

## Intra-Alaska Mail Service by Air: Instructions for Certificated Air Carriers and Bypass Mail

Handbook PO-508

March 2012  
Transmittal Letter

- A. Explanation.** Handbook PO-508 defines certificated air carrier responsibilities, rates of compensation, types of service, pay documents and related forms, and bypass mail responsibilities. It also includes information about administration, equitable tender, and penalty assessment for irregular handling of the mail. In addition, it includes instructions for bypass mail shippers to correlate the shippers' responsibilities more closely with those of the air carriers. This handbook is a total revision of the January 2000 edition and includes all interim changes made to it via transmittal letters.
- B. Distribution.** This directive is distributed to the following:
- Postal Headquarters, Washington, D.C.
  - Western Area Distribution Networks, Denver, Colorado.
  - Alaska District, Anchorage, Alaska.
  - Alaska Department of Transportation, Juneau, Alaska.
  - U.S. Department of Transportation, Washington, D.C.
  - All Post Offices™ within the state of Alaska.
  - All certificated air carriers providing scheduled service within the state of Alaska.
  - All shippers participating in the Alaska bypass mail process.
- C. Availability.** Handbook PO-508 is accessible as follows:
- Postal Service™ employees can access it on the corporate internet at <http://blue.usps.gov>; under "Essential Links" in the left-hand column, click on *PolicyNet*; then click on *HBKs*; and then click on the entry for Handbook PO-508. (The direct URL for the Postal Service PolicyNet Web site is <http://blue.usps.gov/cpim>.)
  - Public users can access it on the Postal Service Intranet at USPS.com®; at the bottom of the page in the gray box, under "On ABOUT.USPS.COM," click on *Forms and Publications*; then click on *Postal Periodicals and Publications*; then click on *Handbooks*; and then click on the entry for Handbook PO-508.
- D. Comments on Content.** Send written comments about the content of this handbook to the following address:
- MANAGER, AIR TRANSPORTATION OPERATIONS  
US POSTAL SERVICE  
475 L'ENFANT PLZ SW RM 7912  
WASHINGTON DC 20260-7137

- E. Comments on Format.** Send comments or questions regarding the language or organization of this handbook to the following address:

BRAND AND POLICY  
US POSTAL SERVICE  
475 L'ENFANT PLZ SW RM 4630  
WASHINGTON DC 20260-4630

- F. Cancellations.** All previous issues of Handbook PO-508 are obsolete. Please recycle.

- G. Effective Date.** Handbook PO-508 is effective March 2012.



*Dave E. Williams, Jr.*  
*Vice President*  
*Network Operations*

# Contents

- 1 Authority, Responsibility, and Policy . . . . . 1**
- 1-1 Introduction. . . . . 1
- 1-2 Authority . . . . . 1
  - 1-2.1 Authority to Establish Regulations . . . . . 1
  - 1-2.2 Certificated Air Carriers . . . . . 1
- 1-3 Air Carrier Eligibility for Bypass Mail. . . . . 1
  - 1-3.1 Statutory Requirements . . . . . 1
  - 1-3.2 Basic Requirements . . . . . 1
    - 1-3.2.1 Bypass Mail . . . . . 1
    - 1-3.2.2 Non-priority Bypass Mail . . . . . 2
  - 1-3.3 Further Requirements . . . . . 2
  - 1-3.4 Schedule Adherence. . . . . 2
    - 1-3.4.1 General . . . . . 2
    - 1-3.4.2 Continuous Operations in Markets . . . . . 2
  - 1-3.5 Offset Rule. . . . . 3
- 1-4 Shippers . . . . . 3
- 1-5 Non-compliance . . . . . 3
  
- 2 Transportation Mail Rates . . . . . 5**
- 2-1 Introduction. . . . . 5
- 2-2 Regulatory Agency . . . . . 5
- 2-3 Commonly Owned Air Carriers . . . . . 5
- 2-4 Intra-Alaska Transportation Mail Rates . . . . . 5
  - 2-4.1 Rate Classifications. . . . . 5
    - 2-4.1.1 General . . . . . 5
    - 2-4.1.2 Mainline Class Rate . . . . . 6
    - 2-4.1.3 Bush Class Rates . . . . . 6
      - 2-4.1.3.1 Bush 121 Rate . . . . . 6
      - 2-4.1.3.2 Short-runway Bush 121 Rate . . . . . 6
      - 2-4.1.3.3 Bush 135 Rate . . . . . 6
      - 2-4.1.3.4 Bush Seaplane Rate . . . . . 6
  - 2-4.2 Substitution of Scheduled Aircraft . . . . . 6
  - 2-4.3 Mail Rate Payment . . . . . 7
    - 2-4.3.1 Pay Rate Designations . . . . . 7
    - 2-4.3.2 Rate Determination . . . . . 7
    - 2-4.3.3 Equalization of Rates . . . . . 7
      - 2-4.3.3.1 General . . . . . 7

2-4.3.3.2 Air Carriers That May Apply . . . . .	8
2-4.3.3.3 How to Apply . . . . .	8
2-4.3.3.4 Effective Date of Equalization. . . . .	8
2-4.3.3.5 How to Withdraw . . . . .	8
2-4.4 Utilization of Equalized Service. . . . .	8
2-4.4.1 General . . . . .	8
2-4.4.2 Equalization on Mainline Routes . . . . .	8
2-4.4.3 Priority Rate Service Mail Equalization Review . . . . .	9
2-4.4.3.1 Schedule. . . . .	9
2-4.4.3.2 Reliability and Consistency . . . . .	9
2-4.4.3.3 Capacity . . . . .	9
2-4.4.4 In-House Non-Priority Equalization Review. . . . .	9
2-4.4.5 Cost Implications. . . . .	9
2-4.4.6 Periodic Review of Existing Equalizations. . . . .	10
<b>3 Air Carrier Requirements. . . . .</b>	<b>11</b>
3-1 Introduction. . . . .	11
3-2 Air Carrier Responsibilities . . . . .	11
3-2.1 Transportation of Mail . . . . .	11
3-2.2 Facilities . . . . .	13
3-2.2.1 Requirements . . . . .	13
3-2.2.2 Approval . . . . .	13
3-2.3 Schedules . . . . .	13
3-2.3.1 Source Document for Schedule Development . . . . .	13
3-2.3.2 Submission Requirements. . . . .	13
3-2.4 Notification of Aircraft Capacities . . . . .	14
3-2.5 Equipment . . . . .	14
3-2.5.1 Dry Leased Equipment . . . . .	14
3-2.5.2 Wet Leased and Chartered Equipment . . . . .	14
3-2.6 Mail Share . . . . .	14
3-2.7 Subcontracting . . . . .	15
3-2.8 Code Share . . . . .	15
3-2.9 Authorized Representatives . . . . .	15
3-3 Air Carrier Safety. . . . .	15
<b>4 Administration . . . . .</b>	<b>17</b>
4-1 Introduction. . . . .	17
4-2 Administrative Responsibilities. . . . .	17
4-2.1 Administrative Official . . . . .	17
4-2.2 Alaska District Transportation Networks Office (TANS Office) . . . . .	18
4-2.3 Western Area Distribution Networks (WADN, Denver) . . . . .	18
4-2.4 Air Transportation Operations. . . . .	19

<b>5</b>	<b>Documentation</b>	<b>21</b>
5-1	Introduction	21
5-2	PS Form 2729-A, Record of Loose Mail Dispatched	21
5-2.1	Description	21
5-2.2	Data Description	21
5-2.3	Distribution	22
5-2.4	Billing	22
5-2.5	Recording Dispatches	22
5-2.6	Disposition of Completed PS Forms 2729-A	23
5-2.7	Accuracy of Data Submissions	23
5-3	PS Form 2734, Mail Exception Report	23
5-3.1	Purpose and Use	23
5-3.1.1	General	23
5-3.1.2	Completion of PS Form 2734	24
5-3.1.3	Incomplete, Incorrect, or Missing Labels	25
5-3.1.4	Accounting Adjustments Document	25
5-3.1.5	Certification of Substitute Aircraft	25
5-3.1.5.1	Letter of Certification	25
5-3.1.5.2	Submission of Certification and PS Form 2734	26
5-3.1.6	Exceptions to Use of PS Form 2734 — With Use of PS Form 2759	26
5-3.2	Pay Document	26
5-3.2.1	General	26
5-3.2.2	Responsibility for Preparation	27
5-3.2.3	Completion	27
5-3.2.4	Reviewing PS Form 2734	27
5-3.2.5	Acceptance of Repossessed Mail	27
5-3.2.6	Disposition of PS Form 2734	28
5-4	PS Form 2747, Intra-Alaska Payment Claim Worksheet	28
<b>6</b>	<b>Dispatching and Receiving Mail</b>	<b>29</b>
6-1	Introduction	29
6-2	Mail Dispatch	29
6-2.1	Mail Transportation Categories	29
6-2.1.1	Priority Rate Service	29
6-2.1.1.1	Types of Mail	29
6-2.1.1.2	Boarding Accommodation	29
6-2.1.1.3	Sensitive Items	29
6-2.1.1.4	Handling of Backlogged Priority Rate Service Mail	30
6-2.1.1.5	Air Carrier Notification Requirements	30
6-2.1.2	Non-Priority Rate Service	30
6-2.1.2.1	Types of Mail	30
6-2.1.2.2	Boarding Accommodations	30
6-2.1.2.3	Handling Backlogged Non-Priority Rate Service Mail	31

6-2.1.2.4 Air Carrier Notification Requirements . . . . .	31
6-2.2 Upgrading Non-Priority Rate Service Mail . . . . .	31
6-2.2.1 Upper/Lower Deck Boarding Priority. . . . .	31
6-2.2.1.1 General . . . . .	31
6-2.2.1.2 Priority Rate Service Mail . . . . .	32
6-2.3 Transferring Mail — Intraline/Interline Transfer . . . . .	32
6-2.4 Equitable Distribution . . . . .	32
6-2.4.1 Principles of Equitable Distribution . . . . .	32
6-2.4.1.1 Fair and Reasonable Division . . . . .	32
6-2.4.1.2 Distribution Pools . . . . .	32
6-2.4.1.3 Favorable Pay Rates. . . . .	32
6-2.4.1.4 Equitable Tender Review . . . . .	33
6-2.4.2 Dispatch Procedures . . . . .	33
6-2.4.2.1 Priority Rate Service Mail . . . . .	33
6-2.4.2.2 Non-Priority Rate Service Mail (Bypass Process Parcel Post Mail and In-House Non-Priority Mail) . . . . .	33
6-2.4.2.3 Inability to Transport Tendered Mail. . . . .	34
6-2.4.2.4 Non-Beneficial Service . . . . .	34
6-2.4.2.5 Transit Times for Non-Priority Rate Service Mail . . . . .	35
6-2.4.2.6 Procedures for Delays in Non-Priority Rate Service Mail Transit Times . . . . .	36
6-2.4.2.7 Safe Operations of Carriers . . . . .	36
6-3 Acceptance of Mail. . . . .	36
6-3.1 Procedures — Weighing and Billing . . . . .	36
6-3.1.1 Automated Sites . . . . .	36
6-3.1.2 Non-Automated Sites . . . . .	37
6-3.2 Labeling Procedures . . . . .	37
6-3.2.1 Priority Rate Service Mail. . . . .	37
6-3.2.2 Non-Priority Rate Service Mail . . . . .	37
6-3.2.3 Scheduled Delivery Day. . . . .	37
6-3.3 Verification of Destination . . . . .	37
6-3.3.1 General . . . . .	37
6-3.3.2 No-Office Points . . . . .	38
6-3.3.2.1 Description . . . . .	38
6-3.3.2.2 Responsibility . . . . .	38
6-3.3.2.3 Transfer of Mail. . . . .	38
6-3.3.3 Documentation of Dispatch. . . . .	38
6-3.3.3.1 Air Carrier . . . . .	38
6-3.3.3.2 Administrative Post Office . . . . .	38

<b>7</b>	<b>Air Carrier Reporting Requirements and Reports</b> . . . . .	<b>39</b>
7-1	Introduction . . . . .	39
7-2	Reporting Responsibility . . . . .	39
7-3	S-AMS Access . . . . .	39
7-3.1	Instructions and Application . . . . .	39
7-3.2	Support Contact . . . . .	40
7-4	Service Reporting . . . . .	40
7-5	Reports . . . . .	40
<b>8</b>	<b>Bypass Mail Process</b> . . . . .	<b>41</b>
8-1	Introduction . . . . .	41
8-2	Responsibility . . . . .	41
8-3	Designated Bypass Mail Points . . . . .	41
8-3.1	General . . . . .	41
8-3.2	Establishing or Discontinuing Bypass Mail Points . . . . .	41
8-3.3	Acceptance Points . . . . .	42
8-3.4	Shipper Eligibility for Bypass Mail . . . . .	42
8-3.5	Shipment Preparation . . . . .	42
8-3.5.1	General . . . . .	42
8-3.5.2	Mailing Requirements . . . . .	42
8-3.5.3	Palletized Loads . . . . .	43
8-3.5.4	Weight — Pallets and Shipment . . . . .	43
8-3.5.5	Contents . . . . .	43
8-3.5.6	Accountable Mail . . . . .	43
8-3.5.7	Hazardous Material . . . . .	44
8-3.5.8	Building and Construction Materials . . . . .	44
8-3.5.9	Freeze and Chill Items . . . . .	44
8-3.6	Right to Refuse . . . . .	44
8-3.7	Integrity of a Bypass Mail Shipment or Order . . . . .	45
8-3.7.1	General . . . . .	45
8-3.7.2	Mainline Air Carriers . . . . .	45
8-3.7.3	Bush Air Carriers . . . . .	45
8-4	Bypass Mail Transit Times . . . . .	45
8-4.1	General . . . . .	45
8-4.2	Transit Time to Hub/Bush Point . . . . .	46
8-4.3	Transit Time to Bush Destination . . . . .	46
8-4.4	Interruption in Transit Time . . . . .	46
8-4.5	Advanced Transit Window . . . . .	46
8-4.6	Delayed Transit Window . . . . .	46
8-4.7	Delivery to Addressee . . . . .	46
8-4.7.1	Transfer Air Carrier . . . . .	46
8-4.7.2	Final Destination . . . . .	47
8-4.7.3	Delivery Requirements . . . . .	47
8-4.7.4	Delivery Attempts . . . . .	47

<b>9 Irregularities</b> .....	<b>49</b>
9-1 Introduction .....	49
9-2 Responsibilities .....	49
9-2.1 Air Carriers .....	49
9-2.2 Postal Service .....	49
9-3 Types of Irregularities (Mail in Sacks, Outside Pieces, or Bypass Mail Shipments) .....	49
9-4 Reporting Irregularities .....	53
9-4.1 PS Form 2759 .....	53
9-4.1.1 Responsibility .....	53
9-4.1.2 Explanation of Irregularity .....	54
9-4.1.3 Distribution .....	54
9-4.1.3.1 <i>At Own Postal Service Unit</i> .....	54
9-4.1.3.2 <i>At a Postal Service Unit Not Its Own</i> .....	54
9-4.2 Issuance of PS Form 2734 .....	54
9-5 Performance Reviews .....	55
9-5.1 Considerations .....	55
9-5.2 Review Meetings .....	55
9-5.2.1 Overview .....	55
9-5.2.2 Scheduling Meetings .....	55
9-5.2.3 Reviewing PS Forms 2759 .....	55
9-5.2.4 Form Completion and Distribution .....	56
9-6 Appeals Process .....	56
9-6.1 Air Carrier's Role .....	56
9-6.2 Postal Service Investigation .....	56
9-6.2.1 Review of PS Form 2759 .....	56
9-6.2.2 Recommendation .....	56
9-7 Assessment Administration .....	56
9-7.1 Purpose for Imposing Assessments .....	56
9-7.2 Responsibilities .....	57
9-7.2.1 AMF Manager and Manager of the TANS Office .....	57
9-7.2.2 Western Area Distribution Networks (WADN), Denver .....	57
9-7.2.3 Manager of Western Area Distribution Networks (WADN) .....	57
9-7.3 Schedule of Irregularities and Assessments .....	57
9-7.4 Other Action .....	57

<b>Appendix A — Alaska Bypass Mail Procedures</b> .....	<b>59</b>
Overview .....	59
Application and Participation .....	59
Administration .....	59
Payment of Postage .....	60
Preparation .....	60
Addressing and Labeling .....	60
Acceptability .....	61
Palletizing and Packaging .....	62
Scheduling Procedures .....	62
Delivery to Addressee .....	62
<b>Appendix B — Addresses</b> .....	<b>71</b>
<b>Appendix C — Hub Points and Associated Bush Points</b> .....	<b>73</b>
<b>Appendix D — Air Carrier Facility Requirements and Checklist</b> .....	<b>79</b>
<b>Appendix E — List of Forms and Retention Periods</b> .....	<b>83</b>
<b>Appendix F — PS Form 2729-A, Record of Loose Mail Dispatched</b> .....	<b>85</b>
<b>Appendix G — PS Form 2734, Mail Exception Report</b> .....	<b>87</b>
<b>Appendix H — Label AK-53, Intra-Alaska Routing Label</b> .....	<b>89</b>
<b>Appendix I — PS Form 2759, Report of Irregular Handling of Mail</b> .....	<b>91</b>
<b>Appendix J — PS Form 2747, Intra-Alaska Payment Claim Worksheet</b> .....	<b>95</b>
<b>Appendix K — Transfer and Delivery Times</b> .....	<b>99</b>
<b>Appendix L — Glossary</b> .....	<b>101</b>
<b>Appendix M — Schedule of Irregularities and Assessments</b> .....	<b>105</b>

This page intentionally left blank

# 1 Authority, Responsibility, and Policy

## 1-1 Introduction

---

This handbook contains regulations and instructions for the preparation, acceptance, handling, and transport of mail by certificated air carriers and bypass mail shippers within the state of Alaska. It also contains administrative instructions for Postal Service officials.

