.	Operations Manager Airport Mail Facility Honolulu International Airport Honolulu, HI 96820-0799

—Customer Services Dept., 3-27-86.

NEW FORM 1360, ADP SECURITY INCIDENT REPORT

A new PS Form 1360, *Security Incident Report*, has been designed for reporting incidents that may violate automatic data processing (ADP) security. The information obtained from the new form will be used to construct a more complete and accurate picture of the Postal Service ADP security posture. A new Management Instruction (AS-870-86-1, 3-3-86) is being distributed to provide guidance for completing the new Form 1360.

All postal employees are responsible for reporting incidents they suspect may involve computer crime or ADP security violations to the appropriate officials cited on the reverse of Form 1360. This applies to all security incidents that occur on postal property or involve postal resources.

Violations of ADP security include—but are not limited to—the following examples:

- a. Unauthorized access to data or computer equipment.
- b. Use of Postal Service computer equipment to assist in a crime.
- c. Illegal removal of postal property (i.e., hardware, software, computer equipment, etc.) from postal premises.
- d. Unauthorized use of Postal Service computer equipment, such as games, resumes, etc.

e. A series of unsuccessful attempts to log-on from a remote terminal (i.e., improper user identification code or password given repeatedly from the terminal).

f. Intentionally disabling any access or control facility (hardware or software).

g. Terminals receiving unexplainable output (i.e., receiving information not specifically requested).

h. Leaving a terminal device unattended while signed on and connected to a system.

For further information regarding postal policies defining and governing ADP security, see the following postal directives:

1. MI AS-830-84-7, *Request for Computer ID*, 7/30/84.
2. MI AS-850-85-1, *Personal Computer and Office Automation Security*, 1/10/85.
3. Automated Information Security Policy, POSTAL BULLETIN 21494, 1/10/85.
4. Headquarters Circular 81-4, VIII-B-18, *Headquarters Security*, 9/10/81 (HQs employees only).

Forms 1360 and Management Instructions may be obtained from the Eastern Area Supply Center. Use PS Form 7380, *Supply Center Requisition*, to request supplies.

—Information Resource Management Dept., 3-27-86.

DMM Revision

SECOND-CLASS PALLETIZATION

Effective immediately, DOMESTIC MAIL MANUAL (DMM) 467.342, is revised to allow mailers of second-class publications who are authorized to palletize sacks, to prepare Transfer Hub pallets after all required 5-digit, 3-digit, SCF and SDC pallets have been prepared.

The DMM is revised as follows:

Chapter 4—Second-Class Mail

*	*	*	*	*
460	Preparation of Bulk-Rate Mailings			
*	*	*	*	*
467	Bundling and Palletizing			
*	*	*	*	*
467.3	Palletizing Sacks			
*	*	*	*	*
.342	Sortation			
*	*	*	*	*

more of sacks remaining that are destined for ZIP Codes served by the same State Distribution Center (SDC), they must be placed on a pallet labeled to that SDC. SDC pallets must be labeled to the destination SDC in accordance with 467.243. The pallet label must contain the information required for destination pallets in 464.32c, in the format required by that section.

f. Optional Transfer Hub Pallets (SACKS ONLY). If, after preparing all required 5-digit pallets, optional multi-coded city pallets, required 3-digit pallets, required SCF pallets and required SDC pallets and there are 650 pounds or more of sacks remaining that are destined for ZIP Codes served by the same Transfer Hub, a Transfer Hub pallet may be prepared. Transfer Hub pallets must be labeled in the following manner.

- Line 1: Designated Transfer Hub facility and lowest 3-digit ZIP Code served by the Transfer Hub.
- Line 2: Contents (2C or NEWS).
- Line 3: City and State of the post office of mailing.

These revisions will be incorporated in a future issue of the DMM.

—Mail Processing Dept., 3-27-86.

e. Optional SDC Pallets. If, after all required 5-digit pallets, optional multi-coded city pallets, required 3-digit pallets and required SCF pallets have been prepared there are 650 pounds or

DMM Revision

Postal Law Violations

Effective immediately, the DOMESTIC MAIL MANUAL (DMM) 114.2 is revised to update the addresses to send information and complaints concerning a possible postal law violation. The DMM is revised as follows: 114.2 POSTAL LAW VIOLATIONS. Send information and complaints concerning a possible postal law violation to the Regional Chief Postal Inspector, Attn: Management Operations Support Center, at the address listed below:

Regional Chief Postal Inspector
Attention: MOSC
Northeast Region
1633 Broadway, 2nd Floor
New York, NY 10097-0100

Regional Chief Postal Inspector
Attention: MOSC
Eastern Region
1 Bala Cynwyd Plaza, Suite E-300
Bala Cynwyd, PA 19004-9000

Regional Chief Postal Inspector
Attention: MOSC
Central Region
433 W. Van Buren
Main Post Office Building, RM 712
Chicago, IL 60607-5401

Regional Chief Postal Inspector
Attention: MOSC
Southern Region
1407 Union Avenue, 10th Floor
Memphis, TN 38161-0001

Regional Chief Postal Inspector
Attention: MOSC
Western Region
850 Cherry Avenue, 4th Floor
San Bruno, CA 94098-0100

These changes will be incorporated into a future revision to the DMM.

—*Inspection Service, 3-27-86.*

Revision

PEN Trouble Reporting Procedures

The Postal Service's Private Electronic Network (PEN) has been installed at most major postal facilities and has been in operation for several months. Telephone coordinators have been calling troubles to the PEN trouble desk at headquarters.

After **March 30th**, telephone coordinators should immediately report troubles to the Customer Support Branch (CSB) at the NISDC. The number to the Customer Support Branch is **PEN 878-5001** or Commercial **(919) 878-5001**.

The information supplied to the CSB should be as detailed as possible and should include the following:

1. The telephone coordinator's name, PEN number, and commercial number.
2. The name of the coordinator's facility and the name of the facility that is having the problem, if different from the coordinator's.
3. The telephone number(s) that originated the problem call. This is the telephone number from which the call was placed.
4. The terminating telephone number(s). This is the telephone number that the caller dialed or tried to dial.
5. The exact time and date that the call attempt(s) was made. This information is critical because it is used to trace the actual circuitry that the call traveled.
6. A description of what occurred when the caller placed the call. For example:
 - a. The caller dialed "8" and the called-to PEN number and heard a hi-lo beeping tone. The called party never answered.
 - b. The caller dialed "8," an area code, and a commercial number; received the beeps to insert an authorized code; started to put in the code and received a dial tone again. The call was not completed.
 - c. The caller dialed "8" and a PEN number, heard ringing, and when the called-to party answered, neither party could hear because of noise on the line.

A good description of what happened when the call was attempted will help the technician correct the problem quickly.

—*Information Resource Management, 3-27-86.*

SAFETY IS NO ACCIDENT

DOMESTIC ORDERS

False Representation. Enforced by Postmasters at cities listed.

