

**RECEIVED****AUG 03 2020**

July 30, 2020

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

faxed

Dear Brian:

As a matter of general interest, the Postal Service will be conducting an Extended Mail Forwarding Market Test. Beginning August 1, 2020, customers in nine select Districts will have the ability to request Extended Mail Forwarding to an existing permanent Change of Address (COA) request. For a fee, customers moving to or from an address can have their mail forwarded in additional 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

The nine selected Districts are listed below:

Alabama	Northern New Jersey	Sacramento
Dakotas	Northland	San Diego
Dallas	Ohio Valley	Santa Ana

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:

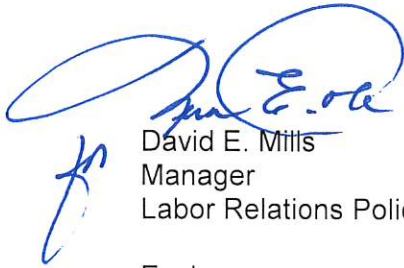
- Retail Systems Software (RSS) at the USPS retail window
- Self Service Kiosks (SSK) in the USPS retail lobby
- Mobile Point of Sale (mPOS) in the USPS retail lobby
- Mover's Guide at [usps.com](https://usps.com)
- Change of Address Correct (COAC) at [managemymove.usps.com](https://managemymove.usps.com)

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", is written over the printed name. To the left of the signature is a small, stylized blue mark that looks like a checkmark or a flourish.

David E. Mills  
Manager  
Labor Relations Policies and Programs

Enclosures

## Extended Mail Forwarding Service Talk for Retail Employees

Effective **August 1, 2020**, a Market Test will provide customers in select Districts the ability to request Extended Mail Forwarding to an existing permanent Change of Address request. Customers who are moving to or from an address in one of the following Districts will have the option of having their mail forwarded for additional months.

Alabama	Northern New Jersey	Sacramento
Dakotas	Northland	San Diego
Dallas	Ohio Valley	Santa Ana

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

Customers with an active Change of Address record on file will have the option to purchase Extended Mail Forwarding by one of the methods listed below. 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.

- Retail Systems Software (RSS) at the USPS retail window
- Self Service Kiosk (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)

Retail Sales and Service Associates will utilize RSS to accommodate customers' requests to extend their mail forwarding. A New Functionality Guide has been provided to sites instructing the sites how to process a customer's Extended Mail Forwarding request. All RSS offices will permit an attempt to extend a customer's Change of Address request, but if the customer's old or new address is ineligible to participate in the Market Test, NCOA will return an error response to RSS indicating Extended Mail Forwarding is not available at this time for this Change of Address Request.



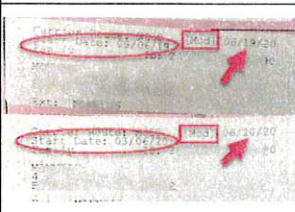

Effective **August 27, 2020**, this Market Test will allow customers to request Extended Mail Forwarding when submitting their initial Change of Address request using Mover's Guide on [usps.com](https://usps.com).

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.** Currently, Extended Mail Forwarding is a Market Test and only available to customers whose new or old address are in one of the following Districts:

- Alabama
- Dakotas
- Dallas
- Northern New Jersey
- Northland
- Ohio Valley
- Sacramento
- San Diego
- Santa Ana

**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 Change of Address 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 use the following systems to request Extended Mail Forwarding:

- RSS (Retail System Software) at the retail window
- SSK (Self Service Kiosk) in the retail lobby where available
- mPOS (Mobile Point of Service) in the retail lobby where available

- Mover's Guide at [usps.com](https://usps.com)
- 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 utilize RSS to accommodate customers coming into retail to request Extended Mail Forwarding?**

**A12.** The Sales and Service Associate 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.

**Q13. What if a customer requests Extended Mail Forwarding at a local Post Office, but their old or new address is not eligible for this Market Test?**

**A12.** All RSS offices will permit an attempt to extend a customer's Change of Address request, but if the customer's old or new address is ineligible to participate in the Market Test, NCOA will return an error response to RSS indicating Extended Mail Forwarding is not available at this time for this Change of Address Request.