## 1-2 Authority

---

### 1-2.1 Authority to Establish Regulations

Title 39 of the United States Code (U.S.C.) 5401 authorizes the Postal Service to make rules for the safe and expeditious transportation of mail by aircraft.

### 1-2.2 Certificated Air Carriers

To engage in the transportation of mail by aircraft within Alaska, an air carrier must hold a certificate issued by the Department of Transportation (DOT). Refer to 49 U.S.C. 41102 and 49 U.S.C. 41103.

## 1-3 Air Carrier Eligibility for Bypass Mail

---

### 1-3.1 Statutory Requirements

39 U.S.C. 5402(g)(1) et seq. establishes the qualifying requirements for intra-Alaska air carriers to transport bypass mail within Alaska. It also establishes the bypass mail tender requirements for the Postal Service.

### 1-3.2 Basic Requirements

#### 1-3.2.1 Bypass Mail

The following are some of the basic requirements for an air carrier to be eligible for bypass mail carriage to any points served by more than one carrier in Alaska:

- a. Must hold a certificate of public convenience and necessity issued under section 49 USC 41102 (a).

- b. Must meet either of the following to any point served by more than one carrier:
  - (1) If flying bush aircraft, must operate at least three scheduled flights each week.
  - (2) If flying mainline aircraft, must operate at least two scheduled flights each week.
- c. Must exhibit an adherence to such scheduled flights.

#### 1-3.2.2 **Non-priority Bypass Mail**

To be selected as a carrier of non-priority bypass mail at the applicable intra-Alaska mail rate, the carrier must have provided at least 12 consecutive months of scheduled service between two points within Alaska meeting the requirements for scheduled, non-contract flights in [1-3.2.1b.\(1\)](#) or [\(2\)](#) using either of the following:

- a. Bush aircraft (up to and including 7,500 pounds payload capacity).
- b. Mainline aircraft (exceeding 7,500 pounds payload capacity).

#### 1-3.3 **Further Requirements**

After consultation with affected mainline air carriers, the Postal Service may establish either of the following requirements for mainline service between any two points served by more than one carrier:

- a. A larger number of flights than required by [1-3.2.1b.](#)
- b. The operation days of the two flights required by [1-3.2.1b.](#)

The Postal Service may select an air carrier other than an existing mainline air carrier for mail tender if the Postal Service determines that the mail service provided by existing mainline air carriers remains deficient after it has notified the air carriers in writing and has allowed a 30-day correction period.

(See [6-2.4.2.4.](#))

#### 1-3.4 **Schedule Adherence**

##### 1-3.4.1 **General**

The Postal Service expects that air carriers will operate their schedules as filed. The Postal Service recognizes that cost and operational efficiencies may be derived through schedule adjustments.

##### 1-3.4.2 **Continuous Operations in Markets**

Air carriers exhibit continuous schedule compliance in markets by ensuring that schedules are in place to satisfy minimum eligibility requirements. Air carriers exhibit continuous operations in markets by scheduling and operating all or part of those schedules in each market for each 1-week period. An air carrier that fails to meet minimum scheduling requirements and/or operate any of the service for a 1-week period within a market without a satisfactory explanation will lose tender in that market for the following periods:

- a. 1 month for a first offense.
- b. 6 months for a second offense.

- c. 1 year for a third offense.

#### 1-3.5 **Offset Rule**

For purposes of equitable tender of bypass mail, each destination bush point is associated with a specific hub point. As required by 39 U.S.C. 5402(g)(2)(b), the Postal Service will deduct a carrier's non-priority bypass mail poundage flown on direct mainline flights to bush points within Alaska from that carrier's allocation of the total poundage of non-priority bypass mail transported to the nearest appropriate Postal Service hub point in any month.

## 1-4 Shippers

---

All shippers participating in the movement of mail must adhere to the requirements defined in *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM<sup>®</sup>). In addition to adhering to the DMM requirements, shippers within Alaska choosing to participate in the bypass mail process must also adhere to the requirements in chapter 8 and [Appendix A](#), and they must also complete the application in [Appendix A, Attachment A](#).

## 1-5 Non-compliance

---

An air carrier's failure to comply with any section of this handbook may result in penalties up to and including permanent removal from tender. A shipper's failure to comply may result in penalties ranging from suspension up to removal from the bypass mail process.

This page intentionally left blank

# 2 Transportation Mail Rates

## 2-1 Introduction

---

This chapter explains how intra-Alaska mail rates are determined and the entities that regulate them.

## 2-2 Regulatory Agency

---

39 U.S.C. 5402(f) and 49 U.S.C. 4901 authorize the Department of Transportation (DOT) to establish the rates to be paid by the Postal Service for the transportation of mail by certificated air carriers within Alaska.

## 2-3 Commonly Owned Air Carriers

---

In markets served by two or more commonly owned air carriers (as identified by DOT), only one of the specified air carriers is eligible for mail carriage. The common owner of the specified air carriers may select the air carrier that is eligible for mail carriage in each market served by the commonly owned air carriers. The common owner must submit in writing its selection of the eligible air carrier in each market served by its commonly owned air carriers to the Postal Service's Western Area Distribution Networks in Denver, Colorado (WADN, Denver). (See [Appendix B](#) for the address for WADN, Denver and other USPS addresses.) In the absence of a selection of eligibility by the common owner, the Postal Service makes the selection.

## 2-4 Intra-Alaska Transportation Mail Rates

---

### 2-4.1 Rate Classifications

#### 2-4.1.1 General

The DOT has established five rates within the two aircraft classes (mainline and bush), based on the classification of the aircraft operated:

- a. Mainline.
- b. Bush 121.
- c. Short-runway bush 121.

- d. Bush 135.
- e. Bush seaplane.

Each rate has a terminal handling and linehaul component.

The Postal Service pays the origin air carrier the appropriate rate for terminal handling and linehaul to the hub point or final destination. The Postal Service pays the interline air carrier the designated rate for terminal handling and linehaul from the hub point to the final destination. The mileage for the linehaul rate is the great circle statute miles from origin to destination.

See [Appendix C](#) for a list of hub points and associated bush points.

#### 2-4.1.2 **Mainline Class Rate**

The mainline class rate is designated for aircraft having a payload capacity exceeding 7,500 pounds.

#### 2-4.1.3 **Bush Class Rates**

The bush class rates are designated for aircraft having a payload capacity up to and including 7,500 pounds.

##### 2-4.1.3.1 **Bush 121 Rate**

This rate is designated for bush aircraft authorized to operate under FAA Part 121 regulations.

##### 2-4.1.3.2 **Short-runway Bush 121 Rate**

This rate is designated for bush aircraft, such as Twin Otters, authorized to operate under FAA Part 121 regulations to serve bush points with runways that will not accommodate other 121 aircraft.

##### 2-4.1.3.3 **Bush 135 Rate**

This rate is designated for aircraft authorized to operate under FAA Part 135 regulations.

##### 2-4.1.3.4 **Bush Seaplane Rate**

This rate is designated for aircraft used where only water landings are available.

#### 2-4.2 **Substitution of Scheduled Aircraft**

Whenever an air carrier substitutes an aircraft of a different class rate for an Official Airline Guide (OAG) scheduled aircraft, it must notify the Postal Service by filing a completed PS Form 2734, *Mail Exception Report*, with the local postmaster before the change in flight operations. (See [5-3](#) for more information on PS Form 2734.) Additionally, the air carrier must submit to WADN, Denver a letter of certification on company letterhead (see [5-3.1.5.1](#)). Whenever an air carrier proposes a substitution, the Postal Service may transfer the mail to another air carrier if it determines that will be more beneficial for the transport of the mail.

A substitution of a bush class aircraft for any scheduled mainline aircraft, or the substitution of a bush 135 aircraft for a bush 121 aircraft, results in payment at the lower rate applicable to the scheduled aircraft. A substitution of a mainline aircraft for a bush rate aircraft, or the substitution of a bush 121 aircraft for a bush 135 aircraft, results in payment at the lower rate applicable to the substituted aircraft. Payment adjustments of the types identified above do not have an effect on the market rate paid. The air carrier records this change in rate on PS Form 2734.

An air carrier is not entitled to compensation for flights using substituted aircraft until it has filed PS Form 2734. Failure to provide this documentation may result in additional penalties (see [1-5](#)).

## 2-4.3 Mail Rate Payment

### 2-4.3.1 Pay Rate Designations

Mainline aircraft have two distinct pay rates — priority service rate and non-priority service rate — based on the type of mail and level of service required for that mail class (see chapter [6](#)). The priority service rate is a higher rate of pay because the mail is moved on specific identified flights in a shorter timeframe than mail tendered at the non-priority service rate. The Postal Service determines the classification of mail as priority service or non-priority service.

All bush aircraft have a single pay rate designation, regardless of mail classification — i.e., the pay rate is the same for both priority service and non-priority service.

### 2-4.3.2 Rate Determination

The rate of payment to the air carrier is based on the class of mail service (priority service rate or non-priority service rate), the class of the aircraft used to transport the mail (mainline or bush), the bush aircraft classification (Part 121 and Part 135), and bush aircraft landing capabilities (short-runway Part 121 and seaplane).

**Note:** The seaplane rate applies where only water landings are available.

### 2-4.3.3 Equalization of Rates

#### 2-4.3.3.1 General

Equalization occurs when an air carrier utilizing bush aircraft between an origin and a destination files with the DOT a notice of intent to equalize. By making that filing, the equalizing air carrier understands that it is accepting a lower existing rate of pay in the market.

A composite rate is paid to an equalized bush air carrier for a direct flight from an acceptance point to a bush destination beyond a hub point, if the result will be no degradation of passenger, freight, and/or mail service in and out of the hub point. This rate is based on the mainline linehaul rate paid to the hub point plus the lowest bush linehaul rate paid in Alaska for the distance traveled from the hub point to the destination point. A single origin terminal handling is paid at the bush terminal handling rate.

#### 2-4.3.3.2 **Air Carriers That May Apply**

Any air carrier eligible to transport mail within Alaska can file a notice of intent to equalize with the DOT.

#### 2-4.3.3.3 **How to Apply**

To record an equalization in a market, an air carrier must provide written notification to the DOT, to each air carrier providing service between the points, and to WADN, Denver. Copies sent to WADN, Denver must identify each origin/destination market included in the equalization.

#### 2-4.3.3.4 **Effective Date of Equalization**

Per DOT regulations, unless a later date is specified, the effective date of an equalization is the day that the DOT receives the written notice of intent to equalize in a market segment.

#### 2-4.3.3.5 **How to Withdraw**

To withdraw an equalization in a market, an air carrier must provide written notification to the DOT, to each air carrier providing service between the points, and to WADN, Denver. Unless a later date is specified, the withdrawal is effective 10 days after the date that the air carrier files written notice.

### 2-4.4 **Utilization of Equalized Service**

#### 2-4.4.1 **General**

The Postal Service determines whether it will utilize equalized service for the transport of in-house priority and non-priority service mail. The Postal Service recognizes that in some circumstances a combination of equalized and non-equalized service by mail class may be mutually advantageous. Upon receipt of a notice to equalize from the DOT, the Postal Service reviews the service and cost impacts associated with the equalized service using the guidelines in this section. Existing equalizations are always subject to reconsideration and new determinations of the need for their continuance for mail tender as the Postal Service's changing needs, operational alternatives, and other factors may require.

#### 2-4.4.2 **Equalization on Mainline Routes**

In order to receive equitable tender of bypass mail on a route between an acceptance point and a hub point or between an acceptance point and a final destination where mainline air carrier service originates, an otherwise eligible air carrier must have provided for the past 6 months, and must continue to provide, at least 20 percent of the passenger service.

In order to receive equitable tender of bypass mail on a route between a hub point and a final destination where mainline air carrier service originates, an eligible air carrier must meet either of the following requirements:

- a. For a bush passenger air carrier, must have provided for the past 6 months, and must continue to provide, at least 20 percent of the passenger service.

- b. For a non-mail freight air carrier, must have provided for the past 6 months, and must continue to provide, at least 25 percent of the non-mail freight service.

For this purpose, continuity of service is measured using the preceding 12 months of DOT data.

### 2-4.4.3 **Priority Rate Service Mail Equalization Review**

#### 2-4.4.3.1 **Schedule**

The proposed schedule provided by the equalized air carrier must provide a definite service advantage over available transportation, based on the specific operating characteristics of both the origin and destination offices. The Postal Service may not use a proposed equalization that simply mirrors current schedules of existing air carriers unless it meets the criteria outlined in [2-4.4.3.2](#) or [2-4.4.3.3](#).

#### 2-4.4.3.2 **Reliability and Consistency**

The Postal Service considers the use of equalized service in an origin/destination market when current transportation has not demonstrated reliability and consistency. If the available service is consistent and reliable, the Postal Service may not use the equalized transportation unless it meets the criteria outlined in [2-4.4.3.1](#) or [2-4.4.3.3](#).

#### 2-4.4.3.3 **Capacity**

The Postal Service may consider the use of equalized service when existing air carrier service fails to provide the space necessary to move the volume between the identified origin and destination markets within the published service standards. If the available transportation moves all the mail tendered to the final destination within the established service standards, the Postal Service may not use a proposed equalization unless it meets the criteria outlined in [2-4.4.3.1](#) or [2-4.4.3.2](#).

### 2-4.4.4 **In-House Non-Priority Equalization Review**

Generally, in-house non-priority service mail on routes served by mainline air carriers follows tender rules as defined in the statute for bypass mail.

The Postal Service may use certain equalizations for service considerations, normally involving priority rate service mail dispatch. When a mainline air carrier enters a market, the Postal Service considers the available capacity of the entering air carrier(s) before tendering in-house non-priority service mail. Subsequent to stabilization of the market, the Postal Service reviews the market for tender adjustments.

**Note:** See [6-2.4.1.1](#) for further discussion of equitable distribution.

### 2-4.4.5 **Cost Implications**

For the purpose of priority rate service and in-house non-priority mail equalization reviews, the Postal Service considers the operational, administrative, and other indirect costs in addition to the service factors in [2-4.4.3](#).

**2-4.4.6 Periodic Review of Existing Equalizations**

The Postal Service monitors all existing equalizations, based on the criteria defined in [2-4.4](#), to ascertain if an equalized rate in a specific origin/destination should be implemented, retained, or discontinued. The Postal Service periodically reviews equalizations to determine if the equalized service is necessary. An air carrier can also request in writing that a review be performed in a specific origin/destination market where equalization exists. An air carrier requesting such a review must notify each air carrier operating in the market of its request.

