



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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October 30, 2020

Board Memo 075-2020: Notice of Updated Stand Up Talks re Postmarking Policies

USPS Headquarters issued an updated Stand Up Talk regarding postmarking policies for Retail Unit Employees for election mail and other mail.

Please share the attached with your membership. It will also be posted on our website at <https://naps.org/Bulletin-Board-Archive>.

Thank you and be safe

NAPS Headquarters



Service Talk

October 30, 2020

Postmarking Policies for Retail Unit Employees

With the 2020 General Election days away, we wanted to take this opportunity to review a few of our postmarking policies for Retail Unit Employees.

Retail Unit Employees at Post Offices, stations, and branches must accept custody of any ballots presented to them at a Retail Window by a customer. If customers ask to have the ballots postmarked, Retail Unit Employees must hand-cancel the ballots upon accepting custody. Please inform the customers when they ask for a postmark that once we postmark a ballot we have taken custody of it and will send it through the mail stream. As a reminder, this postmarking service is free of charge and can be provided regardless of the postage-payment indicia on the mailpiece.

If an individual asks to have a ballot postmarked at a Retail Window but is not presenting the ballot for mailing at that time, do not apply a postmark. Postmarks represent that the Postal Service has accepted custody of a mailpiece, and therefore are applied only to mailpieces that are actually being entered into the mail stream. In accordance with Postal Service regulations, date-sensitive mail, like ballots, cannot be handed back after the mailpiece has been postmarked.

Finally, as a reminder, customers generally should be permitted to photograph their own ballots at Retail. This permission extends only to a photograph of the ballot itself; customers are not entitled to include postal employees in the photograph.

Contact the Command Center immediately if you encounter a situation involving Election Mail (including postmarks) that is not directly addressed in this Stand-Up Talk. You can reach the Command Center at 1-877-672-0007.

Thank you for all you are doing to serve our customers!

October 30, 2020

Retail Script for Postmarking Policies SUT

In the final days leading up to Election Day, individuals may come in and ask for a postmark on their ballots. We should postmark a ballot only after it has been given to us for mailing. We cannot hand back postmarked ballots.

If a customer asks you to postmark a ballot at a Retail Window, please inform the customer before you postmark the ballot that:

- We are happy to postmark the ballot upon taking custody of the ballot, after which it will be sent through the mail stream for delivery.

If a customer asks you to postmark the ballot and return it back to them, please ensure that you explain WHY we are not able to comply. You should explain to the customer:

- We can postmark a ballot only after you've given it to us for mailing.
- The postmark shows that the Postal Service has accepted custody of a mailpiece, and so once I postmark the ballot I have to send it through our network for delivery.
- We can't postmark a ballot and then hand it back to you.

If a customer is insistent that you postmark and return their ballot to them, call your supervisor for support.