State/city	Names covered	Product
GA, Eatonton 31024-0850	Pyramid Financial Reports, P.O. Box 850	A work-at-home scheme involving stuffing of envelopes and requiring a \$15.00 deposit to participate.
WI, Milwaukee 53201-0827	Michael J. Christopher, P.O. Box 827.....	The purchase of airline tickets.

—*Judicial Officer, 3-27-86.*

USE OF PS TAG 175—EXPRESS MAIL SURFACE TRANSPORTATION

A new tag PS 175, is being introduced to alert mail handlers that Express Mail pieces bearing the tag are **not** to be sent to the AMF for air transportation.

At the appropriate origin operation, this tag will be affixed to the pouch closure staple of each piece of Express Mail which is routed via surface transportation to its destination distribution facility. Outside pieces will have the tags taped next to the Express Mail label with transparent tape to avoid damaging the tag unnecessarily. If the surface transportation is missed for any reason and air transportation is selected as an alternate routing, the tag will be removed prior to dispatch to the airport.

Destination receiving units that handle these dispatches must remove the tags carefully and forwarded them to the work station where these tags are stored for reuse on outgoing dispatches.

Facility management will be responsible for training their personnel in the purpose and use of this tag.

Tags are now available in the supply centers. Each three digit mail processing facility should requisition 500 tags as an initial supply. As an average, this quantity should be sufficient for three to six accounting periods depending on the size of the facility. Keep in mind there will be incoming tags for reuse. Subsequent requisitions should be limited to 250. MSC Manager/Postmasters will control tag requisitions to cover facilities under their jurisdictions.

The tag is printed in three conspicuously bright colors on durable tag stock with the intent that it be reused several times before it is discarded for wear.—*Mail Processing Dept., 3-27-86.*



**Treasury Check Envelopes—
Color Change**

Effective with the scheduled delivery of Social Security Supplemental Income checks (SSI) on April 1, 1986, the envelopes bearing these checks will be light grayish-blue in color. SSA checks, due on the third day of the month, will continue to be mailed in brown envelopes.

—*Mail Processing Dept., 3-27-86.*

Service Award Folders

The last procurement of blue Service Award Folders, Item No. 0-1100-K, produced some defective folders. The folders have a tendency to warp after they have been removed from the carton. Action has been initiated to correct this, and new folders should be available at the Area Supply Centers by May 31.

—*Employee Relations Dept., 3-27-86.*

Second-Class Transfer Hubs

Albuquerque, NM is presently designated as the Primary Hub for second-class mail destined for three-digit ZIP Codes 850-864.

Effective April 19, 1986, Phoenix AZ will serve as the Primary Hub for originating and destination second-class mail for three-digit ZIP Codes 850-864.

—*Mail Processing Dept., 3-27-86.*

**Prevent bulk stamp shipment
delays—Verify that item number
and quantity entered on bulk
stamp requisitions are correct.**

EXPRESS MAIL INTERNATIONAL SERVICE (EMIS)—DELIVERY RECORDS

EMIS delivery procedures are summarized below. It is imperative that managers assure that all steps, particularly steps B and C, are followed.

A. International Exchange Offices. International Exchange Office employees must:

1. Record data regarding the incoming item on a terminal.
2. Complete Label 11B, *Express Mail Next Day Service Post Office to Addressee*, for the item.
3. Affix Label 11B to the item.
4. *Note:* the international Label 11B is distinct from the domestic Label 11B because it is overprinted, as illustrated below.

B. Delivery Employees. Delivery employees must:

1. Obtain a completed delivery receipt (part 3 of Label 11B) for the item.
2. Forward the delivery receipt to the Electronic Marketing Report System (EMRS) data entry site at their MSC.

C. EMRS Data Entry Sites. EMRS employees at the MSCs must:

1. Understand the importance of the delivery receipt part of Label 11B for an EMIS item.
2. Enter the delivery information from the delivery receipt into the EMRS.
3. *Note:* delivery information for EMIS items is not reflected in the Domestic Performance reports and therefore cannot adversely affect the reports.

PRESS HARD YOU ARE MAKING 4 COPIES	FROM: INTERNATIONAL EXPRESS MAIL		POST OFFICE TO ADDRESSEE																			
	Country: —	City Code: —	B 30405328																			
	Dispatch: _____																					
	Type: —	Item Number: _____	SERVICE GUARANTEE: Domestic mailings under this service made at designated USPS facilities on or before a specified deposit time will be accepted for express shipment to a designated USPS delivery area having Express Mail Service for next day delivery to an addressee or agent on or before the time specified by the USPS at mailing. USPS will refund upon application to originating office, the postage for any shipments mailed under this service and not meeting the service standard except for those delayed by strike or work stoppage. See USPS Notice 43 for details. INSURANCE COVERAGE: See Sections 234 and 235 of the Domestic Mail Manual for exclusions of coverage. (1) Document Reconstruction Insurance Non- negotiable documents are insured against loss, damage, or rifling up to \$50,000 per piece, subject to a limit of \$500,000 per occurrence. (2) Merchandise Insurance Merchandise is insured against loss, damage, or rifling up to a maximum of \$500. • Signature is required upon delivery. • Claims for delay, loss, damage or rifling must be made within 90 days. Claim forms may be obtained at the post office of mailing. • This receipt must be presented when a claim is filed.																			
Customs: —																						
Customer Number, if any: _____		EXPRESS MAIL SERVICE Customer Receipt																				
TO: Date Out of Customs: _____																						
Destination Zip: _____		<table border="1" style="width: 100%;"> <tr> <td colspan="2" style="text-align: center;">ORIGIN:</td> </tr> <tr> <td>Initials of Receiving Clerk</td> <td></td> </tr> <tr> <td>P.O. ZIP Code</td> <td></td> </tr> <tr> <td>Date in</td> <td>Time in</td> </tr> <tr> <td colspan="2">Return Receipt Service (Additional fee required)</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> To Whom & Date Del.</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> To Whom, Date & Address of Del.</td> </tr> <tr> <td>Weight</td> <td>Lib.</td> </tr> <tr> <td>Postage & Fees: \$</td> <td></td> </tr> </table>			ORIGIN:		Initials of Receiving Clerk		P.O. ZIP Code		Date in	Time in	Return Receipt Service (Additional fee required)		<input type="checkbox"/> To Whom & Date Del.		<input type="checkbox"/> To Whom, Date & Address of Del.		Weight	Lib.	Postage & Fees: \$	
ORIGIN:																						
Initials of Receiving Clerk																						
P.O. ZIP Code																						
Date in	Time in																					
Return Receipt Service (Additional fee required)																						
<input type="checkbox"/> To Whom & Date Del.																						
<input type="checkbox"/> To Whom, Date & Address of Del.																						
Weight	Lib.																					
Postage & Fees: \$																						
★ U.S.G.P.O. 1984 — 440-389 Label 11B (1-84)																						

 REMOVE copies 1 & 2 with this stub
(Postal Service Personnel Only)

—Rates & Classification Dept., 3-27-86.