# 3 Air Carrier Requirements

## 3-1 Introduction

---

This chapter provides detailed information about air carrier responsibilities in general and about intra-Alaska mail service by air in particular.

## 3-2 Air Carrier Responsibilities

---

### 3-2.1 **Transportation of Mail**

An intra-Alaska air carrier transporting mail for the Postal Service must do the following:

- a. Adhere to its scheduled service as submitted to the Official Airline Guide (OAG) (see [3-2.3](#)). “Scheduled service” requires an air carrier to do the following:
  - (1) Operate flights in common carriage available to the general public under a published schedule.
  - (2) Announce flight schedules in advance in systems specified by the Postal Service, in addition to the OAG or the air cargo equivalent of that Guide.
  - (3) Make departures whether full or not.
  - (4) Contract with customers for carriage separately on a regular basis.

The Postal Service requires that carriers adhere to published flight schedules when mail has been tendered within the defined tender time limitations before the flight departure on the day of the flight.

- b. Transfer mail efficiently and expeditiously according to instructions on appropriate postal dispatch documents and related coding on pouch labels or container placards (Label AK-53, *Intra-Alaska Routing Label*, or facsimile) (see [5-3](#)).
- c. Deliver mail transported to a bush destination to the Post Office or addressee on the day of transport. If the delivery cannot be affected, the air carrier must return the mail to the hub point so it can be stored in an approved secured facility for delivery the next business day.

- d. Ensure that all personnel engaged in the processing and handling of mail protect it from damage, destruction, loss, and theft, as follows:
  - (1) Avoid leaving mail unattended, except in secure areas approved by the Postal Service. Air carriers may be liable for lost or damaged mail, as outlined in chapter 9.
  - (2) Transport mail on the ground in a fully enclosed cart or container. Air carriers must cover pallet loads with plastic or protective waterproof sheets.
  - (3) Fully protect mail from the elements at the warehouse staging area and the plane-side staging area, and on all types of surface transportation.
- e. Notify the local Postal Service official of any known or suspected loss, theft, destruction, or mistreatment of mail.
- f. Advise all employees engaged in transporting mail that they must fully cooperate with and assist Postal Inspectors and other Postal Service officials in their duties.
- g. Permit only authorized personnel access to mail handling areas. Air carrier personnel authorized or assigned to handle mail must display their badge at all times when they are discharging the duty of mail carriage.
- h. Refuse access to, or refuse to furnish information about, mail in their custody to any person, other than the United States Postal Inspection Service<sup>®</sup>. If the request is made under subpoena, the individual named in the subpoena must first seek and receive advice from the Postal Service field legal counsel through the manager of the nearest Postal Service facility.
- i. Provide sufficient mail handling personnel and resources to handle and transfer mail within the time limits prescribed by the Postal Service, and ensure that employees receive proper training relative to mail handling procedures and security requirements. Air carriers are responsible for agents or contractors acting in their behalf.
- j. Immediately notify the Postal Service of any incident causing damage, delay, or loss of mail resulting from aircraft accidents, bomb threats, fire, hijacking, work stoppages, or other similar incidents.
- k. Immediately suspend or remove from all mail handling duties any employee who has been charged with theft, embezzlement, or mistreatment of mail, provided that the employee was brought before an appropriate judicial officer who found probable cause to detain the employee (whether the employee was subsequently released on bail or on his/her own recognizance) in accordance with the laws of the cognizant jurisdiction. Also, the air carrier must immediately suspend or remove from all mail handling duties any employee who within the previous 5 years has been convicted of any of the offenses enumerated above.

- I. Respond to all correspondence from Postal Service officials within 5 working days from the day of receipt.
- m. Submit all forms, reports, or mail-related information as required by the Postal Service and the Department of Transportation (DOT). The information required includes, but is not limited to; manifest information such as filed schedules, added schedules, schedule performance, pounds of priority and non-priority rate service mail, and aircraft tail number for each trip flown. Air carriers that submit late, inaccurate, or no data will lose tender of mail until the data requirements have been met. If an air carrier attempting to qualify for tender of non-priority bypass mail significantly misstates passenger or non-mail freight data required to be reported under this section on any route, the sanctions authorized by 39 U.S.C. § 5402(o) also apply.

## 3-2.2 Facilities

### 3-2.2.1 Requirements

An air carrier must provide necessary and adequate facilities and service to accommodate the transportation of mail and must transport mail whenever required by the Postal Service. The mail handling terminal facilities must be located where they can accommodate expeditious ground transportation of mail to and from the aircraft and be conveniently accessible to mail carriage vehicles. The facilities must be accessible to Postal Service officials during normal business hours.

See [Appendix D](#) for minimum requirements for air carrier facilities.

### 3-2.2.2 Approval

The Postal Service manager or representative must inspect and approve an air carrier's facility before the air carrier is tendered mail, whether the air carrier is first entering the market or relocating an existing facility. An air carrier must contact the Alaska District Transportation Networks office (TANS office) at the Processing and Distribution Center in Anchorage, Alaska, to arrange for the physical inspection of each terminal or storage facility for the mail.

## 3-2.3 Schedules

### 3-2.3.1 Source Document for Schedule Development

The Postal Service utilizes air carrier schedules within the postal dispatch and routing systems, which are updated electronically each week by OAG.

### 3-2.3.2 Submission Requirements

An air carrier must submit schedules meeting the requirements outlined below:

- a. Furnish schedules to OAG not less than 28 days before the effective date of instituting schedules or schedule changes. At the same time, the air carrier must also submit to WADN, Denver a printed copy of its schedule changes in the format used by the OAG. WADN, Denver may

also require an electronic schedule filing, and in such case, will provide sufficient information regarding format to facilitate the air carrier's response.

**Caution:** Failure to comply with this timeframe may result in a lack of available schedules to which mail may be tendered by the Postal Service.

- b. When preparing their schedules, identify the type of aircraft scheduled for use on each flight. If this information is not listed, the Postal Service will use the mainline mail rate for payment to the air carrier.
- c. Contact the OAG regarding procedures for submitting schedules and schedule changes to be included in the postal dispatch and routing systems.

### 3-2.4 **Notification of Aircraft Capacities**

An air carrier must furnish WADN, Denver with the following information about its fleet, and must immediately provide updated information whenever the fleet changes:

- a. Make, model, and tail number for each aircraft identified on the air carrier's FAA Operations Specifications.
- b. Manufacturer's useable payload capacity of each aircraft. (The Postal Services uses this information to determine whether a particular aircraft is a bush or mainline aircraft and to evaluate available schedule capacity in a market.)
- c. Manufacturer's rated passenger capacity.

### 3-2.5 **Equipment**

#### 3-2.5.1 **Dry Leased Equipment**

A "dry lease" is an aircraft lease in which the lessor provides the aircraft only. Dry lease arrangements must comply with all applicable FAA requirements, and the carrier must identify the aircraft to the Postal Service on the air carrier's Operation Specification update (see [3-2.4](#)). The submission requirements in [3-2.3.2](#) apply to all dry leased aircraft used in the movement of mail.

#### 3-2.5.2 **Wet Leased and Chartered Equipment**

A "wet lease" is an aircraft lease in which the lessor provides both the aircraft and crew. Wet leased or chartered equipment is acceptable only in emergency or unexpected circumstances. The inability of an air carrier to transport all mail tendered in the required manner does not of itself qualify as an emergency or unexpected circumstance. Before using wet leased or chartered equipment, an air carrier must request authorization from WADN, Denver and notify the local Postal Service official of the circumstances.

#### 3-2.6 **Mail Share**

Postal Service approval of any lease or charter-type agreement never results in an air carrier receiving more than one share of mail.

**3-2.7 Subcontracting**

Under 39 U.S.C. 5402(g)(4)(C), only existing mainline carriers may subcontract the transportation of bypass mail to another existing mainline carrier when additional or substitute aircraft are temporarily needed to meet the delivery schedule of the Postal Service or the carrier's operating requirements. Before subcontracting, an air carrier must notify WADN, Denver.

**3-2.8 Code Share**

An air carrier operating under a code share agreement must (for the purposes of mail only) convert and display in the OAG the code of the air carrier that actually transports the mail. The Postal Service evaluates air carriers for tender based on the identity and certification of the air carrier that transports the mail.

**3-2.9 Authorized Representatives**

An air carrier is responsible for authorizing personnel to whom the Postal Service directs and receives communication. The air carrier's corporate office must designate an authorized representative(s) and notify the Postal Service of any personnel changes. The basis for this practice is an agreement with the Alaska aviation industry to ensure that the people making mail transportation decisions are authorized to do so by the air carrier's corporate office (and are not unauthorized personnel such as station managers, field personnel, or outside consultants).

## 3-3 Air Carrier Safety

---

All certificated air carriers participating in the movement of mail within Alaska must adhere to all safety laws and regulations issued by federal, state, and local agencies. In the event of any conflict between a safety regulation or a law and this handbook, the safety regulation or law takes precedent.

This page intentionally left blank

# 4 Administration

## 4-1 Introduction

---

This chapter identifies administrative officials and outlines their specific responsibilities in administering intra-Alaska mail service by air.

## 4-2 Administrative Responsibilities

---

### 4-2.1 **Administrative Official**

An administrative official is a Postal Service employee designated to monitor the movement of the mail by certificated air carriers at each air stop point within Alaska. Administrative officials are responsible for the movement of the mail via air, including the dispatch, receipt, review of air carrier operations, pay certification, and local contact with air carriers. Examples of administrative officials include the manager of the Air Mail Facility (AMF) in Anchorage, Alaska, and the postmaster or designee at other air stops.

Specific responsibilities for an administrative official include the following:

- a. Ensure the enforcement of rules relating to tender, transfer, receipt, and distribution of mail processed through a facility.
- b. Visit air carrier and agent facilities to ensure that mail is handled properly and that required data is collected and reported according to Postal Service regulations.
- c. Communicate directly with air carriers concerning local operations.
- d. Ensure that all copies of the payment document — PS Form 2729-A, *Record of Loose Mail Dispatched* — are properly prepared, signed, entered into Surface-Air Management System Alaska (S-AMS Alaska), and distributed. (See [5-2](#) for more information on PS Form 2729-A.)
- e. Ensure that at all automated sites input payment documents daily.
- f. Ensure that all non-automated sites generate payment documents daily and forward them daily to the appropriate hub point for data entry (to avoid delays in payment to the air carriers).
- g. Process PS Forms 2747, *Intra-Alaska Payment Claim Worksheet*, as instructed by the TANS office and WADN, Denver.
- h. Perform regular observations at each air carrier's facility and forward copies of observation reports to the appropriate Postal Service

official(s). An observation report is a standard document that can be used by all administrative officials.

- i. Report items that require corrective action to the appropriate Postal Service official (see chapter 9).
- j. Forward reports of irregularities to the TANS office.

#### 4-2.2 **Alaska District Transportation Networks Office (TANS Office)**

The Alaska District Transportation Networks office (TANS office) at the Processing and Distribution Center in Anchorage, Alaska, is responsible for the following:

- a. Act as liaison between bush postmasters and air carriers concerning issues relating to local bush operations.
- b. Review PS Forms 2759, *Report of Irregular Handling of Mail*, for accuracy in preparation.
- c. Conduct meetings with air carriers to adjudicate irregularities. The manager of the TANS office may delegate this responsibility. The manager of the AMF in Anchorage retains the adjudication responsibility for all irregularities originating out of Anchorage.
- d. Forward PS Forms 2759 with the manager's recommendations and non-recommendations along with documentation to WADN, Denver on a monthly basis.
- e. Make recommendations to the plant manager of the Anchorage Processing and Distribution Center (P&DC) concerning required changes to existing service under regulated air service or contract.
- f. Maintain written memoranda pertaining to communication with air carriers.
- g. Conduct performance reviews.

#### 4-2.3 **Western Area Distribution Networks (WADN, Denver)**

The Western Area Distribution Networks in Denver, Colorado (WADN, Denver) is responsible for the following:

- a. Resolve disputes between air carriers and Alaska District personnel.
- b. Determine and authorize flights for use in transporting mail.
- c. Ensure Postal Service officials comply with routing instructions for PS Form 2729-A, and assist in resolving persistent problems related to completing the form.
- d. Investigate air carrier claims of inequity in mail tender, and take corrective action as appropriate.
- e. Review air carrier performance, and take appropriate action.
- f. Review and investigate air carrier inquiries concerning performance trends.
- g. Ensure that required data is collected and reviewed for performance measurement.

- h. Provide notification to an air carrier's corporate office regarding assessments against pay and other liabilities relative to irregularities.

#### 4-2.4 **Air Transportation Operations**

Air Transportation Operations at Postal Service Headquarters in Washington, D.C., is responsible for the following:

- a. Develop policy for the transportation of mail via certificated air carriers.
- b. Manage all intra-Alaska mail transportation and operations (including participation in workgroups) and also manage all mail transportation and operations between Alaska and other U.S. states/territories.
- c. Act as liaison with USPS legal counsel, the Government Relations office, and the external government regulatory agencies.
- d. Resolve disputes between air carriers and field Postal Service administration.
- e. Manage S-AMS Alaska.

This page intentionally left blank

# 5 Documentation

## 5-1 Introduction

---

This chapter discusses the forms required by the Postal Service to manage the dispatch of intra-Alaska mail. The information entered on these forms or collected via data entry in the Surface-Air Management System Alaska (S-AMS Alaska) provides the basis for determining payment.

See [Appendix E](#) for a list of forms and their retention periods.

## 5-2 PS Form 2729-A, Record of Loose Mail Dispatched

---

### 5-2.1 Description

For dispatch sites not utilizing S-AMS Alaska, the document used to authorize the dispatch of mail is PS Form 2729-A, *Record of Loose Mail Dispatched*. This is a multi-part form that has spaces for users to add variable data (see [5-2.2](#)). See [Appendix F](#) for an image of PS Form 2729-A.

WADN, Denver provides the Alaska District with an annual supply of PS Form 2729-A. Each automated hub point is responsible for providing its assigned bush offices with this document and monitoring each office for correct usage.

PS Forms 2729-A are accountable papers — each form has an assigned control number, and no form can be destroyed. The administrative official at each air stop must account for all blank and voided forms. Each site using manual forms must provide the air carrier with a completed dispatch copy, and must forward the remaining completed or voided forms to its assigned hub point office. The assigned hub point is responsible for entering the date daily into S-AMS Alaska and for forwarding the remaining copy to the TANS office.

### 5-2.2 Data Description

PS Form 2729-A has spaces for the user to add the following variable data:

- a. Origin: three-letter identifier of origin city.
- b. Route: air carrier alpha/numeric code.
- c. Trip: numeric code.
- d. Equipment: equipment code of aircraft.
- e. Date: date of dispatch.

- f. Serial No.: unique serial number for each form.
- g. Destination 1: three-letter code of hub/destination point.
- h. Destination 2: three-letter code of destination beyond Destination 1.
- i. Route 2: air carrier code for transport beyond Destination 1.
- j. Trip 2: flight number of trip beyond Destination 1.
- k. Equipment 2: equipment code of aircraft transporting beyond Destination 1.
- l. Priority Weight: priority rate service mail weight in whole numbers.
- m. Non-Priority Weight: non-priority rate service mail weight in whole numbers.
- n. USPS Name: printed name of dispatching official.
- o. USPS Signature: signature of dispatching official.
- p. Date: date signed by dispatching official.
- q. Carrier Name: air carrier/agent printed name.
- r. Carrier Signature: signature of air carrier/agent.
- s. Date: date signed by air carrier/agent.

### 5-2.3 **Distribution**

The administrative official at each non-automated air stop receives a supply of PS Forms 2729-A from its assigned hub point office. These serialized forms are accountable and must not be destroyed. Unused forms must be voided and returned to the TANS office.

### 5-2.4 **Billing**

The Postal Service can bill mail only to authorized air carriers serving an origin/destination market. WADN, Denver is the only source that can identify authorized air carriers entitled to be tendered mail in an origin/destination market. Automated hub point sites provide each non-automated site with a copy of its dispatch planned routes.

### 5-2.5 **Recording Dispatches**

Under normal dispatch operations, Postal Service personnel complete each section of PS Form 2729-A (see [5-2.2](#)) and distribute the form. In the case of a cancellation or overfly, the following procedures apply:

- a. When a flight is canceled after an air carrier takes possession of the mail, the air carrier must notify Postal Service personnel within 30 minutes after cancellation.
- b. Within 30 minutes after notifying Postal Service personnel of the cancellation, the air carrier must (unless otherwise directed) return the mail dispatched to that flight intact to the Postal Service unit, along with any affected interlined mail the air carrier may have and also the related copy of PS Form 2729-A.

