

Caller Service

(October 13, 2008)

I. Introduction

a) Purpose

- To establish standardized caller service establishment and fees are charged accordingly.
- Provide standardized procedures and process for finance unit.
- **DMM 5.2.5 (updated on 6-6-08) “The Address Management Systems (AMS) office assigns caller numbers”.**

b) Scope

- These guidelines are to be used in conjunction with DMM 5.0 (Domestic Mail Manual) and Postal Bulletin 22234 (6-5-08).
- Ensuring WebBat and Edit Book are current.

II. Definitions

a) **Caller** –

A caller is an individual, or the organization represented by the individual, signing the application.

b) **Caller Service** –

Caller service is a premium service available for fee to any customer who:

- Requires more than free carrier service.
- Receives more mail than can be delivered to the largest installed Post Office box at the postal facility to which the caller’s mail is addressed.
- Is required to use caller service by standard.
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Caller receives mail separated to the caller number at a early timeframe than street delivery.

c) **Caller Service Number** –

Caller service customer must use their assigned caller service number in their mailing address as their “Post Office Box” (P O Box) number which should be placed immediately above the city, state and ZIP+4 code.

d) **Caller Service Reserve Number** –

Customer may reserve caller numbers with fee for future use of obtain caller services.

III. Procedures

- a) Restriction
The USPS may restrict caller service if such service adversely affects postal operations.
- b) Application
The applicant must complete all relevant spaces on Form-1093, Application for Post Office Box or Caller Service for both reserve caller number and caller service.
- c) Pickup
 - Caller service does not include general delivery service.
 - Callers pick up their mail at the Post Office all window or loading dock during the time period designated by the postmaster.
 - A caller who, as a regular practice, wants to pick up their mail more than once in any 24-hour period must obtain the postmaster's approval of the pickup schedule.
 - Agreements between a postmaster (or designee) and a caller that contravene the standards for caller service or its fees are not valid.
- c) Caller Service Number
 - Customer may reserve caller numbers for future use or obtain caller services by paying the reserved caller number fee or caller service fee.
 - ***Callers must use their assigned caller number in their mailing address as their PO Box number. Except under Exemption.***
 - Customer who continuously receiving firm holdout service since July 3, 1994, may be exempt from using caller service number in their mailing address as their PO Box number.
- d) Use of Non-Caller Box Number
If a caller uses a physical Post Office box to obtain a caller service, the applicable fees for both Post Office box service and caller service must be paid.
- e) **Who Assign/Delete Caller Service Number?**
 - ***Address Management Systems (AMS) office assigns and deletes caller number.***
 - ***The postmaster or his/her designee will contact AMS @ 415-550-5465 for caller number and fax a copy of completed and signed Form-1093.***
 - ***AMS office must be notified immediately when caller service is terminated or surrendered by the customer.***
- f) Unique Firm Zip Code
 - No Caller Service and number should be granted from the unique 5-digit firm zip code.

IV. Roles and Responsibilities

Postmasters and Station Managers -

- Ensure supervisors and clerks follow this guidelines in addition to DMM 5.0 Caller Service.
- Ensure both WebBAT and Edit Book for PO Box sections, both Caller Service numbers and physical PO Box numbers are up-to-date.