DMM, F-1 Revision

POSTAL SAVINGS SYSTEM

Effective immediately, DOMESTIC MAIL MANUAL (DMM) 944 and Handbook F-1, *Financial Handbook for Post Offices*, 334 are revised to update information concerning the Postal Savings System.

The DMM is revised as follows:

944 Postal Savings

The Postal Savings System was discontinued by Public Law 89-377, approved March 28, 1966. The effective date for closing the system was April 27, 1966. The final expiration date was July 13, 1985, regarding inquiries that could lead to recovery of monies invested in Postal Savings Accounts and/or Postal Savings Certificates.

The F-1 is revised as follows:

334 Items Not Acceptable

The following items must not be accepted, but information as to their disposition should be given in response to inquiries:

- a. *Postal Savings Certificates*—Are of no value after July 13, 1985.
- b. *Coupons from Bonds*—Holders should be referred to a bank.
- c. *Foreign Currency*—Refer holders to a bank that deals in foreign exchange.
- d. *Canadian Denominative Money Orders*—(postal note type) and Canadian notched money orders not showing office of payment in U.S.

These changes will be incorporated into a future revision to the DMM and F-1.

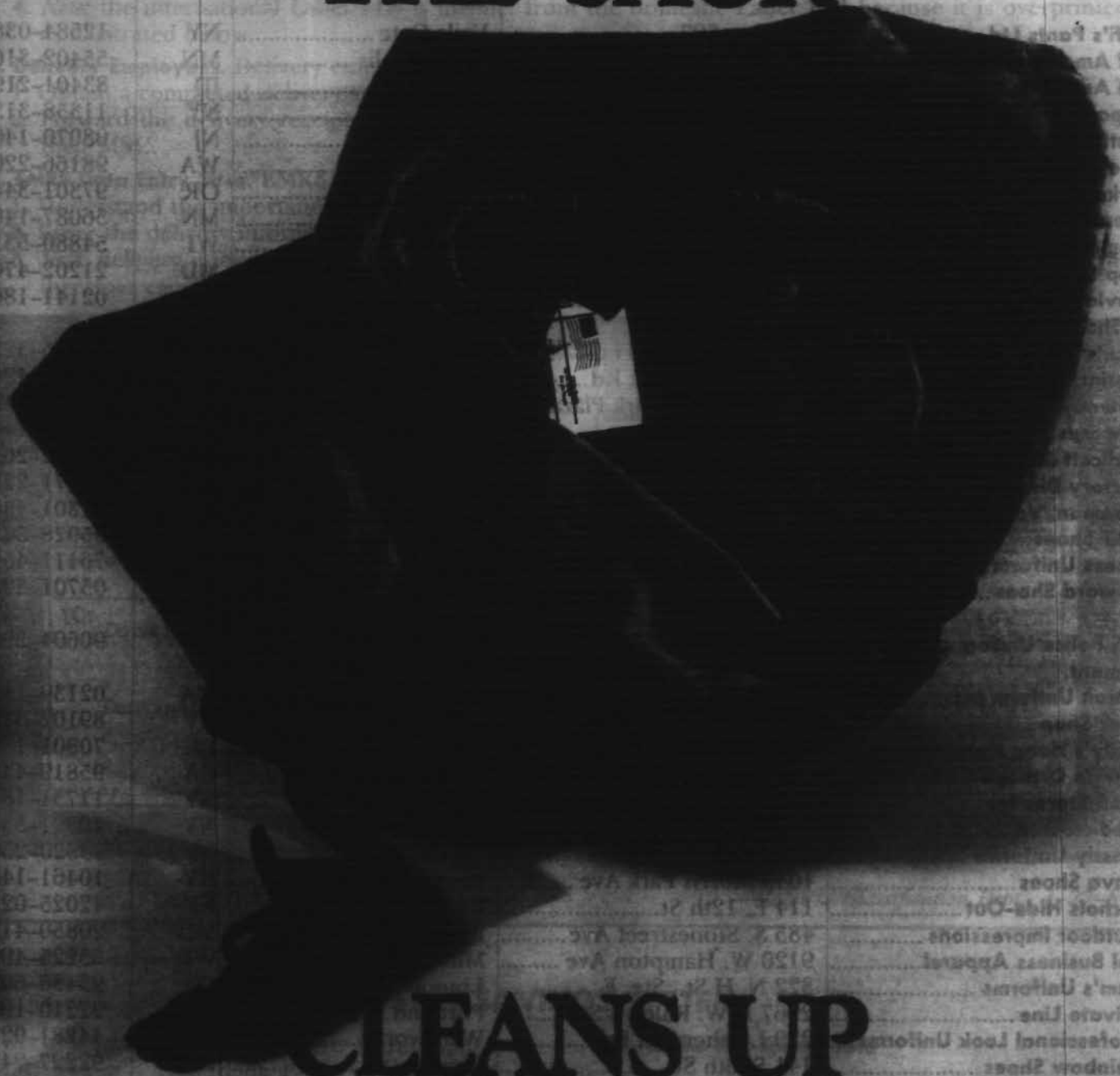
—Dept. of the Controller, 3-27-86.

UNIFORM PROGRAM—LICENSED VENDOR LISTING

Each of the following uniform vendors has received a vendor's license since distribution of Publication 136, *Licensed Vendor Listing*. These lists must be posted where they are readily available for employees to read.