- c. The Postal Service personnel draws a line through the appropriate day's entry on the remaining parts of PS Form 2729-A for the mail dispatched to that flight and indicates the reason for cancellation or overfly.
- d. The postmaster/supervisor of the air stop voids the air carrier's copy and returns it to the air carrier, or the air carrier must prepare PS Form 2734, *Mail Exception Report*, and submit it with the transfer mail (see [5-3](#)).

#### 5-2.6 **Disposition of Completed PS Forms 2729-A**

The administrative official for each air stop uses a separate PS Form 2729-A for each flight dispatched. The administrative official gives the "Air Carrier" copy and the "DNO" copy of the PS Form 2729-A to the air carrier with the mail dispatch. The air carrier is responsible for delivering the "DNO" copy to the hub point facility along with the mail. The hub point postmaster is responsible for reviewing the form for completeness and inputting the mail volumes into S-AMS Alaska the same day and then forwarding the "DNO" copy to the TANS office at the end of each day.

#### 5-2.7 **Accuracy of Data Submissions**

The administrative official must ensure that entries made on PS Form 2729-A are accurate and consistent with instructions outlined in this handbook. Improperly prepared or incomplete forms received at the automated hub point are returned to the dispatching unit for corrections.

The TANS office returns improperly prepared PS Forms 2729-A to the automated hub point for correction and/or disposition to the dispatching unit. The responsible administrative official corrects the forms and promptly returns them to the TANS office.

## 5-3 PS Form 2734, Mail Exception Report

---

### 5-3.1 **Purpose and Use**

#### 5-3.1.1 **General**

An air carrier must complete PS Form 2734, *Mail Exception Report* (either the electronic version at all S-AMS Alaska automated sites, or the manual version at all non-automated sites) when dispatched mail is classified as an "exception" — i.e., when the air carrier does *not* handle dispatched mail according to the routing instructions on the S-AMS Alaska-generated Dispatch and Routing Label (D&R Tag), on S-AMS Alaska-generated Label AK-53, *Intra-Alaska Routing Label*, or on PS Form 2729-A.

See [Appendix G](#) for an image of a sample PS Form 2734. See [Appendix H](#) for an image of Label AK-53.

**5-3.1.2 Completion of PS Form 2734**

**Note:** For instructions to initiate electronic PS Form 2734, air carriers can access the Help section within the S-AMS Alaska Carrier webpage interface, or they can contact WADN, Denver.

An air carrier completes a manual PS Form 2734 at the city where the first deviation in routing of the mail is discovered. In completing PS Form 2734, the air carrier must clearly describe the routing instructions originally designated by the dispatching Postal Service unit, the type of deviation (if known), and the reason for deviating from those instructions (if known). The form is preprinted with Items 1 and 4 already completed, and the air carrier must complete the other items, as follows:

- a. Item 1: No entry required (the form already includes the preprinted name of the air carrier completing the form).
- b. Item 2: Enter the date the report is prepared.
- c. Item 3: Enter the three-letter air stop code of the city where the irregularity occurred.
- d. Item 4: No entry required (the form already includes the air carrier's preprinted identifying serial number for each form).
- e. Items 5a, 5b, and 5c: Enter the two-character alpha-numeric air carrier code, the flight number of the air carrier from which the mail covered by the form was received, and the scheduled origin date.
- f. Item 6: No entry required — leave blank.
- g. Items 7a and 7b: Indicate types of mail affected. Use "P" for priority rate service mail and "NP" for non-priority rate service mail.
- h. Item 8a or 8b: Check the appropriate box.
- i. Item 9a: Because there may be two or more transfer points and two or more alpha codes shown on the pouch label, mail placard, or outside piece label, enter the information for only that portion of the originally scheduled routing that was not completed. If a transfer point shown on the pouch label is over-flown, show the over-flown transfer point and any remaining transfer points.
- j. Item 9b: Enter the three-letter air stop code of the actual destination.
- k. Items 10c and 10d: Combine the amount of mailpieces and weight for a common destination when they have the same incomplete routing shown on the labels.
- l. Item 10e: Indicate "P" for priority rate service mail and "NP" for non-priority rate service mail for each class of mail being transferred. Each transfer line entry must be for the same class of mail.
- m. Item 10f: No entry required — leave blank.
- n. Items 11g–i: Use the two-character alpha-numeric air carrier code and flight number of the air carrier used to transport the mail. In item 11h, enter the three-letter air stop code for the air stop where the designated air carrier is to transport the mail.
- o. Item 12: Enter the three-letter air stop code for the origin air stop of mail listed in item 9a.

- p. Item 13: Record the number of pieces and the total weight of the mail listed.
- q. Items 14a–j: Check the box of the most appropriate reason for preparing the form. If checking Item 14j (“Other”), provide a brief explanation.
- r. Items 15a–c: Check the appropriate box to show the actual disposition of the mail listed on the form. If checking Item 15c (“Other”), provide a brief explanation.
- s. Items 16a–c: Enter the requested information, including the signature of the individual preparing the form.
- t. Items 17a–d: Enter the requested information, including the signature of the individual preparing the form.

#### 5-3.1.3 **Incomplete, Incorrect, or Missing Labels**

When no transfer information appears on a pouch label and the air carrier with the mail does not serve the destination, or when the pouch label is incorrect or incomplete, the air carrier prepares PS Form 2734 and delivers it with the mail to the local Postal Service unit, which must do the following:

- a. Verify that PS Form 2734 identifies the pouch label as incomplete, incorrect, or missing.
- b. Remove labels, if available, and staple them to PS Form 2734.
- c. Send PS Form 2734 to the originating Postal Service unit for corrective action.

The originating Postal Service unit completes PS Form 2734 by annotating final mail disposition and forwards copies 2 and 3 (i.e., the two copies identified as “Postal Data Center”) to the TANS office.

#### 5-3.1.4 **Accounting Adjustments Document**

PS Form 2734 also serves as a means of making accounting adjustments for deviations from planned routings and irregular handling. Examples of these deviations include the following:

- a. An off-loading of mail either short of or beyond its scheduled destination with mail forwarded via another air carrier or turned into the origin Post Office for re-dispatch.
- b. Refusal of mail by an air carrier that originally accepted it.
- c. Transfer of mail to an air carrier other than that ordered on dispatch forms.

#### 5-3.1.5 **Certification of Substitute Aircraft**

##### 5-3.1.5.1 **Letter of Certification**

When substitution of a scheduled aircraft affects the rate of pay, the air carrier must submit to WADN, Denver a letter of certification on company letterhead that includes the following information:

- a. Flight number.
- b. Serial number of PS Form 2729-A that listed the dispatch.
- c. Three-letter alpha code of origin shown on PS Form 2729-A.

- d. Date substitute aircraft was used.
- e. Segment of route where substitute aircraft was used in lieu of regularly scheduled aircraft.
- f. Make, model, tail number, and payload capacity of the substitute aircraft.
- g. Reason for substitution. When substitution is necessary because of a mechanical failure, the air carrier must explain the extent and nature of the failure.

#### 5-3.1.5.2 **Submission of Certification and PS Form 2734**

The air carrier must complete PS Form 2734 and attach the letter of certification regarding the use of a substitute aircraft, and send the original to the Postal Service official at the origin Post Office and a copy to WADN, Denver. Each office must maintain its copy on file.

#### 5-3.1.6 **Exceptions to Use of PS Form 2734 – With Use of PS Form 2759**

PS Form 2734 is not required for the following deviations when the offending air carrier, with approval of the administrative official, corrects the irregularity:

- a. A deviation in the routing of the mail occurred at the point of origin and the PS Form 2729-A was voided.
- b. The air carrier failed to dispatch the mail on the intended flight but transported it on a later flight.
- c. The air carrier overflew the mail to the destination shown but ultimately delivered it to the intended destination.
- d. The air carrier removed the mail short of the intended destination but forwarded it to the intended destination.
- e. The air carrier missed the scheduled interline connection but rerouted the mail to the intended intermediate air stop to connect with the air carrier shown on the original routing schedule.
- f. The air carrier missed a scheduled intraline connection but transported the mail on a subsequent flight to the intended destination.
- g. The air carrier boarded the mail on the wrong flight but forwarded it on a subsequent flight to the intended destination.

However, in these cases, the administrative official still must complete PS Form 2759, *Report of Irregular Handling of Mail*, to identify the irregularity. See [Appendix I](#) for an image of PS Form 2759.

### 5-3.2 **Pay Document**

#### 5-3.2.1 **General**

PS Form 2734, *Mail Exception Report*, is a pay document. Postal Service dispatch personnel responsible for processing PS Form 2734 must verify that all the information on it was recorded correctly.

### 5-3.2.2 **Responsibility for Preparation**

The delivering air carrier is responsible for initiating PS Form 2734. If the air carrier fails to prepare the document or prepares it inaccurately, the administrative official completes PS Form 2759 to charge the air carrier with failure to notify (non-reporting of data). An air carrier's recurring problems with preparing PS Form 2734 may impact future tender of mail.

### 5-3.2.3 **Completion**

The receiving air carrier must complete and distribute PS Form 2734 to report the following exceptions to and deviations from normal procedures when mail is delivered to a Postal Service facility other than the intended destination or to an air carrier not specified in the original billing:

- a. Missed interline or intraline connection.
- b. Canceled.
- c. Carried by.
- d. Overflow.
- e. Failed to load.
- f. Loaded in error.
- g. Removed in error.
- h. Landed short.
- i. Failed to provide second interline.
- j. Upgraded non-priority rate service mail to priority rate service mail.

### 5-3.2.4 **Reviewing PS Form 2734**

A Postal Service unit receiving a PS Form 2734 from an air carrier is required to review the form to ensure that it is correct and complete.

After receiving a PS Form 2734 from an air carrier, the Postal Service unit has 24 hours to note if the form is incorrect or incomplete and to return it to the air carrier for correction or completion. Then the air carrier has 24 hours after receiving the incorrect or incomplete PS Form 2734 to complete or correct it and return it to the Postal Service.

### 5-3.2.5 **Acceptance of Repossessed Mail**

Postal Service employees must not accept mail from an air carrier without a PS Form 2734 accounting for the mail listed on a dispatch document, regardless of the number of pieces of mail, or because of any of the following deviations:

- a. The air carrier failed to load the mail dispatched.
- b. The air carrier returned the mail dispatched.
- c. The air carrier delivered the mail to a postal unit other than the destination shown on the D&R Tag, Label AK-53, pouch label, or sack label.
- d. The air carrier returned the mail to the originating Postal Service unit for dispatch to another air carrier.

#### 5-3.2.6 **Disposition of PS Form 2734**

PS Form 2734 is a six-part form, and the various parts (copies) are distributed as follows:

- a. Original/Copy 1: Submitted to the receiving air carrier for billing.
- b. Copies 2, 3, and 6: Submitted to the postmaster/supervisor of the Postal Service unit where the air carrier prepared the form. After providing approval on Surface-Air Management System Alaska (S-AMS Alaska), the postmaster sends copies 2 and 3 to the TANS office and retains Copy 6 for the unit's records.
- c. Copy 4: Submitted to the delivery air carrier for billing.
- d. Copy 5: Submitted to the receiving air carrier station.

**Note:** The air carrier must distribute all copies of PS Form 2734 immediately if possible, but no later than the end of the business day following the day of transfer.

## 5-4 PS Form 2747, Intra-Alaska Payment Claim Worksheet

---

Each air carrier is responsible for verifying the amount of payment received for a week's service. If an air carrier identifies a discrepancy, the air carrier must pursue corrective action within 30 calendar days by completing PS Form 2747, *Intra-Alaska Payment Claim Worksheet*, or a facsimile, and forwarding the form, along with copies of related dispatch documents (PS Forms 2729-A and 2734), to the TANS office.

See [Appendix J](#) for an image of PS Form 2747, and use that image to reproduce forms for local use.

# 6 Dispatching and Receiving Mail

## 6-1 Introduction

---

This chapter addresses dispatching priorities by mail transportation categories and type of air carrier.

## 6-2 Mail Dispatch

---

### 6-2.1 Mail Transportation Categories

#### 6-2.1.1 Priority Rate Service

##### 6-2.1.1.1 Types of Mail

Mail eligible for priority rate service consists of Express Mail<sup>®</sup>, Priority Mail<sup>®</sup>, and First-Class Mail<sup>®</sup> items.

##### 6-2.1.1.2 Boarding Accommodation

All air carriers (mainline and bush) are required to board mail eligible for priority rate service as follows:

- a. Priority rate service mail is tendered to a specific flight and must be transported on that flight after accommodation has been made for passengers and their baggage.
- b. Once enplaned, priority rate service mail must not be removed at an intermediate point to accommodate any other traffic, including passengers.
- c. Priority rate service mail preempts freight, even if the freight must be off-loaded.
- d. Priority rate service mail preempts non-priority rate service mail at origin, even if non-priority rate service mail must be off-loaded.

##### 6-2.1.1.3 Sensitive Items

Sensitive non-mail items such as human remains, urgent medical supplies, and organs for transplant are classified as freight. If transporting such items affects the movement of mail, the air carrier must notify the administrative official before the operation of the flight that it will be transporting sensitive material and should indicate the following:

- a. The type of sensitive material to be transported.
- b. The flight impacted by this sensitive material.

- c. Whether any mail intended for dispatch on the identified flight will not be enplaned.

#### 6-2.1.1.4 **Handling of Backlogged Priority Rate Service Mail**

When all priority rate service mail cannot be boarded on the specified flight, the boarding priority of this mail is as follows:

- a. Registered Mail™ items.
- b. Express Mail items.
- c. Priority Mail items.
- d. First-Class Mail items.

#### 6-2.1.1.5 **Air Carrier Notification Requirements**

Air carriers must notify the local Postal Service official whenever priority rate service mail is not transported on the flight for which it is intended. The air carrier must make this notification no later than 30 minutes after the scheduled departure time of the flight on which the mail should have been carried. Notification is required regardless of the reason for the delay — cancellation of a flight, mechanical problems, mail exceeding aircraft capacity, weather delays, etc. After being notified about the backlogged mail, the administrative Postal Service official directs the air carrier concerning the disposition of the mail, which may include transferring it to another air carrier or holding it for a later flight.

#### 6-2.1.2 **Non-Priority Rate Service**

##### 6-2.1.2.1 **Types of Mail**

Non-priority rate service mail consists of bypass mail (see chapter 8) and in-house non-priority mail.

##### 6-2.1.2.2 **Boarding Accommodations**

The boarding accommodations for non-priority rate service mail are as follows:

- a. Non-priority rate service mail is transported on a space-available basis.
- b. Once non-priority rate service mail is enplaned, an air carrier must not remove it at an intermediate point to accommodate any other traffic, including passengers.
- c. An air carrier encountering mechanical or weather problems requiring deplaning of mail must notify WADN, Denver of the circumstances requiring deplaning. If the problem arises during normal business hours, the air carrier must provide notification before offloading the mail. If the problem arises outside normal business hours, the air carrier must provide notification at the start of the next business day. The Postal Service grants enroute de-planements related to weather only if the air carrier has an approved facility on site and obtains approval in advance. In all cases, the air carrier must also promptly notify local Postal Service officials at the site of the deplaning.

- d. All notifications of mail deplaning must include the reason for the requested action and a detailed recovery plan explaining how the air carrier will safeguard the mail while it is deplaned and how and when the air carrier will transport and deliver the mail to its destination.
- e. An air carrier must transport non-priority rate service mail within the transit times identified in [6-2.4.2.5](#).
- f. An air carrier must transfer non-priority rate service mail within the time parameters defined in [Appendix K](#).

#### 6-2.1.2.3 **Handling Backlogged Non-Priority Rate Service Mail**

The boarding priority of non-priority rate service mail is as follows:

- a. Special handling mail.
- b. Perishables.
- c. Newspapers.
- d. Parcels.
- e. Any other non-priority rate service mail.

