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September 21, 2020

Mr. Brian J. Wagner  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Mr. Wagner:

By letter dated July 30, you were notified, as a matter of general interest, that the Postal Service would begin conducting an Extended Mail Forwarding Market Test. The initial market test indicates promising customer interest for Extended Mail Forwarding. As such, beginning October 1, 2020, the market test will be expanded nationwide. Customers moving to or from an address will have the ability to extend permanent Change of Address (COA) requests for a fee, in six-month increments, up to a total of 18 months. The following pricing options will be available to customers:

- 6-month extension - \$19.95
- 12-month extension - \$29.95
- 18-month extension - \$39.95

Customers with an active COA record on file will have the option to purchase Extended Mail Forwarding to extend their Change of Address by using one of the following methods:

- Retail Systems Software (RSS) at the USPS retail window
- Self Service Kiosks (SSK) in the USPS retail lobby
- Mobile Point of Sale (mPOS) in the USPS retail lobby
- Mover's Guide at [usps.com](https://usps.com)
- Change of Address Correct (COAC) at [managemymove.usps.com](https://managemymove.usps.com)

We have enclosed the following documents for your review:

- Service Talk for Retail Employees
- Standard Work Instructions for Clerks and Carriers
- Internal Frequently Asked Questions

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", written over a circular postmark or stamp.

David E. Mills  
Manager  
Labor Relations Policies and Programs

Enclosures

## Extended Mail Forwarding Service Talk for Retail Employees

Effective **October 1, 2020**, the Postal Service will expand the Extended Mail Forwarding Market Test nationwide. This Market Test began August 2020 in nine Districts and the data collected indicates promising customer interest for Extended Mail Forwarding. To date no issues have been encountered during the test and in light of the COVID-19 pandemic the expansion is more essential than ever for our customers.

The current timeframe for permanent Change of Address request includes twelve (12) months of mail forwarding to the indicated new address plus an additional six (6) months of mail being returned to the sender if mail is still being sent to the customer's old address. Extended Mail Forwarding will help to ensure that customers receive all of their mail by allowing them to request an extension of their Change of Address request in six (6) month increments, not to exceed eighteen (18) months, for a fee. The available pricing options include:

- \$19.95 for six (6) months
- \$29.95 for twelve (12) months
- \$39.95 for eighteen (18) months

If a customer selects the six or twelve-month option, they will have the opportunity to extend again at the six-month rate, up to a total of 18 months.

Customers can request Extended Mail Forwarding when submitting their initial Change of Address request using Mover's Guide on [usps.com](https://usps.com). Customers with an existing active Change of Address record on file will have the option to purchase Extended Mail Forwarding by one of the methods listed below:

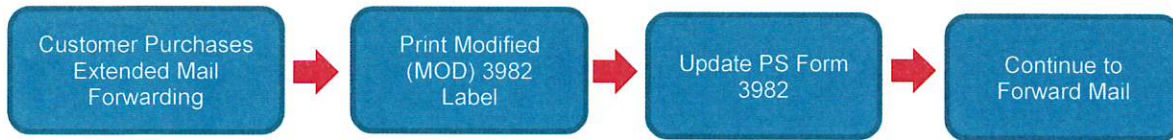
- Retail Systems Software (RSS) at the USPS retail counter
- Self Service Kiosk (SSK) in the USPS retail lobby
- Change of Address Correct (COAC) at [managemymove.usps.com](https://managemymove.usps.com)



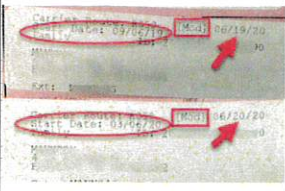

Retail Sales and Service Associates will utilize RSS to accommodate customers' requests to extend their mail forwarding. A New Functionality Guide will be provided to sites instructing them how to process a customer's Extended Mail Forwarding request.

Any feedback or questions can be sent to [ShippingServices@usps.gov](mailto:ShippingServices@usps.gov).