Vendor	Street Address	City	State	ZIP + 4
Aff's Pants Ltd.....	P.O. Box 397.....	Vails Gate.....	NY	12584-0387
All American Footwear.....	16 S. 9th St.....	Minneapolis.....	MN	55402-3106
All American Sports.....	915 Lincoln Rd.....	Idaho Falls.....	ID	83401-2199
Alpack Tape and Stencil Co.....	161-14 45th Ave.....	Flushing.....	NY	11358-3138
Anthony's Specialty Shoes.....	210 N. Broadway.....	Pennsville.....	NJ	08070-1409
Baeder's Shoe Store.....	457 S.W. 152nd.....	Seattle.....	WA	98166-2208
Birkenstock Footprints.....	279 Chemeketa N.E.....	Salem.....	OR	97301-3440
Clennon's Inc.....	12 W. Central.....	Springfield.....	MN	56087-1402
Community Pharmacy.....	3600 Tower Ave.....	Superior.....	WI	54880-5337
Cop Shop.....	803 E. Baltimore St.....	Baltimore.....	MD	21202-4701
David's Famous Name Shoes, Inc.	75 First St.....	Cambridge.....	MA	02141-1804
Dick's Shoes of Venice.....	668 S. Tamiami Trail.....	Venice.....	FL	33595-3225
Distinctive Uniforms.....	1774 Little Creek Rd.....	Norfolk.....	VA	23518-4202
Downey's Shoe Arbor.....	417 Wesleyan Park Plaza.....	Owensboro.....	KY	42301-5455
Edwards Shoe Store.....	207 E. Main St.....	Palmyra.....	NY	14522-1127
Endicott Johnson Corp.....	2255 Ridge Rd. E.....	Rochester.....	NY	14622-2696
Factory Discount Shoes.....	1600 Main St.....	Murray.....	KY	42071-2252
Freeman, Vonnle.....	377 W. 23rd.....	Durango.....	CO	81301-4809
G&T Shoes.....	236 Main St.....	Chico.....	CA	95928-5436
Guess Uniform Sales.....	610 N. Riverside Dr.....	Ft. Worth.....	TX	76111-4522
Howard Shoes.....	Opera House Merchants Row.	Rutland.....	VT	05701-5910
I&S Police Uniforms & Equip- ment.	14268 Telegraph Rd.....	Whittier.....	CA	90604-2901
Inman Uniform Inc.....	1305 Cambridge St.....	Cambridge.....	MA	02139-1339
Jack Shop.....	5825 W. Sahara.....	Las Vegas.....	NV	89102-3105
Kelly's Hong Kong Imports.....	331 Riverside Mall.....	Baton Rouge.....	LA	70801-1308
Larry's Orthopedic Service.....	4806 Folsom Blvd.....	Sacramento.....	CA	95819-4437
M&B Stores Inc.....	35 Larkfield.....	E. Northport.....	NY	11731-1801
Medicraft.....	1313 York Ave.....	New York.....	NY	10021-5304
Mostly Uniforms.....	147 Main St.....	Oneonta.....	NY	13820-2501
Nava Shoes.....	1049 Morris Park Ave.....	Bronx.....	NY	10461-1489
Nichols Hide-Out.....	114 E. 12th St.....	Benton.....	KY	42025-0234
Outdoor Impressions.....	485 S. Stonestreet Ave.....	Rockville.....	MD	20850-4132
Pal Business Apparel.....	9120 W. Hampton Ave.....	Milwaukee.....	WI	53225-4960
Pam's Uniforms.....	322 N. H St., Ste. F.....	Lompoc.....	CA	93436-6023
Private Line.....	2967 N.W. Raleigh St.....	Portland.....	OR	97210-1975
Professional Look Uniforms.....	229 Leatherman Rd.....	Wadsworth.....	OH	44281-9236
Rainbow Shoes.....	141 S. 6th St.....	Brawly.....	CA	92227-2429
Red Wing Shoe Store.....	6036 Balto. Nat'l. Pike.....	Catonsville.....	MD	21228-2903
Red Wing Shoe Store.....	912 Knox Abbot Dr.....	Cayce.....	SC	29033-3320
Red Wing Shoe Store.....	8423 W. 95th St.....	Overland Pk.....	KS	66212-3218
Red Wing Shoe Store.....	98-1247 Kaahumanu St.....	Aiea.....	HI	96701-5311
Red Wing Shoes and Repair...	45 Towne Center, 2 E. Main St.	Danville.....	IL	61832-5843

ELBOWING THE SACK



CLEANS UP COMPLAINTS



The Postal Service is committed to providing excellent customer service. In 1985, the Postal Service received 1.4 million complaints, a significant increase from 1.1 million in 1984. This increase was primarily due to a change in the way complaints were counted. In 1985, the Postal Service began counting every complaint, regardless of whether it was resolved or not. In 1984, only resolved complaints were counted. The Postal Service is committed to resolving all complaints as quickly as possible. To help reduce the number of complaints, the Postal Service is implementing several new programs and services. These include:

- Improved customer service training for postal employees.
- Expanded hours of operation for post offices.
- Improved mail delivery services.
- Enhanced customer support and information services.

The Postal Service is committed to providing excellent customer service and reducing the number of complaints. We will continue to work hard to improve our services and meet the needs of our customers.

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- Improved customer service training for postal employees.
- Expanded hours of operation for post offices.
- Improved mail delivery services.
- Enhanced customer support and information services.

The Postal Service is committed to providing excellent customer service and reducing the number of complaints. We will continue to work hard to improve our services and meet the needs of our customers.



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Duke Ellington Commemorative Stamp

A 22-Cent commemorative stamp honoring Edward Kennedy "Duke" Ellington will be issued April 29 in New York City. It is the ninth stamp to be issued in the Performing Arts Series.

Music critics called Duke Ellington "the master." Jazz critic and historian Ralph J. Gleason said he was "the greatest composer this American society has produced. . . a master musician, master psychologist, master choreographer."

Ellington has been credited with creating the single most durable body of original jazz compositions in the history of music. He brought listening and dancing pleasure to millions with compositions such as "Satin Doll" and "Mood Indigo."

It was the Ellington band's five-year association with Harlem's showplace, the Cotton Club, and its national, nightly broadcasts that brought the band widespread fame.

Issue Date: April 29

First Day City: New York City

Designer: Jim Sharpe

Westport, Connecticut

Art Director: Jack Williams, Postal Service Program Manager for Philatelic Design

Typographer: Bradbury Thompson, Design Coordinator, Citizens' Stamp Advisory Committee

Modeler: Richard C. Sennett, American Bank

Note Company

Process: Gravure

Colors: Blue, yellow, tone red, gray, black and line red

Image Area: 1.44 x 0.84 inches or
36.6 x 21.3 millimeters

Plate Numbers: One group of six digits (preceded by the letter "A")

Stamps per Pane: 50

Salvage: ©U.S. Postal Service 1985

Use Correct ZIP Code®

Jim Sharpe of Westport, Connecticut, designed the stamp which features a profile of Duke Ellington superimposed over the partial image of a piano keyboard.

Procedures for ordering first day cancellations are as follows:

Customers are urged to purchase stamps and affix them to their own envelopes. All envelopes must be addressed on the right side at least $\frac{5}{8}$ of an inch up from the bottom. Mail covers by May 29 to: Customer-Affixed Envelopes, Duke Ellington Stamp, Postmaster, New York, NY 10001-9991. No remittance is required.

The Postal Service will affix stamps when requested to do so. Mail orders by May 29 to Duke Ellington Stamp, Postmaster, New York, NY 10001-9992. The cost is 22 cents for each stamp requested. Personal checks will be accepted for orders up to the limit of 50 covers. Do not send cash.

After local stocks of the item are depleted, they will be available from all Philatelic Centers and by mail order from the Philatelic Sales Division for approximately one year after the date of issue. A *Philatelic Catalog*, listing all available stamps and other philatelic items, is available here or from the Philatelic Sales Division, Washington, DC 20265-9997.