#### 6-2.1.2.4 **Air Carrier Notification Requirements**

An air carrier must notify the administrative official or designee immediately upon becoming aware that mail will not be transported within the transit window. An air carrier that is unable to transport all mail on hand must notify the administrative official or designee at the serving hub point and provide an estimate of the approximate volume of mail not transported. After being notified about the backlogged mail, the administrative official or designee directs the air carrier concerning the disposition of the mail, which may include transferring it to another air carrier or holding it for a later flight.

### 6-2.2 **Upgrading Non-Priority Rate Service Mail**

The Postal Service may tender mail defined as non-priority rate service mail as priority rate service mail. To upgrade the mail, the administrative official must first seek and receive authorization from WADN, Denver. When the Postal Service authorizes the upgrade, the mail is accorded the boarding priority specified in [6-2.1.1.2](#), and the Postal Service compensates the air carrier at the priority rate service mail rate.

#### 6-2.2.1 **Upper/Lower Deck Boarding Priority**

##### 6-2.2.1.1 **General**

For all cargo- and combi-configured air carriers, the Postal Service has the right to preempt the lower deck but may use any of the upper deck positions that the air carrier offers for use to the Postal Service. If an air carrier offers upper deck space equal to all or any portion of the lower deck space, then the Postal Service gives capacity credit to the air carrier before claiming the lower deck space.

**Exception:** The exception to this policy is intra-Alaska volumes. An intra-Alaska air carrier is not credited for non-priority rate service mail or bypass mail boarded on the upper deck until all priority rate service mail tendered for a specific flight has been boarded.

### 6-2.2.1.2 **Priority Rate Service Mail**

An air carrier providing service at any transportation rate in Alaska must board priority rate service mail ahead of bypass mail or freight. All priority rate service mail assigned to a specified flight must be transported on the flight assigned. An air carrier that offers single-deck capacity and that is authorized to transport mail within Alaska must board priority rate service mail over freight. These procedures must be followed without exception.

### 6-2.3 **Transferring Mail — Intraline/Interline Transfer**

The Postal Service directs intraline/interline transfers by entering routing instructions on Label AK-53, *Intra-Alaska Routing Label*, which is affixed to the mailpiece or pallet. An air carrier is responsible for ensuring that the mail designated for interline movement is transferred to the connecting air carrier within the appropriate transfer times established in [Appendix K](#).

### 6-2.4 **Equitable Distribution**

#### 6-2.4.1 **Principles of Equitable Distribution**

##### 6-2.4.1.1 **Fair and Reasonable Division**

“Equitable distribution” means the practice by the Postal Service of making a fair and reasonable — but not necessarily equal — division of mail. When two or more air carriers in the same passenger or non-mail freight distribution pool established pursuant to 39 U.S.C. 5402(h) and (i) serve the same points with equivalent service in terms of requirements and cost, the Postal Service distributes non-priority bypass mail equitably between the air carriers.

In accordance with 39 U.S.C. 5402(g)(7), the Postal Service retains the right to dispatch in-house non-priority mail using methods that it determines sensible to maintain efficiencies and service, to control costs, and to promote competition. (See also [2-4.4](#) concerning equalization.)

##### 6-2.4.1.2 **Distribution Pools**

The Postal Service determines an air carrier’s initial entry and classification into distribution pools by the preceding 12 months of traffic data. After the initial classification, the Postal Service recalculates these pools monthly. For an air carrier entering on a date other than the first day of the month, the Postal Service measures its eligibility from the date of actual entry, and the air carrier becomes eligible for placement in the pool at the beginning of the following month. Thereafter, the Postal Service evaluates the air carrier monthly using the most recent 12 months of data available.

If an air carrier enters markets with exempt status pursuant to 39 U.S.C. 5402(h)(3), the Postal Service, at its discretion, may place the air carrier into equitable distribution at any time during the month.

##### 6-2.4.1.3 **Favorable Pay Rates**

The Postal Service considers the additional factor of the actual mail rate being paid to the competing air carriers operating in a market. In markets that have equalized air carriers, the Postal Service also considers indirect costs in addition to the direct costs associated with differences in pay rates. Indirect costs include, but are not limited to, impacts on the class rates,

administrative costs, and mail processing costs. The Postal Service is justified in dispatching mail to the air carriers causing the least overall negative impact on costs.

#### 6-2.4.1.4 **Equitable Tender Review**

If an air carrier has documentation that suggests that it may not be receiving an equitable share of the mail moving between an origin/destination market, the air carrier may request that the Postal Service review its equitable distribution practices in the specified origin/destination market. The air carrier must make the request in writing and submit it, along with documentation to support the claim, to WADN, Denver.

WADN, Denver investigates the distribution practices and responds to the air carrier in writing with its findings. If necessary, the Postal Service takes action to correct the equitable tender share of the mail between the identified market; however, the Postal Service does not make retroactive adjustments.

### 6-2.4.2 **Dispatch Procedures**

#### 6-2.4.2.1 **Priority Rate Service Mail**

The Postal Service dispatches priority rate service mail to specific flights based on service responsiveness. The Postal Service determines distribution of priority rate service mail between air carriers as outlined in this section.

- a. The Postal Service considers the following criteria (and it may consider additional criteria at its discretion) when determining a dispatch of value flight (i.e., one that best serves the needs of the Postal Service to satisfy the service commitment) between any origin/destination pair:
  - (1) Service commitments.
  - (2) Origin and destination hours of operation.
  - (3) Origin and destination facility operating commitments.
  - (4) Air carrier schedules (i.e., departure/arrival times, frequency, number of stops or points served).
  - (5) Air carrier performance, including factors such as lift capacity, type of equipment, adherence to scheduled operation, and reliability of performance.
  - (6) Cost.
- b. The Postal Service reserves the right to select the dispatches of value to move priority rate service mail for service responsiveness between any origin/destination pair.

#### 6-2.4.2.2 **Non-Priority Rate Service Mail (Bypass Process Parcel Post Mail and In-House Non-Priority Mail)**

The Postal Service dispatches bypass process Parcel Post<sup>®</sup> mail in accordance with the regulations that are contained elsewhere in this handbook (primarily in chapter [8](#) and in [Appendix A](#)) and that implement the provisions in 39 U.S.C. 5402.

Generally, the Postal Service dispatches in-house non-priority mail in accordance with the provisions in 39 U.S.C. 5402; however, the Postal Service retains the authority to utilize alternative distribution methods for in-house non-priority mail in addition to those described in 2-4.4.4. The Postal Service selects the method of mail distribution to air carriers at its discretion on a market-by-market basis. Listed below are some requirements for this process:

- a. An air carrier must accept dispatched mail at origin Postal Service facilities at least once a day or as directed by the administrative official. On-time performance is based on the air carrier's arrival time plus delivery time within the transit window.
- b. When volume available for tender in a specific origin/destination market exceeds all air carriers' capacities, the Postal Service carries over the undistributed mail for tender the next day and then accomplishes equitable distribution in accordance with the preceding guidelines.
- c. The air carrier transports non-priority rate service mail tendered by the Postal Service when it has space available for such transportation. Once non-priority rate service mail is enplaned, an air carrier must not remove it at an intermediate point to accommodate any other traffic. Only WADN, Denver may authorize requests for deviations to this policy.
- d. Equitable distribution calculations are not adjusted on the basis of mail transferred between air carriers via PS Form 2734, as provided in this chapter. When transferring mail, the air carrier holding the mail must transport and make it available to the air carrier designated by the Postal Service within 120 minutes for either interline or intraline transfer, but no later than 60 minutes before flight time.

#### 6-2.4.2.3 **Inability to Transport Tendered Mail**

When an air carrier is unable to transport all or a portion of the mail tendered to it in a specific origin/destination market within the transit window, the air carrier must immediately contact the local administrative Postal Service official for instructions on transferring the portion of the tendered volume that it cannot transport. If the mail is transferred to another air carrier, the total volume tendered is recorded as part of the original air carrier's equitable tender. The transferred volume is not added to the receiving air carrier's equitable tender volume for the specified origin/destination market.

#### 6-2.4.2.4 **Non-Beneficial Service**

When an air carrier is consistently unable to transport all or a portion of the mail tendered to it in a market, or is consistently unable to meet scheduled performance or facility requirements, the Postal Service considers that air carrier's service to be non-beneficial. The air carrier's service is considered deficient if any of the following situations occurs:

- a. In two consecutive 1-week reporting periods, the air carrier delivers less than 100 percent of the mail tendered to the destination/interline air carrier within the transit window.

- b. During any 30-day period, the air carrier's service performance is erratic.
- c. At any time, the air carrier does not notify the Postal Service of an inability to transport, with the result that the mail is transferred to another air carrier and the mail is not transported within the original transit window. The transferring air carrier is not held responsible for the receiving air carrier's failure to transport within the original transit window.

Once the Postal Service determines an air carrier is non-beneficial in a market, the Postal Service removes the air carrier from equitable distribution in that market until the air carrier demonstrates the capability to operate consistently within its published schedule with capacity to move or accept the volume of mail tendered or transferred to it within the allowed transportation timelines.

#### 6-2.4.2.5 **Transit Times for Non-Priority Rate Service Mail**

##### 6-2.4.2.5.1 **General**

An air carrier must transport non-priority rate service mail in accordance with the transit times in [6-2.4.2.5.2](#) or [6-2.4.2.5.3](#), as appropriate.

See also [Appendix K](#) for hub and bush point transfer and delivery times.

**Note:** For both mainline and bush air carriers, when inclement weather or adverse flight conditions prevent all aircraft from traveling from an origin to a destination, the transit times is extended by the amount of time related to the interruption in service caused by the event.

##### 6-2.4.2.5.2 **Mainline Air Carriers**

A mainline air carrier must transport non-priority rate service mail in accordance with the following transit times:

- a. **Direct Service to a Hub Point/Bush Destination:** The air carrier must transport in-house non-priority service mail from origin to hub point Post Office, to transfer air carrier, or if direct transportation, to bush Post Office destination by the end of the second business day following the day of tender.
- b. **Mail Transferred at a Hub Point to a Bush Destination:** The air carrier receiving the transferred mail at the hub point must transport in-house non-priority service mail to the final destination by the end of the second business day following the day of receipt.

##### 6-2.4.2.5.3 **Bush Air Carriers**

A bush air carrier must transport non-priority rate service mail in accordance with the following transit times:

- a. **Direct Service to a Hub Point/Bush Destination:** The air carrier must transport in-house non-priority service mail from origin to hub point Post Office, to transfer air carrier, or if direct transportation, to bush Post Office destination by the end of the business day following the day of tender.

If extraordinary circumstances require the hub point Post Office to be closed during its normal business hours, the air carrier must do the following:

- (1) Deliver the mail to the Post Office's locking vestibule.
  - (2) If the Post Office has no locking vestibule, deliver the mail within 1 hour after the Post Office opens on the next business day.
- b. Mail Transferred at a Hub Point to a Bush Destination: The air carrier receiving transferred mail at the hub point must transport in-house non-priority service mail to the final destination by the end of the business day following the day of receipt.

If extraordinary circumstances require the hub point Post Office to be closed during its normal business hours, the air carrier must do the following:

- (1) Deliver the mail to the Post Office's locking vestibule.
  - (2) If the Post Office has no locking vestibule, deliver the mail within 1 hour after the Post Office opens on the next business day.
- c. Undeliverable Mail Destinating at a Bush Point: When mail arrives at a bush destination when the Post Office is closed or bypass mail is not able to be delivered to addressee, the air carrier must return the mail to the authorized storage facility at the hub.

#### 6-2.4.2.6 **Procedures for Delays in Non-Priority Rate Service Mail Transit Times**

When an air carrier in possession of non-priority rate service mail fails to meet the established transit times defined in [6-2.4.2.5](#), the Postal Service will not tender additional non-priority rate service mail to that air carrier until the backlog has been substantially reduced or eliminated. The Postal Service may require the air carrier to transfer the delayed mail to another air carrier, depending on the current ramp and dispatch conditions as determined by the Postal Service.

#### 6-2.4.2.7 **Safe Operations of Carriers**

All certificated air carriers participating in the transportation of mail within Alaska must comply with all federal, state, and local laws and regulations. If there is any conflict between any safety law or regulation and this handbook, the safety law or regulation takes precedence.

## 6-3 Acceptance of Mail

---

### 6-3.1 **Procedures — Weighing and Billing**

#### 6-3.1.1 **Automated Sites**

At Surface-Air Management System Alaska (S-AMS Alaska) automated sites, for both priority and non-priority rate service mail, the Postal Service weighs and bills the mail and tenders it to air carriers. At these automated sites, dispatched mail volumes are available to air carriers through the S-AMS Alaska webpage interface.

### 6-3.1.2 **Non-Automated Sites**

At non-automated sites, for both priority and non-priority rate service mail, the Postal Service weighs the mail and gives the air carrier two copies of PS Form 2729-A for each dispatch at the time mail is tendered. The air carrier keeps one copy and delivers the other copy along with the mail to the hub point destination. The Postal Service provides the weights to the TANS office for manual input into the Logistics Contract Management System (LCMS), which enables billing to the air carrier.

## 6-3.2 **Labeling Procedures**

### 6-3.2.1 **Priority Rate Service Mail**

The Postal Service uses a label system to control the flow of priority rate service mail on specified flights from origin to final destination. Each mail handling unit (pouch, tray, etc.) receives a label indicating the routing with flight number, weight, and scheduled delivery day.

### 6-3.2.2 **Non-Priority Rate Service Mail**

The Postal Service uses a label system to control the flow of non-priority rate service mail and bypass mail from origin to final destination. Each mail handling unit (parcel, pouch, tray, pallet, etc.) receives a label indicating the routing, weight, and scheduled delivery day.

### 6-3.2.3 **Scheduled Delivery Day**

In addition to routing information described in [6-3.2.1](#) and [6-3.2.2](#), each Label AK-53 contains the delivery day of the week printed in large type. Administrative officials at both the origin and destination must be cognizant of the delivery day shown on the label and report, through the irregularity process, when mail is delivered after the scheduled delivery day.

**Note:** Mail delivered before the scheduled delivery day is not considered an irregularity, and administrative officials should not report it as such.

## 6-3.3 **Verification of Destination**

### 6-3.3.1 **General**

Upon accepting mail, the air carrier verifies that all mail tendered is destined for points on its system, or is coded for interline transfer at a point on its system.

**Note:** For the purposes of verification, a direct pallet is considered a single piece.

If it is necessary at the origin to break down a direct pallet destined for a hub point or bush destination, the air carrier is required to affix Label AK-53 with correct transfer routings to each piece separated from the pallet. The original Label AK-53 remains with the pieces still at the origin until the entire shipment has been moved to its final destination.

## 6-3.3.2 **No-Office Points**

### 6-3.3.2.1 **Description**

A no-office point (NOP — pronounced as individual letters like “USA”) is a location where there is no Postal Service facility or Postal Service personnel. The NOP community identifies and appoints an individual as the agent responsible for receipt and dispatch of mail. In order to receive mail service, an NOP community must qualify under Alaska District guidelines. Qualification status is subject to periodic review and may also be initiated by a change in circumstances at the community. An NOP is subject to termination if a community no longer meets qualifications.

### 6-3.3.2.2 **Responsibility**

Each of the following has a responsibility for mail delivered at an NOP:

- a. **Administrative Post Office:** The administrative official at the serving hub point Post Office must make prior arrangements with community representatives for follow-up procedures for the disposition of mail.
- b. **Community:** At an NOP, the community must provide a shelter (shed, container, lean-to, etc.) adjacent to the aircraft ramp area to protect the mail if the air carrier must leave it unattended.
- c. **Air Carrier:** If an NOP fails to provide a shelter for mail, the air carrier must return the mail to the origin office and report the event to the administrative official of the dispatching office. Also, at an NOP, the air carrier can accept outgoing mail as long as it bears correct postage.

### 6-3.3.2.3 **Transfer of Mail**

Each of the following has a responsibility for mail transferred at an NOP:

- a. **Community:** A representative of the local NOP designated by the community delivers the mail to the airport.
- b. **Air Carrier:** The authorized air carrier accepts mail made available at the airport for air dispatch.
- c. **Administrative Post Office:** If the pilot is not an authorized agent of the addressee, the administrative official at the Post Office serving the NOP holds all accountable mail (Registered Mail items, Certified Mail® items, etc.).