## Standard Work Instructions for Clerks and Carriers on Handling Extended Mail Forwarding Request (3982 Labels)



	Important Steps	Key Points	Reasons for Key Points
	1. Customer pays for Extended Mail Forwarding on a new or existing permanent Change of Address	<ul style="list-style-type: none"> <li>Market Test is for 2 years from August 1, 2020 (with the option to extend one more year)</li> <li>This service is only available for active permanent Change of Address on file</li> <li>Extension periods can be either               <ul style="list-style-type: none"> <li>6 months</li> <li>12 months</li> <li>18 months</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Extended Mail Forwarding provides additional forwarding options for customers that opt in for a fee</li> </ul>
	2. Post Office receives Modified (MOD) Change of Address Reporting System 3982 label	<ul style="list-style-type: none"> <li>Modified (MOD) Change of Address Reporting System 3982 label will be received in month 12 of the Change of Address order on file</li> </ul>	<ul style="list-style-type: none"> <li>The Modified (MOD) Change of Address Reporting System label is the notification of customer request for extension of current Change of Address order</li> </ul>
	3. Affix the Modified (MOD) Change of Address Reporting System 3982 label on top of the original Change of Address Reporting System 3982 label on the PS Form 3982	<ul style="list-style-type: none"> <li>When comparing the start date on the original Change of Address Reporting System 3982 label and the start date on the Modified (MOD) 3982 label, they will be different</li> </ul>	<ul style="list-style-type: none"> <li>The modified start date on a Modified (MOD) Change of Address Reporting System 3982 label indicates the new start date of the Extended Mail Forwarding</li> </ul>
	4. Customers mail will continue to be processed as Carrier Identified Forwards through Computerized Forwarding System, Flat Postal Automation Return System, Postal Automation Return System, Mail Forwarding System, and Remote Forwarding System	<ul style="list-style-type: none"> <li>Mail will continue to be forwarded from the start date indicated on the Modified (MOD) Change of Address Reporting System 3982 label</li> </ul>	<ul style="list-style-type: none"> <li>Systems have been updated to continue customer's permanent mail forwarding</li> </ul>

## Extended Mail Forwarding Internal Frequently Asked Questions (FAQs)

**Q1. Is Extended Mail Forwarding available to all customers?**

**A1.** Yes, with the expansion of the Extended Mail Forwarding Market Test nationwide on October 1, 2020, the service is available to all customers.

**Q2. How long is mail forwarded if a customer does not purchase Extended Mail Forwarding?**

**A2.** A permanent COA (Change of Address) forwards mail to a new address for twelve (12) months then mail is returned to the sender for six (6) months providing the new address.

**Q3. Do customers have the option to purchase Extended Mail Forwarding for Temporary Change of Address?**

**A3.** No, Extended Mail Forwarding is for permanent Change of Address requests only.

**Q4. Are customers required to pay a fee for Extended Mail Forwarding?**

**A4.** Yes, customers can select and pay for one of the following pricing options. This is the fee structure:

- \$19.95 for six (6) months
- \$29.95 for twelve (12) months
- \$39.95 for eighteen (18) months

**Q5. If a customer only purchases the six or twelve-month extension option, do they have the option to purchase an additional extension?**

**A5.** Yes, up to a total of three options (18 months) can be purchased during the market test period. Additional six-month options purchased at a later time will cost \$19.95 each.

**Q6. What information will a customer need to extend their existing Change of Address request and how can they pay for the extension?**

**A6.** The customer can use their confirmation number from the Customer Notification Letter received after the original COA was processed to use any of the self-service options to extend forwarding. If the customer does not have their confirmation number, they should go to the retail window with a valid ID.

**Q7. How can a customer request Extended Mail Forwarding?**

**A7.** Customers can request Extended Mail Forwarding when submitting their initial Change of Address request using Mover's Guide on [usps.com](https://usps.com). Customers with an existing active Change of Address record on file will have the option to purchase Extended Mail Forwarding by one of the methods listed below:

- RSS (Retail System Software) at the retail window
- SSK (Self Service Kiosk) in the retail lobby where available
- Change of Address Correct (COAC) at [managemymove.usps.com](https://managemymove.usps.com)

**Q8. How does Extended Mail Forwarding appear in COARS?**

**A8.** Reason Code COA Extension Paid will display on a Change of Address that has a paid extension.

**Q9. Can a customer receive a refund for the Extended Mail Forwarding Payment?**

**A9.** No, this is a nonrefundable product.



**Q10. Will customers keep the same confirmation number as their original Change of Address request?**

**A10.** Yes, if a customer purchases Extended Mail Forwarding, they will keep the same confirmation number as their original Change of Address request.

**Q11. What classes of mail are included with Extended Mail Forwarding?**

**A11.** The following classes of mail will continue to be forwarded with Extended Mail Forwarding:

- First-Class Mail
- First-Class Package Service Commercial
- Priority Mail Service

**Q12. How will a Sales and Service Associate (SSA) utilize RSS to accommodate customers coming into USPS Retail location to request Extended Mail Forwarding?**

**A12.** The SSA will enter or scan the confirmation number from the Customer Notification Letter received by the customer after the original Change of Address was processed. If the customer does not have their confirmation number, but has a valid ID, the SSA can follow the procedure to look up the customer's old address to search for an existing Change of Address request.