USPS Stamp Poster 86-10
Remove after May 29

PLEASE POST ON BULLETIN BOARD

Jean-Louis André
 100 West 42nd Street
 New York, N.Y. 10018
 Attention: Mr. André
 Mr. André, I am writing to you
 because I am interested in
 your work for the
 American Society for the
 Prevention of Blindness.
 I am a student at the
 University of California, Los Angeles.
 I am currently studying for my
 degree in Psychology. I am
 interested in the field of
 visual perception and how
 it affects our lives. I would
 like to know more about
 your work and how I can
 help. I have a B.S. in
 Psychology and a M.S. in
 Psychology. I have worked
 for several years in the
 field of visual perception.
 I would like to know more
 about your work and how
 I can help. I have a B.S. in
 Psychology and a M.S. in
 Psychology. I have worked
 for several years in the
 field of visual perception.

I am writing to you because I am interested in your work for the American Society for the Prevention of Blindness. I am a student at the University of California, Los Angeles. I am currently studying for my degree in Psychology. I am interested in the field of visual perception and how it affects our lives. I would like to know more about your work and how I can help. I have a B.S. in Psychology and a M.S. in Psychology. I have worked for several years in the field of visual perception. I would like to know more about your work and how I can help. I have a B.S. in Psychology and a M.S. in Psychology. I have worked for several years in the field of visual perception.

It was the Elton John band's first year in association with the band's showman, the Cotton Club, and its national night producers that brought the band into the spotlight.

After local stocks of the item are depleted, they will be available from all Philatelic Centers and by mail order from the Philatelic Sales Division for approximately one year after the date of issue. A Philatelic Catalog listing all available stamps and other philatelic items is available free of charge from the Philatelic Sales Division, Washington, DC 20262-9977.

Send no money now. We will bill you later.



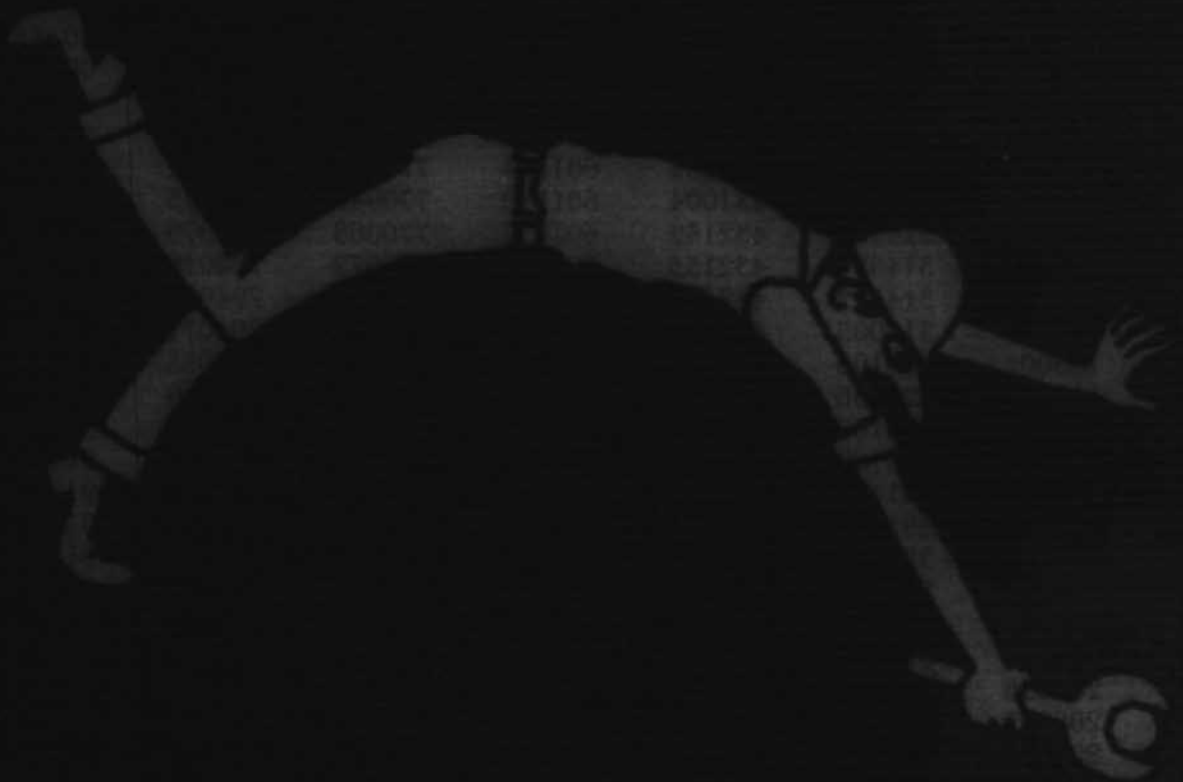
INVALID EXPRESS MAIL CORPORATE ACCOUNT NUMBERS

To be posted and used by retail/acceptance clerks. This supersedes all previous notices. Destroy PB 21558 listing. Retail/acceptance clerks must not accept Express Mail shipments bearing any of the invalid numbers (listed below) in the "customer number" or "agreement number" section of the label or form.

Note: The first 6 digits of a 9-digit Custom Designed Service and Next Day Pickup Service Agreement make up the Corporate Account Number.

010004	110049	272014	336323	505100	705116	770636	901161	922035
010012	112091	274107	336628	511625	705166	770640	901173	924098
010300	112129	274111	336638	520025	711210	770641	901187	924107
016026	113084	275049	336808	522008	713029	770644	901201	926462
016230	114065	282193	337037	532215	713036	770658	901210	926603
016260	114071	283001	339003	532223	722053	770667	901211	926667
018129	115831	294061	372250	551123	723003	770718	901225	926752
019044	115847	294131	381008	551125	750090	770799	901226	926773
023016	115851	294143	381050	551133	750102	770831	901233	926775
023018	117134	303161	381147	551170	752483	770882	901266	926786
024014	117138	303278	381158	551186	752496	770956	901272	926800
025005	117163	303374	381244	554508	752530	778004	901284	926801
027033	117164	303408	381267	554513	760029	782221	901297	926812
033018	117225	303483	381306	554533	760228	782259	901301	927022
038074	117298	303508	381359	591900	760259	782261	901322	927275
054032	122046	303511	381361	598042	760261	782272	901324	927308
064049	122050	303531	382004	600058	760269	784125	901329	927311
069212	122104	303537	402076	600274	760281	787301	901412	927320
069220	122109	303539	403009	600608	761049	791063	901455	931889
069223	122111	303565	403011	600688	761286	791064	902082	935020
069250	122115	303578	404100	600689	762006	791068	902436	937070
071472	139010	303624	414001	601514	770037	791072	902457	937104
075094	142041	303634	431004	601558	770043	791075	912036	941312
075097	142145	314118	432152	601771	770068	791079	912231	945237
079024	146005	314534	432155	602004	770072	794010	913299	949034
079070	170081	314542	432174	602006	770120	794065	913344	950143
079378	185017	319005	432186	605162	770146	794077	913374	951143
080115	188001	325106	439201	605164	770149	800053	913392	951169
080116	191321	327056	441159	607116	770163	801009	917236	951187
080127	191402	328108	441429	607627	770190	801012	917502	952040
080137	191413	328122	452038	612021	770191	802276	917525	954203
085004	191447	331496	454082	620005	770199	802436	917551	954207
100561	191492	331508	462049	622068	770219	802442	917571	958143
101015	191506	331604	462195	624006	770268	802465	917585	968224
101079	193109	331618	462203	631182	770270	802468	917599	981293
101275	200163	331619	462207	631247	770298	841221	921182	981511
101333	200192	331647	462209	631291	770351	850095	921222	981525
101334	208055	331703	468053	631300	770368	850360	921298	981535
101397	208065	333274	468063	631311	770400	850405	921300	981559
101485	208066	333356	480094	631329	770402	882071	921301	984064
101508	208072	333716	480281	658101	770407	891013	921304	985020
101660	209002	333726	480307	672009	770419	891223	921318	992142
101727	209006	333730	480315	672105	770429	895107	921322	995194
103009	209017	333743	485003	672143	770466	900075	921333	995203
104021	220085	334172	489028	678003	770535	901018	921334	997087
104034	221028	335058	490041	681124	770574	901037	921346	997088
108005	221046	335208	490045	701041	770589	901080	921347	997089
109002	221065	336037	498011	701448	770612	901118	921358	997090
109017	253057	336225	503160	701463	770621	901128	922027	997110