## 6-3.3.3 **Documentation of Dispatch**

### 6-3.3.3.1 **Air Carrier**

The air carrier transporting the mail from the NOP to the hub point must prepare a load manifest.

### 6-3.3.3.2 **Administrative Post Office**

The administrative official at a non-automated site serving the NOP must verify and list the weights on PS Form 2729-A for payment. Automated sites serving the NOP must enter the weights into the S-AMS Alaska system for payment.

# 7 Air Carrier Reporting Requirements and Reports

## 7-1 Introduction

---

This chapter provides detailed information about air carrier reporting requirements in general and information related to intra-Alaska priority rate service mail.

## 7-2 Reporting Responsibility

---

The Postal Service may require air carriers to submit data listed in this chapter to the Postal Service via the Surface-Air Management System Alaska (S-AMS Alaska) Carrier webpage interface. The data to be submitted is only for dispatch of value flights as determined by WADN, Denver and identified via the S-AMS Alaska Carrier webpage interface. If the air carrier fails to provide this information within the requested or required reporting parameters, the Postal Service may remove the air carrier from mail tender (see [3-2.1](#)).

## 7-3 S-AMS Access

---

### 7-3.1 Instructions and Application

Air carriers should contact WADN, Denver for instructions on gaining access to the S-AMS Alaska Carrier webpage interface. When the air carrier submits the required application and security documentation, the Postal Service provides the air carrier with the access information and the webpage address.

The S-AMS Alaska Carrier webpage interface is intended for use with Internet browsers Microsoft Internet Explorer® Version 5.0 or later. The application may work with other and older versions of the browsers but with reduced features. Users must have Adobe Acrobat Reader version 3.01 or newer to view reports.

### 7-3.2 **Support Contact**

Air carriers can make inquiries as follows:

- a. For system inquiries or technical issues, contact *SAKTECH@usps.gov*.
- b. For mail operational issues, contact *SAKOPS@usps.gov*.
- c. For system suggestions, contact *SAKUpdate@usps.gov*.
- d. For any additional questions or issues, contact WADN, Denver at *pocwedn@usps.gov*.

## 7-4 **Service Reporting**

---

Alaska air carriers must submit departure, arrival, priority rate service mail, freight, passenger, and aircraft information through the S-AMS Alaska Carrier webpage interface for data recording by the end of the next business day Monday through Friday.

For additional information on service reporting, air carriers can contact WADN, Denver or access the Help section within the S-AMS Alaska Carrier webpage interface.

## 7-5 **Reports**

---

The air carrier's representative can view and download the carrier's reports and data from the S-AMS Alaska Carrier webpage interface.

# 8 Bypass Mail Process

## 8-1 Introduction

---

This chapter describes the bypass mail process and identifies the responsibilities of the shipper, the air carrier, the addressee, and the Postal Service.

Bypass mail is defined as Parcel Post<sup>®</sup> mail that is prepared so as not to require handling by Postal Service personnel or in a Postal Service facility. The bypass mail process was established to alleviate congestion of mail in processing centers by creating bypass mail acceptance points. Basic legislation pertaining to air carrier participation in the bypass mail process is found in 39 U.S.C. 5402.

For purposes of this publication, “bypass mail” refers to Parcel Post mail in the bypass mail process.

## 8-2 Responsibility

---

WADN, Denver is responsible for the management, oversight, and policy administration of the bypass mail program.

## 8-3 Designated Bypass Mail Points

---

### 8-3.1 **General**

[Appendix A](#) contains a complete list of all designated bypass mail points at the time of publication of this handbook.

### 8-3.2 **Establishing or Discontinuing Bypass Mail Points**

- a. The Postal Service, either at its own initiative or at the request of a community, may review requests to establish or eliminate a point from bypass mail service. The Postal Service considers, but is not limited to, the following criteria when making its determination:
  - (1) Current and projected mail volumes (including daily minimum and maximum volumes).
  - (2) The impact of the change in bypass mail service on the Anchorage or Fairbanks mail processing center’s ability to process mail for delivery within established delivery standards.

- (3) The identified capacity constraints of the facilities.
- b. The Postal Service initiates any proceeding for adding or eliminating bypass mail points by complying with all statutory requirements in 39 U.S.C. The statutory requirement currently includes a 12-month public notice period.

### 8-3.3 **Acceptance Points**

Bypass mail shipments are accepted only in approved air carrier facilities located in Anchorage and Fairbanks, Alaska.

### 8-3.4 **Shipper Eligibility for Bypass Mail**

A shipper wishing to participate in the bypass mail process must submit a cover letter and a completed application (see [Appendix A](#) for requirements and application). When it approves an application, the Postal Service schedules the applicant for a Surface-Air Management System – Alaska (S-AMS Alaska) shipper webpage training session within 30 days. A shipper does not qualify to participate in the bypass mail process until it has complete training. A shipper must update its bypass mail application when any changes occur in the shipper’s information or on a schedule as established in the Alaska Bypass Mail Procedures.

### 8-3.5 **Shipment Preparation**

#### 8-3.5.1 **General**

Authorized bypass mail shippers prepare and enter bypass mail shipments into the S-AMS Alaska shipper webpage interface.

#### 8-3.5.2 **Mailing Requirements**

Authorized bypass mail shippers must prepare bypass mail shipments based on the following guidelines:

- a. Each piece must conform to the regulations defined in the DMM — for example, an individual piece may not exceed 108 inches (combined length and girth) or weigh more than 70 pounds.
- b. Each piece must bear the address of the physical location of the individual or business receiving the shipment — the shipper may not use a Post Office box or a general delivery address. The return addressee’s name and address must also appear on the label.
- c. Each piece must bear the endorsement per the label in [Appendix A, Attachment C](#). The words “Bypass Mail” and the letter “B” must be at the top of the address label, and the words “US Postage Paid, Parcel Post” must be in the upper right-hand corner (where postage is traditionally applied).
- d. On each pallet, the shipper must affix Label AK-53, which includes order number, pallet number, and routing information. The S-AMS Alaska system produces Label AK-53 after the shipper has entered the order into the shipper webpage and the system has determined the routing assignments. For further details on Label AK-53, shippers can

refer to the S-AMS Alaska Training Guide (which the Postal Service provided to each shipper during training).

- e. On each pallet, the shipper must apply postage that conforms to the Bypass Palletized Rate Application — see the definition of this term in the Glossary in [Appendix L](#).
- f. On the required bypass mail placard, the shipper must apply a postage meter strip in the location identified in [Appendix A](#), [Attachment B](#). The Postal Service must approve this placard in advance, and it must be self-adhesive and must be of a composition and thickness to withstand handling and transport.

#### 8-3.5.3 **Palletized Loads**

Authorized bypass mail shippers must prepare palletized loads for bypass mail shipments based on the following guidelines:

- a. All pallets must conform to DMM regulations.
- b. Pallets must be uniform in size with maximum dimensions of 40 inches x 48 inches x 72 inches (width x length x height). For compliance with Postal Service safety requirements, the placard's overall height must not exceed 72 inches.
- c. The weight on a pallet should be uniformly distributed, with denser products on the bottom. The maximum weight of each pallet load is 2,500 pounds.
- d. Before delivery to the air carrier, the shipper must secure the mail to the pallet by shrink wrap so that it will be secure, stable, and able to maintain unit integrity during transit.

#### 8-3.5.4 **Weight — Pallets and Shipment**

To be eligible for acceptance in the bypass mail process, an order to a single addressee must weigh a minimum of 1,000 pounds. A bypass mail order may consist of one or more pallets.

An individual order may not exceed 50,000 pounds.

#### 8-3.5.5 **Contents**

Upon request by Postal Service officials, shippers must identify contents of bulk shipments.

#### 8-3.5.6 **Accountable Mail**

In the bypass mail process, the Postal Service does not accept accountable mail — i.e., mail that requires the signature of the addressee or the addressee's agent upon receipt to provide proof of delivery or indemnification for loss or damage. Accountable mail includes, but may not be limited to, Express Mail, Certified Mail, Delivery Confirmation™, Registered Mail, collect on delivery (COD), return receipt for merchandise, or insured items.

**8-3.5.7 Hazardous Material**

The bypass mail process does not authorize any item that is identified as hazardous material (HAZMAT) by any of the following entities: the Postal Service, the Federal Aviation Administration (FAA), or the Department of Transportation (DOT).

If the Postal Service or an accepting air carrier finds any hazardous material in a bypass mail order, it will refuse the entire order. Violations may result in penalties including temporary suspension(s) and/or removal from the bypass mail process. The shipper should contact DOT or the local air carrier for specific instructions concerning hazardous material. Bypass shippers and air carriers must notify the Postal Service when they find hazardous materials in any bypass mail order.

**8-3.5.8 Building and Construction Materials**

The Postal Service will not accept for bypass mail any building or construction material, which includes, but is not limited to, lumber, insulation, flooring, concrete, or cement.

**8-3.5.9 Freeze and Chill Items**

The Postal Service will accept freeze and chill items into the bypass mail process. However, shippers and addressees must understand that they enter these types of items into the mail stream *at the shipper's risk*. The Postal Service does not have freezers or coolers to store such items, nor does the Postal Service require air carriers to have freezers or coolers. Many air carriers provide freezers and coolers at hub point locations for temporary storage until flight time or delivery. To assist in reducing the chance of damage/spoilage to freeze and chill items, the shipper must adhere to the following requirements:

- a. Segregate all freeze and chill items on their own pallets (in accordance with [8-3.5.2](#) and [8-3.5.3](#)).
- b. Clearly identify pieces and pallets as freeze or chill, as appropriate.
- c. Verify that all freeze items are frozen solid at the time of acceptance at the air carrier's facility.
- d. Package all freeze items so that, in the event of thaw, they will not damage adjacent packages.

**8-3.6 Right to Refuse**

The Postal Service reserves the right to deny a shipper participation in the bypass mail process for failing to adhere to the program regulations, which include but are not limited to the following:

- a. Failure to keep appointments or to arrive on time for appointments with air carriers.
- b. Failure to enter accurate weights, numbers of pallets, postage, and other required information in the S-AMS Alaska Shipper webpage interface.
- c. Failure to comply with placard and labeling requirements.

- d. Failure to process orders as required by WADN, Denver and the S-AMS Alaska Training Guide.
- e. Failure to segregate orders within the delivery vehicle to ensure timely unloading and acceptance.

### 8-3.7 Integrity of a Bypass Mail Shipment or Order

#### 8-3.7.1 General

A shipper tenders a single bypass mailing or order to a single mainline air carrier at origin. If the shipper uses bush transportation at origin, the shipper tenders the order equitably at the pallet unit level. The entire order must retain its integrity from the time the shipper tenders it to the air carrier at origin until it arrives at the hub point. At the hub point, the air carrier may distribute the order to more than one air carrier. In such cases, the pallet unit maintains the order's integrity from the hub point to the final addressee at the bush destination.

#### 8-3.7.2 Mainline Air Carriers

The mainline air carrier is responsible for maintaining the integrity of each pallet of the bypass order. At the hub point, the mainline air carrier is responsible for delivering each pallet intact either to the transfer bush air carrier or to the addressee. Mainline air carriers are expected to keep all pallets tendered to them intact to reduce loss and damage. If it is necessary for the air carrier to break down a pallet due to aircraft type or transport equipment limitations, all the pieces from that pallet must remain together as a unit. If the mail has to be transferred for transport to the hub point, the air carrier must transfer the pallet intact. If it is necessary for the air carrier to break down a pallet at the acceptance point, the air carrier must affix Label AK-53 with correct transfer routings to each piece separated from the pallet. The original Label AK-53 remains with the pieces still at the hub point until the air carrier to move the entire order to its final destination.

#### 8-3.7.3 Bush Air Carriers

The bush air carrier is expected to affect delivery of the bypass mail unit (pallet) intact to the addressee. Due to equipment size, it may be necessary for the bush air carrier to transport mail from an individual pallet on more than one bush flight.

## 8-4 Bypass Mail Transit Times

---

### 8-4.1 General

Air carriers must transport tendered bypass mail in accordance with the transit times outlined in this subchapter.

#### 8-4.2 **Transit Time to Hub/Bush Point**

A mainline air carrier must transport tendered bypass mail from Anchorage or Fairbanks to the hub/bush point by the end of the second business day following the day of tender.

A bush air carrier must transport tendered bypass mail from Anchorage or Fairbanks to the hub/bush point by the end of the business day following the day of tender.

#### 8-4.3 **Transit Time to Bush Destination**

A mainline air carrier must transport bypass mail to the bush destination by the end of the second business day following the day it received the bypass mail shipment from the air carrier arriving from the acceptance point of Anchorage and/or Fairbanks.

A bush air carrier must transport bypass mail to the bush destination by the end of the business day following the day it received the bypass mail shipment from the air carrier arriving from the acceptance point of Anchorage and/or Fairbanks.

#### 8-4.4 **Interruption in Transit Time**

When inclement weather or adverse flight conditions prevent all aircraft from traveling from an origin to a destination, the transit times referenced in [8-4.2](#) and [8-4.3](#) are extended by the amount of time related to the interruption in service caused by the event.

#### 8-4.5 **Advanced Transit Window**

If a bypass mail shipment has arrived at the hub point on the same day as the original tender, the receiving air carrier is responsible for transporting it to the final destination according to the transit window date on Label AK-53 or earlier, as directed by the appropriate Postal Service official.

#### 8-4.6 **Delayed Transit Window**

If a bypass mail shipment has been delayed into the hub point, the receiving air carrier is responsible for transporting the bypass mail shipment to the final destination according to [8-4.3](#). Upon receiving the delayed shipment, the receiving air carrier must immediately notify the Postal Service official at the hub point Post Office that it has received a shipment that affected its transit window requirements. Additionally, the air carrier must notify WADN, Denver via e-mail immediately.

#### 8-4.7 **Delivery to Addressee**

##### 8-4.7.1 **Transfer Air Carrier**

The delivering air carrier takes the pallet, or reassembles the contents from the broken pallet, and delivers it to the downstream air carrier. The receiving air carrier verifies the weight and whether the pallet was received timely.

**8-4.7.2 Final Destination**

The air carrier at the shipment's final destination is responsible for delivering the shipment to the addressee. The air carrier or its agent must make arrangements to pick up the bypass mail shipment at the airport or runway and transport it to the addressee. The air carrier must protect the shipment at all times from the elements and the threat of theft or damage. The air carrier cannot require an addressee to pick up the shipment, but the addressee is responsible for providing a physical location where the air carrier can deliver the shipment. An addressee can authorize the air carrier to deliver a shipment to a designated agent's address.

The air carrier must deliver mail transported to a bush destination to the addressee on the day of transport. If, once transported, the air carrier cannot affect delivery for any reason, the air carrier must return the mail to the hub point and store it in an approved secured facility for delivery the next business day.

**8-4.7.3 Delivery Requirements**

The air carrier or its agent is responsible for delivering bypass mail shipments to the addressees during business hours, normally 8:00 a.m.–5:00 p.m. An air carrier cannot store bypass mail in its hub point destination facilities unless the mail arrives at times other than those specified above or during periods of extreme inclement weather. If a bypass mail shipment arrives at a hub point on an evening flight after normal business hours, the air carrier must deliver that mail between 8:00 a.m. and noon the next business day.

**8-4.7.4 Delivery Attempts**

If an air carrier or its agent attempts to deliver the bypass mail shipment during normal business hours but the addressee's place of business is closed or the delivery attempt is refused because the addressee is unavailable, the addressee is responsible for picking up the shipment at the air carrier's facility before the end of that business day. The Post Office does not hold bypass mail shipments for pickup.

If an addressee refuses any portion of a bypass mail shipment, the air carrier must contact the local Post Office for further instructions.

The Postal Service may refuse to accept bypass mail shipments for an addressee who fails to adhere to these guidelines.

This page intentionally left blank

# 9 Irregularities

## 9-1 Introduction

---

Mail-handling irregularities are failures by air carriers to comply with Postal Service rules, regulations, and requirements related to transporting mail by aircraft. Irregularities are extremely serious. Air carriers incurring any of the irregularities defined in this chapter are subject to assessment. Continued non-compliance can result in an air carrier's disqualification from the carriage of mail. The Postal Service strictly enforces requirements, not to penalize air carriers but rather to bring problems to the attention of the air carrier's management so they can be resolved, thereby promoting and maintaining service goals.

## 9-2 Responsibilities

---

### 9-2.1 Air Carriers

Air carriers providing transportation of mail to the Postal Service are responsible for the proper handling and care of mail and Postal Service equipment in their custody.

### 9-2.2 Postal Service

When an air carrier's employee, representative, or agent mishandles mail, the administrative official or designee prepares PS Form 2759, *Report of Irregular Handling of Mail*. PS Form 2759 is intended primarily as a management tool for local Postal Service officials and air carrier management responsible for the proper handling of the mail. See [Appendix I](#) for an image of PS Form 2759.

## 9-3 Types of Irregularities (Mail in Sacks, Outside Pieces, or Bypass Mail Shipments)

---

The following list explains types of irregularities, including their definitions and the documentation required for each:

- a. Failure to Load:
  - (1) Definition: "Failure to load" is defined as a failure by an air carrier to load mail aboard an aircraft for any reason other than refusal

when sufficient space and weight are available to transport mail tendered by the Postal Service. Examples of failure to load include, but are not limited to, the following:

- (a) Inadvertent failure to pick up from the Postal Service facility all mail entered on dispatch documents for a flight.
  - (b) Failure to board all mail picked up from the Postal Service facility when there is sufficient space and weight available on the flight (see [6-2.1.1.2](#) and [6-2.1.2.2](#)).
  - (c) Failure to board mail transferred from another flight (either interline or intraline) when the mail is available with adequate time before departure and there is sufficient space and weight available on the flight.
- (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the irregularity occurred.
- b. Failure to Unload:
- (1) Definition: “Failure to unload” is defined as a failure by an air carrier to unload all or some of the mail from the aircraft at the terminal point of flight.
  - (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the irregularity occurred.
- c. Carried By:
- (1) Definition: “Carried by” is defined as a failure of an air carrier to unload the mail at an enroute stop and results in the mail being transported beyond its intended destination as indicated on the destination tags or labels.
  - (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the error occurred.
- d. Loaded in Error:
- (1) Definition: “Loaded in error” is defined as loading mail aboard a flight that is not the intended flight as shown on the dispatch document for that mail. This category also includes mail that is loaded or moved out of sequence.
  - (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the error in loading occurred.
- e. Removed in Error:
- (1) Definition: “Removed in error” is defined as removing mail from a flight at a point other than the destination or transfer point shown on the billing documents for that mail.
  - (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the error in removal occurred.

- f. **Damage to Mail or Equipment:**
- (1) **Definition:** “Damage to mail or equipment” is defined as damage of any kind — regardless of physical cause — to mail or mail transport equipment (MTE — e.g., mail sacks, pouches, or containers) while under the custody and control of the air carrier. For example, mail that is wet is considered damaged, but wet MTE is not considered damaged.
  - (2) **Documentation:** The administrative official or designee must complete PS Form 2759 identifying the damaged mail or equipment and stating the cause of the damage, if known.
- g. **Failure to Transfer:**
- (1) **Definition:** “Failure to transfer” is defined as a failure of an air carrier to transfer mail between flights of the same or another air carrier within an allowable time (see [Appendix K](#)). This includes an air carrier’s failure to automatically transfer mail when instructed to do so by Postal Service officials because a scheduled flight by one air carrier has a history of space shortage for mail.
  - (2) **Documentation:** The administrative official or designee must complete PS Form 2759 identifying the routing on the label and must show the arrival and departure times of connecting flights.
- h. **Failure to Protect:**
- (1) **Definition:** “Failure to protect” is defined as a failure of an air carrier to protect and safeguard the mail from the threat of theft or damage or other hazards while it is in the custody and control of the air carrier. Examples of failure to protect include, but are not limited to, the following:
    - (a) Failure to prevent unauthorized persons access to the mail.
    - (b) Failure to transport mail on the ground in carts, containers, or other vehicles securely closed to protect the mail from loss, threat of theft or damage, and inclement weather.
    - (c) Mail left or stored at an unauthorized bush facility or other unauthorized point.

In bush locations, air carriers often move mail to the Post Office or to addressees in multiple trips by sled, snowmobile, or truck. Although these transportation constraints might make it necessary for an air carrier to leave some mailpieces at the airstrip while delivering other mailpieces, the air carrier must still ensure that the mail left at the airstrip under these circumstances is protected from weather, theft, or other hazards.

**Note:** Air carriers may not leave mail in an unauthorized storage facility overnight.
  - (2) **Documentation:** The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the irregularity occurred.

- i. Delayed Delivery:
  - (1) Definition: “Delayed delivery” is defined as a failure of an air carrier to deliver incoming mail to the destination Postal Service facility within the time allowed for such delivery (see [Appendix K](#)).
  - (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the irregularity occurred.
  
- j. Refusal or Removal:
  - (1) Definition: “Refusal” is defined as a refusal by an air carrier to accept or transport priority rate service mail tendered by the Postal Service after passengers and their baggage have been boarded and freight is carried on the flight.  
 “Removal” is defined as off-loading through-mail from an aircraft short of its destination to make space available at an enroute point for freight or passengers and baggage.  
 To minimize incidents of mail refusals and removals, air carriers can request that local and downline Postal Service units at air stop points to estimate the mail volume to be tendered to a specific flight as early as 3 hours before the scheduled departure time at origin. The Postal Service must maintain records showing estimates furnished, time furnished, flight number, mail class, destination, and names of Postal Service and air carrier personnel involved.
  - (2) Documentation: The administrative official or designee must complete PS Form 2759 for refusal or removal identifying the routing on the label and the air stop where the irregularity occurred.  
 If the refusal at origin involves hazardous material, the administrative official or designee prepares PS Form 2759 for informational purposes only. The administrative official sends the original form, marked “Information Only,” to the concerned air carrier and maintains a completed copy, with available documentation, to show the reason for the refusal.
  
- k. Failure to Notify — Priority and Non-Priority Rate Service Mail:
  - (1) Definition: For priority rate service mail, “failure to notify” is defined as a failure of an air carrier to notify the Postal Service units affected by a delay in a scheduled operation exceeding 30 minutes, or a cancellation, diversion, or emergency change in schedule of any flight on which mail is transported or that any Postal Service unit has tendered for transportation. This category also applies to a failure of an air carrier to notify the Postal Service of the following: standard reporting requirements; delivery to final addressee; identification of scheduled flights that are regularly cancelled; updated and accurate flight schedules; and other data as required.  
 For non-priority rate service/bypass mail, “failure to notify” is defined as a failure of an air carrier to notify the Postal Service

that it will not be able to meet the transit times referenced in [6-2.4.2.5](#), [8-4.2](#), and [8-4.3](#).

- (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the irregularity occurred.
- I. Dropped Pouch:
    - (1) Definition: A “dropped pouch” is defined as a pouch or outside piece of mail found unattended or out of the control of the air carrier. Some examples of dropped pouch include, but are not limited to, the following:
      - (a) Mail dropped in transit during ground transport.
      - (b) Mail dropped off an aircraft.
      - (c) Mail left unattended by an air carrier on the ramp while the air carrier is not actively engaged in ground transport or delivery, or when any portion of the mail is not continuously visible to the air carrier’s personnel while the air carrier is actively engaged in ground transport.
    - (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the irregularity occurred.
  - m. Other:
    - (1) Definition: “Other” is defined as administrative issues and any issues not covered on PS Form 2759 by the categories described above.
    - (2) Documentation: The administrative official or designee must complete PS Form 2759 identifying the routing on the label and the air stop where the irregularity occurred.

## 9-4 Reporting Irregularities

---

### 9-4.1 PS Form 2759

The Postal Service uses PS Form 2759, *Mail Handling Irregularities*, to report the type of irregularity, the category of mail, the routing label information when appropriate, and other information required to adjudicate the offense. PS Form 2759 is intended primarily as a management tool for local Postal Service officials and air carrier officials responsible for the proper handling of mail.

See [Appendix I](#) for an image of PS Form 2759.

#### 9-4.1.1 Responsibility

Any Postal Service personnel who becomes aware of a mail handling irregularity is responsible for reporting it on PS Form 2759 on the day that the incident occurs or as soon as the issue is known.

### 9-4.1.2 **Explanation of Irregularity**

As soon as possible after a Postal Service personnel completes PS Form 2759 and the administrative official or designee is aware of the irregularity, the administrative official or designee attempts to obtain an explanation of the irregularity from the air carrier. The administrative official or designee summarizes this information on PS Form 2759 under the column “Explanation of Irregularity.”

### 9-4.1.3 **Distribution**

#### 9-4.1.3.1 **At Own Postal Service Unit**

At the close of each tour or at least every 24 hours, the employee in charge of the reporting unit must do the following:

- a. For PS Form 2759 dated before July 2003:
  - (1) Send the first two parts of the four-part PS Form 2759, with all supporting documentation, to the appropriate Postal Service official, as follows:
    - (a) For incidents that occurred at Anchorage, send to the manager of the Airport Mail Facility (AMF) at Anchorage.
    - (b) For all other incidents, send to the TANS office at the Anchorage Processing and Distribution Center (P&DC).
  - (2) Send the third part to the local air carrier station manager/representative.
  - (3) Retain the fourth part in the reporting unit files.
- b. For PS Form 2759 dated July 2003 and after:
  - (1) Make and retain a copy for reporting unit files. Send the original, with all supporting documentation, to the appropriate Postal Service official, as follows:
    - (a) For incidents that occurred at Anchorage, send to the manager of the AMF at Anchorage.
    - (b) For all other incidents, send to the TANS office at the Anchorage P&DC.
  - (2) Send the second copy to the local air carrier station manager/representative.

#### 9-4.1.3.2 **At a Postal Service Unit Not Its Own**

An office preparing PS Form 2759 for an air carrier irregularity occurring at a Postal Service unit other than its own (i.e., an irregularity such as “carried by,” “loaded in error,” etc.) must, within 24 hours, distribute the parts of the form as described in [9-4.1.3.1](#).

### 9-4.2 **Issuance of PS Form 2734**

When necessary, a Postal Service employee may direct an air carrier to transfer mail to another air carrier (see [6-2.3](#)). When this occurs, the transferring air carrier is responsible for completing PS Form 2734, *Mail Exception Report*, as well as completing the input into the Surface-Air Management System Alaska (S-AMS Alaska) automated system. The

receiving air carrier is responsible for distributing the completed PS Form 2734 (see [5-3.2.6](#)). The receiving air carrier should submit the Accounting Service Center copies to the transfer point postmaster, who ensures that the form is complete and correct.

If the transferring air carrier fails to complete PS Form 2734, a Postal Service employee completes the form. The Postal Service employee then generates PS Form 2759 and, in the “Explanation” section, describes the irregularity as “failure to cooperate.”

## 9-5 Performance Reviews

---

### 9-5.1 Considerations

The Postal Service official responsible for reviewing PS Forms 2759 with the air carrier must consider all aspects of the conditions and circumstances bearing on the incidents, including but not limited to the following:

- a. Impact on delivery service.
- b. Frequency and type of irregularity.
- c. Repetitive mishandling on the same flight, tours, days of the week, etc.
- d. Air carrier’s efforts to improve.

### 9-5.2 Review Meetings

#### 9-5.2.1 Overview

Review meetings are held at least once monthly as directed by the plant manager of the Anchorage P&DC, the AMF manager, or the manager (or designee) of the TANS office.

#### 9-5.2.2 Scheduling Meetings

The Postal Service official schedules meetings with the air carriers at least once monthly, or more frequently, if necessary. The Postal Service official should schedule meetings to meet the distribution requirements as defined in [9-5.2.4](#).

#### 9-5.2.3 Reviewing PS Forms 2759

During each meeting, the AMF manager or the manager of the TANS office reviews the PS Forms 2759 issued since the previous meeting and advises the air carrier of any incident for which an assessment is considered. The air carrier may comment, verbally or in writing, on any incident reviewed. The Postal Service official must summarize any verbal comments and then record them on the PS Form 2759 in question, or on a separate sheet of paper to be attached to the form. The Postal Service official must also staple to the PS Form 2759 any written comments made by the air carrier.

#### 9-5.2.4 **Form Completion and Distribution**

At the conclusion of each meeting, the reviewing official checks the box marked “Recommended” or “Not Recommended” located at the bottom of each PS Form 2759, and then separates the forms by “Recommended” and “Not Recommended” categories. Once monthly, the reviewing official must complete PS Form 2766, *Summary of Mail Handling Irregularities*, and forward that form along with the separated PS Forms 2759 to WADN, Denver. These forms must arrive no later than the tenth day of the month following the service month (e.g., January irregularities are due by February 10).

## 9-6 Appeals Process

---

### 9-6.1 **Air Carrier’s Role**

The air carrier may appeal a decision rendered by the local reviewing Postal Service official to impose an assessment for an irregularity committed by the air carrier. The air carrier must make the appeal in writing and must provide a full explanation of the disputed facts. The air carrier must file the appeal with WADN, Denver within 10 days after the date of the local review meeting (unless the air carrier has requested and been granted an extension). Failure to comply with the procedures set forth in the appeal process results in denial of the appeal.

### 9-6.2 **Postal Service Investigation**

#### 9-6.2.1 **Review of PS Form 2759**

WADN, Denver investigates the incidents for which an air carrier has filed a written appeal to resolve any differences between the air carrier and the local reviewing Postal Service official.

#### 9-6.2.2 **Recommendation**

Based on the results of the investigation, WADN, Denver upholds or overturns the initial decision and assessment, and advises the air carrier of the determination in writing.

## 9-7 Assessment Administration

---

### 9-7.1 **Purpose for Imposing Assessments**

The Postal Service imposes assessments for irregularities to encourage air carriers to comply with Postal Service rules, regulations, and requirements for air transportation of mail.

## 9-7.2 Responsibilities

### 9-7.2.1 AMF Manager and Manager of the TANS Office

The AMF manager or the manager of the TANS office has the following responsibilities:

- a. Review PS Forms 2759 to determine if irregularities are valid.
- b. Conduct meetings with air carriers to adjudicate irregularities.
- c. Each month, forward all PS Forms 2759, with the manager's recommendation and non-recommendation, along with a consolidated PS Form 2766 to WADN, Denver.

### 9-7.2.2 Western Area Distribution Networks (WADN), Denver

WADN, Denver has the following responsibilities:

- a. Review PS Forms 2759 and supporting documentation.
- b. Process air carrier appeals and conduct appeal investigations.
- c. Process documentation and determine final assessments to be imposed.
- d. Notify air carrier corporate offices of final assessment.
- e. Enter the total penalty assessment from PS Form 2766 into the Logistics Contract Management System (LCMS), attach appropriate documentation, and notify WADN, Seattle Branch of the pending assessment.

### 9-7.2.3 Manager of Western Area Distribution Networks (WADN)

The manager of WADN or his designee has the following responsibilities:

- a. Review and approve penalty assessment records in LCMS.
- b. Review supporting documentation as needed.
- c. Generate an e-mail from LCMS to St. Louis Accounting Service Center for appropriate processing and final release of penalty assessment.

## 9-7.3 Schedule of Irregularities and Assessments

See [Appendix M](#) for the schedule that identifies mail handling irregularities and their maximum applicable assessments.

## 9-7.4 Other Action

The procedures and other requirements for resolving mail-handling irregularities discussed in this chapter apply only when the Postal Service proposes to impose assessments, deductions, or damages. However, the Postal Service may resort to other actions when addressing irregularities. For instance, the Postal Service may take a summary action to withhold tender of mail to protect the public interest in the event of major irregularities such as the following:

- a. Theft.
- b. Deliberate loss, damage, or abandonment of the mail.
- c. Repeated instances of the other irregularities listed in this chapter.

This page intentionally left blank

## Appendix A

# Alaska Bypass Mail Procedures

## Overview

---

The Postal Service initiated the bypass mail process for the mutual benefit of shippers, air carriers, addressees, and the Postal Service. Bypass mail is defined as bulk Parcel Post<sup>®</sup> mail that is prepared so as not to require handling in a Postal Service facility. The Postal Service accepts bypass mail shipments only in Anchorage and Fairbanks. Nothing in these procedures should be construed to relieve the shipper of the responsibility of complying with all statutory requirements and Postal Service regulations.