LOCK-OUT
all equipment
under repair.



MISSING U.S. MONEY ORDER FORMS—DO NOT CASH

To be posted and used by window clerks. As directed, destroy previous notices. Any interim notices should be destroyed when the numbers listed appear in the POSTAL BULLETIN. The actual serial numbers consist only of the first 10 digits on the money orders.
A. New Style. (Listed below) Destroy PB 21553 listing. PB 21461 listing for B Old Style (Gray) remains valid. Retain C Counterfeit PB 21470 listing. *Reminder—check for altered dollar amounts by holding money order to the light.*

269 419 8661 to 8699	285 508 9680 to 9699	299 022 0389 to 0399	331 890 8100 to 9099
269 942 9300 to 9999	285 508 9813 to 9899	299 099 9586 to 9599	331 960 6019 to 6199
269 943 0000 to 0999	285 667 6900 to 6999	299 134 8017 to 8299	331 966 6733 to 6799
271 186 6453 to 6463	285 739 7600 to 7699	299 445 0182 to 0199	340 044 0851 to 0861
274 372 3943 to 3999	285 841 7300 to 7599	299 550 0776 to 0799	340 283 0024 to 0100
274 507 3213 to 3299	286 361 4362 to 4599	300 016 9813 to 9899	340 367 3100 to 3199
274 609 4285 to 4299	286 366 7304 to 7799	300 022 5100 to 5199	340 624 5530 to 5549
274 990 9045 to 9099	286 517 2828 to 2899	300 048 0096 to 0199	340 761 4101 to 4299
275 628 6344 to 6399	286 980 9355 to 9399	300 166 7227 to 7299	341 168 4000 to 4999
276 540 8653 to 8699	287 112 9320 to 9399	300 253 7063 to 7099	341 818 4173 to 4199
277 138 2424 to 2499	287 171 3334 to 3399	300 254 9700 thru	341 999 8038 to 8052
277 182 3933 to 3999	287 867 5524 to 5599	300 255 0199	342 442 5051 to 5093
277 579 5683 to 5699	288 246 6658 to 6699	300 918 6700 to 6799	342 442 6402 to 6499
278 965 4400 to 4499	288 498 4400 to 4499	301 328 7905 to 7999	342 511 0441 to 0457
278 965 4900 to 4917	288 498 4600 to 4999	301 333 5000 to 5099	344 175 9580 to 9589
279 022 5467 to 5499	288 823 7647 to 7699	302 000 0000 thru	346 654 0669 to 0699
279 256 2135 to 2199	288 823 7772 to 7799	302 123 9999	346 693 2520 to 2599
279 436 9365 to 9399	288 841 7243 to 7399	320 208 3305 to 3499	347 338 4189 to 4199
279 795 6200 to 6399	288 998 5000 to 9999	320 624 7474 to 7499	347 458 7148 to 7199
279 941 8435 to 8499	289 172 4400 to 4499	320 783 7168 to 7199	347 492 6411 to 6499
280 255 8618 to 8647	289 172 4546 to 4599	321 401 5025 to 5034	347 641 3780 to 5699
280 261 3139 to 3199	289 177 2000 to 2199	321 670 1900 to 1999	347 696 3806 to 3899
280 340 7356 to 7899	289 657 9041 to 9099	322 013 7200 to 7299	347 645 0367 to 0399
280 619 5719 to 5732	289 860 7471 to 7493	322 722 7900 to 7999	348 036 3713 to 3799
281 104 4550 to 4599	290 248 0321 to 0399	323 854 0619 to 0699	348 036 4366 to 4599
281 119 4800 to 4999	290 503 0076 to 0099	323 854 0900 to 0999	348 412 9028 to 9099
281 128 0237 to 0299	290 746 6731 to 6999	325 097 0300 to 0399	348 535 1703 to 1728
281 496 8376 to 8399	290 827 0055 to 0099	325 465 7956 to 7999	360 037 4500 to 4549
282 292 5000 to 5399	291 191 7500 to 7599	325 645 2575 to 2599	360 038 0502 to 0599
282 304 0900 to 0999	291 497 2837 to 2899	325 734 5219 to 5299	360 112 8583 to 8599
282 336 2000 to 2499	291 656 6243 to 6299	325 739 7200 to 7399	360 135 8159 to 8199
282 361 5000 to 5099	291 770 1687 to 1699	325 934 0584 to 0599	360 134 2600 to 2699
282 532 1100 to 1199	292 220 0000 to 0099	326 181 8203 to 8299	360 135 5611 to 5699
282 625 7560 to 7581	293 295 3257 to 3399	326 231 8440 to 8499	360 135 8159 to 8199
282 786 5300 to 5399	293 332 5664 to 5699	326 231 8576 to 8599	360 172 1404 to 1499
282 888 9400 to 9528	294 372 7226 to 7299	326 231 8600 to 8999	360 282 4600 to 4699
282 950 8000 to 8999	294 372 7347 to 7499	326 231 9000 to 9299	360 403 8453 to 8499
283 016 9846 to 9899	294 698 9842 to 9899	326 687 6538 to 6564	360 418 0700 to 0799
283 322 3449 to 3499	294 794 9075 to 9099	328 160 3235 to 3299	360 419 6700 to 6799
283 368 9471 to 9499	294 794 9200 to 9299	328 160 3304 to 3399	360 535 5648 to 5657
283 369 1800 to 1899	294 901 5400 to 5599	328 189 6539 to 6578	360 762 9368 to 9399
283 459 4125 to 4199	295 256 4605 to 4699	328 229 6407 to 6499	361 142 2817 to 2899
283 459 4280 to 4299	295 337 1915 to 1999	328 251 0600 to 0899	362 299 8900 to 8999
283 566 7600 to 7699	295 394 8000 to 8099	328 275 3170 to 3299	363 130 1575 to 1599
283 583 1377 to 1399	295 420 8030 to 8099	328 423 3448 to 3468	363 130 4500 to 4599
283 583 1400 to 1499	295 429 3300 to 3599	328 432 7367 to 7499	363 374 9010 to 9099
283 646 6500 to 6699	295 429 3700 to 3999	328 435 1989 to 1999	363 444 9333 to 9399
283 869 6900 to 6999	296 044 5800 to 5899	328 543 6745 to 6799	363 851 4259 to 4299
283 885 3000 to 3199	296 410 1323 to 1399	328 543 7400 to 7599	363 853 7582 to 7799
283 927 6358 to 6399	296 477 3926 to 3999	328 817 7879 to 7899	363 861 7600 to 7899
283 990 4000 to 4199	296 576 5232 to 5299	329 165 9000 to 9999	363 904 4540 to 4999
284 125 2431 to 2699	296 843 5473 to 5499	329 170 5151 to 5199	363 922 5744 to 5799
284 413 5078 to 5499	296 846 9858 to 9899	329 825 3306 to 3899	363 930 9400 to 9699
284 677 6432 to 6499	297 124 4700 to 4899	330 053 4777 to 4789	364 467 6102 to 6199
284 893 3362 to 3399	297 165 1450 to 1499	330 360 0989 to 0999	364 826 1081 to 1099
284 907 0935 to 0999	297 443 5000 thru	330 402 2100 to 2199	366 772 6702 to 6799
285 011 6122 to 6139	297 576 4999	330 726 8851 to 8891	802 678 2605 to 2699
285 011 6141 to 6199	297 907 0975 to 0999	330 982 3100 to 3199	803 605 2840 to 2899
285 028 6847 to 6899	297 914 6561 to 6599	331 201 5539 to 5599	803 605 6300 to 6499
285 353 6899 to 6913	298 752 5500 to 5599	331 468 0700 to 0799	805 323 5006 to 5024
285 370 9400 to 9499	298 922 2116 to 2199	331 631 5705 to 6099	990 117 5600 to 5999
285 406 1011 to 1099	298 925 6733 to 6799	331 643 7553 to 7599	

Warning Notice—Unrecovered Stolen Canadian Money Order Forms

(To be posted and used by window clerks. As directed destroy previous notices. Insert any interim notices in sequence.)

The following money orders are void and should not be cashed: (1) All card type orders. (2) New Style orders 600,000,001-399,999,999. Advise holders to send them to Canada Post Office, Ottawa, Canada, K1A 0B1.

The new money order serial numbers consist of the first nine digits. The 10th digit is a check digit only. Destroy the PB 21556 article.

459,203,201 to 3,300	474,155,876 to 5,900	489,926,001 to 6,100	500,946,385 to 6,400
459,219,301 to 9,900	475,972,101 to 2,160	490,141,201 to 1,300	501,922,438 to 2,500
459,831,901 to 2,500	475,977,186 to 7,240	490,267,729 to 8,000	502,025,206 to 5,300
460,008,060 to 8,075	476,735,159 to 5,200	490,615,601 to 5,700	503,787,759 to 7,769
461,137,601 to 7,900	476,737,701 to 7,800	490,800,401 to 0,700	503,844,271 to 4,400
461,170,981 to 1,000	477,059,734 to	491,047,126 to 7,200	505,099,364 to 9,500
461,304,906 to 5,100	060,200	491,138,150 to 8,400	506,506,101 to 6,200
461,393,102 to 3,400	477,185,201 to 5,300	491,147,262 to 7,300	507,721,901 to 2,000
461,757,001 to 7,500	478,956,914 to 7,000	492,218,401 to 9,300	508,855,721 to 6,500
461,882,656 to 3,200	479,051,145 to 1,200	492,227,671 to 7,700	508,672,690 to 2,800
462,378,501 to 8,600	479,296,551 to 6,600	492,271,501 to 1,600	508,726,701 to 6,800
463,196,321 to 6,340	480,283,601 to 3,900	493,495,254 to 5,600	508,726,823 to 7,000
463,221,045 to 1,200	481,465,401 to 5,500	493,702,011 to 2,200	509,073,646 to 5,100
463,312,700 to 2,800	481,694,201 to 4,300	493,702,301 to 3,100	510,068,801 to 9,000
463,792,231 to 2,300	481,961,820 to 2,500	493,802,201 to 2,300	511,899,301 to 9,600
465,721,001 to 1,200	482,642,201 to 2,700	494,241,050 to 1,400	512,328,808 to 8,900
466,469,490 to 9,500	483,036,081 thru 100	494,621,458 to 1,500	512,373,932 to 4,500
467,078,146 to 8,400	483,236,925 to 7,100	494,685,532 to 5,600	513,426,858 to 7,300
467,224,173 to 4,200	483,267,408 to 7,500	494,743,145 to 3,200	513,457,701 to 7,800
467,229,732 to 9,800	483,588,491 to 8,500	497,107,401 to 7,600	515,697,926 to 7,929
467,245,501 to 6,000	484,831,690 to 1,700	497,151,007 to 1,100	515,790,190 to 0,230
467,246,033 to 6,100	484,993,976 to 4,000	497,180,801 to 1,400	515,892,011 to 020
468,399,981 thru	485,096,571 to 6,600	498,051,500 to 1,509	516,649,101 to 9,200
468,400,000	486,680,601 to 0,800	498,350,301 to 0,700	518,114,834 to 5,000
469,281,701 to 1,800	488,438,593 to 9,000	499,890,881 to 0,950	518,126,550 to 6,900
469,899,682 to 9,720	488,447,578 to 8,000	500,471,201 to 1,900	518,147,801 to 8,000
470,922,901 to 3,300	488,553,870 to 4,000	500,739,642 to 9,700	518,761,501 to 1,600
472,349,101 to 9,600	489,567,001 thru 300	500,759,601 to	521,995,972 to
472,395,284 to 5,400	489,622,201 to 2,400	760,100	996,008
474,094,501 to 4,800	489,925,959 to 5,999	500,856,384 to 6,400	

All personnel processing mail for dispatch abroad

FOREIGN ORDER NO. 153

Keep all foreign order notices for use as reference.

A tentative *Lottery Order* has been issued against the following:

CANADA

Statesmen Club
P.O. Box 2079
and
Records Division
P.O. Box 2079
Vancouver, B.C.

FINAL ORDER

The tentative *Lottery Order* issued against the following has become final:

CANADA

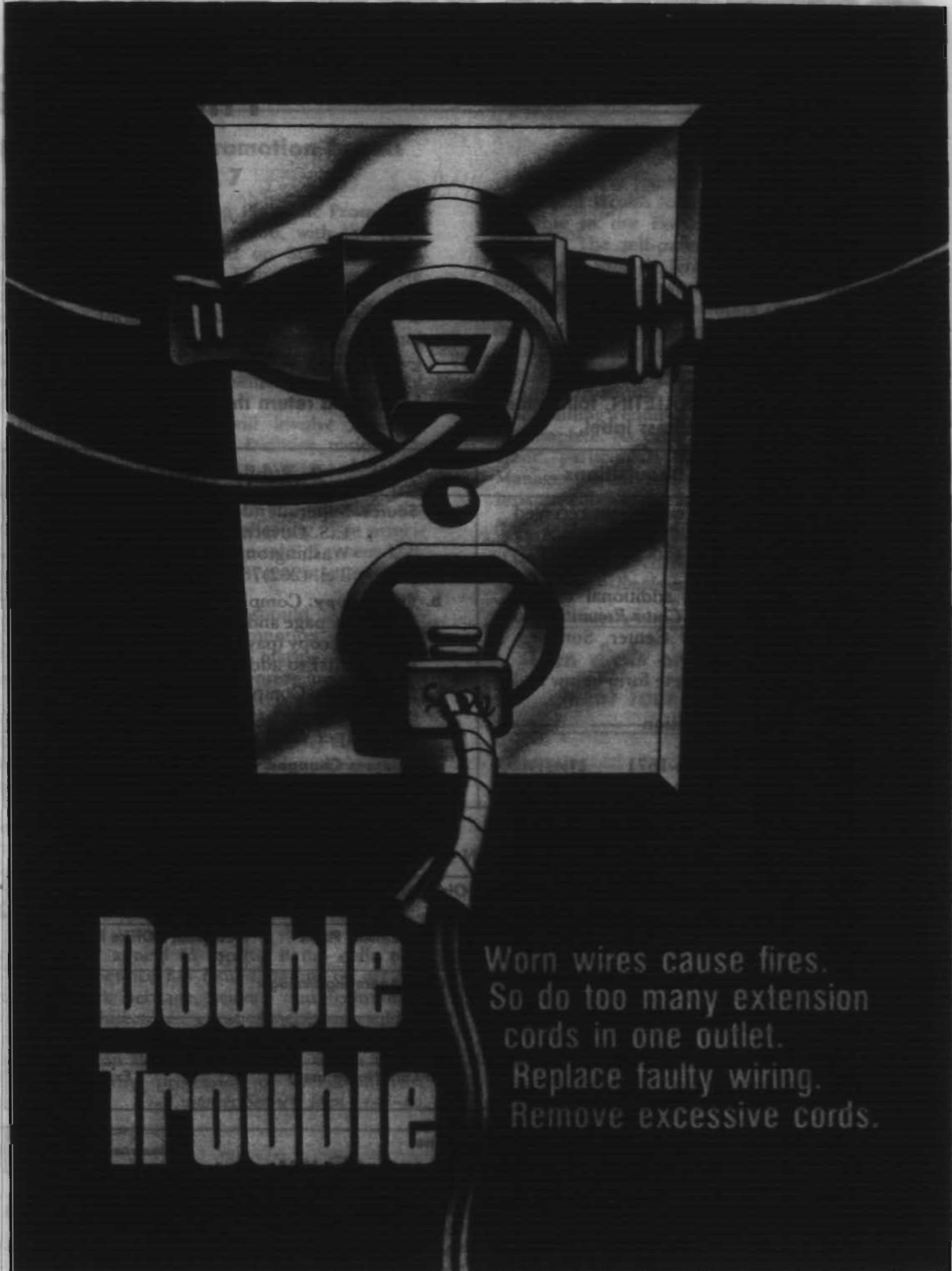
Metrex International
P.O. Box 65810, Postal Station F
2160 Commercial Drive
and

CANADA—Continued

Ellen Paquette
P.O. Box 65810, Postal Station F
2160 Commercial Drive
Vancouver, B.C.

Do not dispatch any mail to the above. Place the mail pieces in a pouch which has been endorsed "Foreign Order Mail" and send it to Postmaster, Claims, Inquiry & Undeliverable Mail, James A. Farley Building, Room 2029-A, New York, NY 10099-9543. Do not place any endorsement on the mail pieces themselves.

This notice may be posted at the outgoing primary and it must be posted on the Foreign Order Board at all MSCs and designated International Exchange Offices.—*Judicial Officer, 3-27-86.*



Double Trouble

Worn wires cause fires.
So do too many extension
cords in one outlet.
Replace faulty wiring.
Remove excessive cords.

UNITED STATES POSTAL SERVICE

WASHINGTON, DC 20260-1571
OFFICIAL BUSINESS

PENALTY FOR PRIVATE USE TO
AVOID PAYMENT OF POSTAGE \$300

FIRST-CLASS MAIL
POSTAGE & FEES PAID
USPS
PERMIT NO. G-10

FIRST-CLASS

To order the **POSTAL BULLETIN**, follow instructions below and return this entire page.
Do NOT detach the address label.

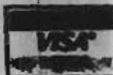
1. Postal Service Requisitions	2. Public Orders
<p>a. Missing Issues. To order copies not received in regular distribution, call the Eastern Area Supply Center at PEN 440-2211 or (201) 725-2720, ext. 211.</p> <p>b. Single Issue. To order additional copies, send a Form 7380, <i>Supply Center Requisition</i>, to the Eastern Area Supply Center, Somerville, NJ 08877-9991.</p> <p>c. Quantity Changes. Complete form below and send entire page to: Document Control Division USPS Headquarters Washington, DC 20260-1571</p> <p>d. Address Changes. Same as 1-c.</p>	<p>a. Source. Superintendent of Documents U.S. Government Printing Office Washington, DC 20402-0001 Tel. (202)783-3238</p> <p>b. Single Copy. Complete form below and send this entire page and check or money order for \$1.50 per copy (payable to Superintendent of Documents) to address in 2-a above.</p> <p>c. Subscription. Complete form below. Send this entire page and check or money order for \$71.00 (per year) to address in 2-a above.</p> <p>d. Address Changes. Complete form below and send entire page to address in 2-a above.</p>

POSTAL BULLETIN ORDER FORM

Postal Facility, Company, or Personal Name	Old Quantity	New Quantity
Attention Line (if needed)	Customer's Home Phone ()	Customer's Office Phone ()
Street Address	Name of Approving Manager	
City, State, ZIP + 4	Signature of Approving Manager	
Country (if needed)	Credit Card No. (if used)	Exp. Date (Mo/Yr)

Check One:

MasterCard VISA accepted.



Effective Period: **POSTAL BULLETIN** articles are effective for one year unless otherwise specified. **Schedule:** The **BULLETIN** is published every Thursday by the Document Control Division, Information Resource Management, USPS, Washington, DC 20260-1571. **Distribution:** USPS distributes the **BULLETIN** to all postal facilities. The Government Printing Office distributes copies to all public subscribers. **Index:** A quarterly index of **BULLETIN** articles appears in January, April, July, and October; a yearly index appears early the following year.