## Application and Participation

---

To participate in the bypass mail process, a shipper must submit a cover letter and bypass mail process application ([Attachment A](#)) to the Postal Service authority (based on the point of mail entry) listed below:

MANAGER, PROCESSING AND DISTRIBUTION  
ATTN: MANAGER, TRANSPORTATION NETWORKS  
US POSTAL SERVICE  
4141 POSTMARK DR  
ANCHORAGE AK 99502-9731

It generally takes about 2 weeks for the Postal Service to process an application before an applicant can begin participating in the program. The Postal Service renews all applications annually during the month of May. A shipper must submit its renewal by May 31.

## Administration

---

The Postal Service delegates the day-to-day administration of the program to the Transportation Networks office located in Anchorage at the Processing and Distribution Center (P&DC). The Transportation Networks personnel advise the shipper if a mailing contains discrepancies in preparation, appointment, or packaging. If the shipper fails to correct the problem, the Postal Service may deny authorization for the shipper to participate in the program. The following table lists the personnel that shippers should contact with questions:

Questions	Contact	Telephone
Acceptability of mail	Networks Specialist, Anchorage P&DC	907-266-3353, 3275, 3265
Bypass mail operations	Manager, Transportation Networks, Anchorage P&DC	907-266-3367
Bypass mail policy and procedures	Western Area DN	303-313-5817

## Payment of Postage

---

The shipper must affix postage payment in accordance with the Bypass Palletized Rate Application (BPRA) formula to a bypass mail process placard (see [Attachment B](#)), which the shipper must then affix to a piece of mail at the top of the pallet. The Postal Service performs verification of postage at the time of acceptance. At any time, the Postal Service may review an entire pallet for appropriate payment and accuracy of postage. To participate in the Alaska bypass mail process, shippers must license meters in Anchorage or Fairbanks, depending on the point of mail entry. This requirement is necessary to ensure that the Postal Service can credit revenue to the entry office. The following table lists the personnel that shippers should contact with questions concerning the licensing and refilling of meters:

City	Contact	Telephone
Anchorage	Manager, Business Mail Entry	907-266-3277
Fairbanks	Supervisor, Mail Classifications	907-455-5451

## Preparation

---

*Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®)* indicates specific requirements for mail preparation and packaging, as well as for labeling, addressing, and posting of dates of mailing. For any questions regarding the acceptability or packaging of bypass mail, a shipper may contact the manager of Business Mail Entry in Anchorage or the supervisor of Mail Classifications in Fairbanks as noted in the preceding table.

## Addressing and Labeling

---

Shippers must meet the requirements for addressing and labeling of bypass mail as noted in the DMM. All shippers must submit to the Postal Service for review a proposed label intended to be used for bypass mail before acceptance in the program. This label must conform to the requirements in this [Attachment C](#). All bypass mail must be addressed to a physical location at the destination — a Post Office box is not acceptable as an address.

When there are no street names at the destination, the address may include just the name of the addressee and the city, state, and ZIP Code™, as noted in the example below:

ABC STORE  
ANYTOWN AK 995XX

Bypass mail may be transported to a hub point destination on large aircraft, but for further delivery to a bush destination, the mail might be transferred to smaller aircraft. Therefore, each mailpiece on the pallet must have an address label as shown in [Attachment C](#). The Postal Service accepts bypass mail shipments only for destinations indicated in [Attachment D](#).

Each pallet must also include a completed bypass mail process placard (see [Attachment B](#)), including appropriate postage, affixed to a piece of mail at the top of the pallet.

## Acceptability

---

Restrictions to acceptability are noted below:

- a. Mail must be prepared consistent with DMM requirements. Under no circumstances may any mailpiece on the pallet intended for mailing exceed 108 inches (length and girth combined) or weigh more than 70 pounds.
- b. Accountable mail (insured, COD, certified, etc.) is not acceptable as bypass mail. (Accountable mail requires the signature of the addressee or the addressee's agent upon receipt to provide proof of delivery or indemnification for loss or damage.)
- c. Building construction materials are not acceptable as bypass mail. This includes lumber, insulation, flooring, concrete, cement, or other materials for construction. For questions about whether items are considered building construction materials (and therefore are not acceptable in the bypass mail system), contact the Networks Specialist in Anchorage at 907-266-3353/3275/3265.
- d. Freeze and chill items are accepted into the bypass mail system. However, shippers and addressees must understand that these types of items are entered into the mailstream at the shipper's risk. The Postal Service does not have freezers or coolers to store such items, nor does the Postal Service require air carriers to have freezers or coolers. Many air carriers provide the use of their freezers and coolers for temporary storage until flight time or delivery. Some air carriers at hub points have freezers and coolers. Due to the diverse weather conditions in Alaska, there are times that these items may arrive at the final destination in a spoiled or thawed condition. To reduce damage and loss to freeze and chill merchandise, the shipper must adhere to the following requirements:
  - (1) Segregate all freeze and chill items on their own pallets.
  - (2) Clearly identify pieces and pallets of freeze and chill items as appropriate.

- (3) Verify that all freeze items are frozen solid at the time of acceptance at the air carrier's facility.
  - (4) Package all freeze items so that, in the event of a thaw, adjacent packages are not damaged.
- e. The Postal Service does not accept for bypass mail items identified as "hazardous material" by any of the following entities: the Postal Service, the Federal Aviation Administration (FAA), or the Department of Transportation (DOT). If the Postal Service finds any hazardous material in a bypass mail shipment, it will refuse the entire shipment. If a second violation occurs, the Postal Service will remove the shipper from the bypass mail process. The shipper should contact DOT or the local air carrier for specific instructions concerning hazardous material.

## Palletizing and Packaging

---

For mailings that are not containerized, the shipper must secure the mail to the pallet by shrinkwrap before delivery to the air carrier so that it will be secure and stable and will be able to maintain unit integrity during transit. All pallets must conform to DMM regulations, with the exception of overall dimensions — the overall dimensions of the palletized load may not exceed 40 inches x 48 inches x 72 inches (width x length x height). The weight on a pallet should be uniformly distributed, with denser products on the bottom. The maximum weight of each pallet load is 2,500 pounds. The weight of each shipment must be at least 1,000 pounds. If a shipment weighs less than the required weight, the Postal Service may consider it unacceptable for bypass mail acceptance. The shipper must enter the shipment at the appropriate air carrier facility to affect mailing.

## Scheduling Procedures

---

Approved shippers receive Surface-Air Management System – Alaska (S-AMS Alaska) Shipper webpage training following their acceptance into the program. Shippers schedule their finalized orders based on the requirements provided in the training session.

## Delivery to Addressee

---

The air carrier at the shipment's final destination is responsible for delivering the shipment to the addressee. The air carrier or its agent must make arrangements to pick up the bypass mail shipment at the airport or runway and transport it to the addressee. The air carrier must protect the shipment at all times from the elements and the threat of theft or damage. An addressee cannot be required to pick up its own shipment, but the addressee is responsible for providing a physical location where the air carrier can deliver the shipment. An addressee can authorize an air carrier to deliver shipments to a designated agent's address.

The air carrier must deliver mail transported to a bush destination to the addressee on the day of transport. If, once transported, the air carrier cannot affect delivery; the air carrier must return the mail to the hub point and store it in an approved secured facility for delivery the next business day.

The air carrier may contact the addressee and make arrangements for delivery. The addressee must ensure that a bypass mail shipment can be delivered to its place of business during the air carrier's normal business hours. Any specific arrangements for delivery should be between the addressee and the air carrier or agent.

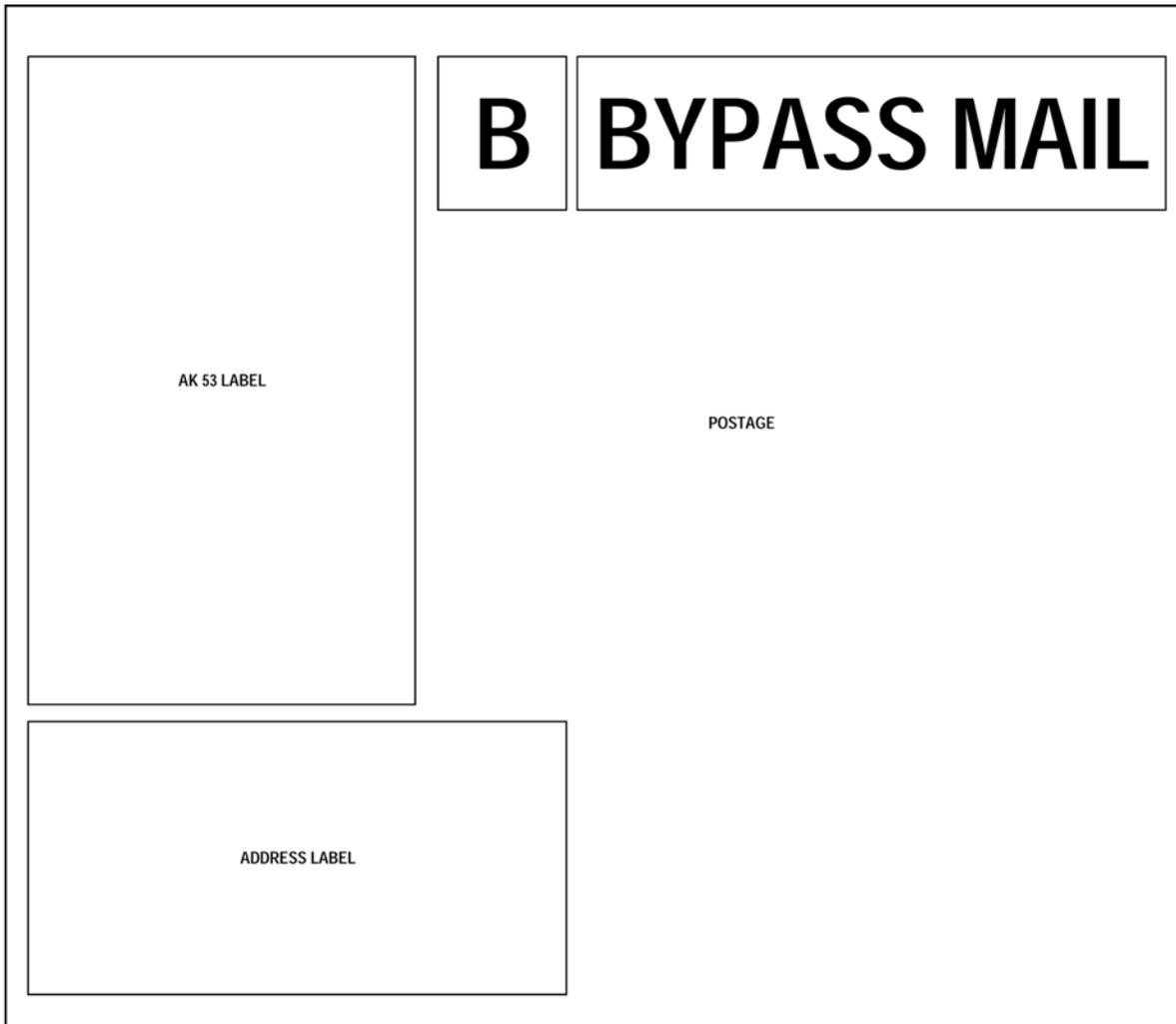
If an air carrier or its agent attempts to deliver the bypass mail shipment during normal business hours but the addressee's place of business is closed or the delivery attempt is refused because the addressee is unavailable, the addressee is responsible for picking up the shipment at the air carrier's facility before the end of that business day. The Postal Service does not hold bypass mail shipments at the Post Office for pickup. The Postal Service may refuse to accept bypass mail shipments for an addressee who fails to adhere to these procedures.

A bush carrier that receives bypass mail transferred to it at a hub must ensure that the postage and bypass mail process placard (see [Attachment B](#)) remain with the bypass order until the last portion is transported to final destination.

Attachment A  
**Shipper Bypass Mail Application**

Application for Shipper Participation in the Bypass Mail Program				
Complete this application and submit it, with a copy of your address label, to the appropriate postal authority listed below (based on the point of entry).				
<b>MANAGER, PROCESSING AND DISTRIBUTION                      ATTN: MANAGER, TRANSPORTATION NETWORKS                      UNITED STATES POSTAL SERVICE                      4141 Postmark Drive Anchorage AK 99530-9731</b>				
Business Name:		Date of Application:		
Name of Applicant:		Work Telephone:		
Business Address:				
Mailing Address:				
City, State, ZIP + 4				
Phone Contact During Normal Operating Hours (Name):				
Phone Contact in an Emergency (Name and Number):				
Shipments to be: <input type="checkbox"/> Year Round <input type="checkbox"/> Seasonal <input type="checkbox"/> Other (please list):				
Origin Office     : <input type="checkbox"/> Anchorage <input type="checkbox"/> Fairbanks				
Market Areas	Projected Volumes		Number of Mailings per week	Number of Pallets per mailing
	Minimum lbs.	Maximum lbs.		
1.				
2.				
3.				
4.				
<i>(Note : Use reverse of form if additional space is required to complete the chart above)</i>				
Types of Commodities Shipped: _____				
Any drop shipments from other cities?     Yes <input type="checkbox"/> No <input type="checkbox"/>				
If yes, is a local agent available?            Yes <input type="checkbox"/> No <input type="checkbox"/>				
Local Agent name and number: _____				
I understand that the Postal Service will not accept hazardous material in the Bypass Mail Program.				
Signature: _____				

Attachment B  
**Bypass Mail Placard**





## Attachment D

**Bypass Mail Points for Anchorage and Fairbanks**

Hub points are listed with capital letters, bold, and underlining. Bush points are listed under their hub point. The three-letter code is the alpha airport code.

For each hub point, the bush points are listed in alphabetical order first by city and then by the three-letter airport code. The information in the two lists is the same, but just presented in different order.

**Anchorage Originating Bypass Mail Points – Alphabetical By City**

<b>ANCHORAGE</b>	<b>ANC</b>	<b>BETHEL (Cont'd)</b>	<b>BET</b>	<b>ILIAMNA</b>	<b>ILI</b>
Sand Point	SDP	Newtok	WWT	Kokhannok Bay	KNK
St. George Island	STG	Nightmute	NME	Nondalton	NNL
St. Paul Island	SNP	Nunapitchuk	NUP	Pedro Bay	PDB
<b>ANIAK</b>	<b>ANI</b>	Platinum	PTU	Port Alsworth	PTA
Anvik	ANV	Quinhagak	KWN	<b>KING SALMON</b>	<b>AKN</b>
Chauthbuluk	CHU	Scammon Bay	SCM	Egegik	EGX
Crooked Creek	CKD	Toksook Bay	OOK	Levelock	KLL
Grayling	KGX	Tuluksak	TLT	Pilot Point	PIP
Holy Cross	HCR	Tuntutuliak	WTL	South Naknek	WSN
Kalskag	KLG	Tununak	TNK	<b>KOTZEBUE</b>	<b>OTZ</b>
Lower Kalskag	KLG	<b>COLD BAY</b>	<b>CDB</b>	Ambler	ABL
Red Devil	RDV	False Pass	KFP	Buckland	BKC
Russian Mission	RSH	King Cove	KVC	Deering	DRG
Shageluk	SHX	Nelson Lagoon	NLG	Kiana	IAN
Sleetmute	SLQ	Port Moller	PML	Kivilina	KVL
Stony River	SRV	<b>DILLINGHAM</b>	<b>DLG</b>	Kobuk	OBU
<b>BETHEL</b>	<b>BET</b>	Aleknagik	WKK	Noatak	WTK
Akiachak	KKI	Clarks Point	CLP	Noorvik	ORV
Akiak	AKI	Ekwok	KEK	Point Hope	PHO
Atmaultluak	ATT	Koliganek	KGK	Selawik	WLK
Chefornak	CYF	Manokotak	KMO	Shungnak	SHG
Chevak	VAK	New Stuyahok	KNW	<b>McGRATH</b>	<b>MCG</b>
Eek	EEK	Togiak	TOG	Nikolai	NIB
Goodnews Bay	GNU	Twin Hills	TWA	Takotna	TCT
Hooper Bay	HPB	<b>EMMONAK</b>	<b>EMK</b>	Tatalina	TLJ
Kasigluk	KUK	Alakanuk	AUK	<b>NOME</b>	<b>OME</b>
Kipnuk	KPN	Kotlik	KOT	Brevig Mission	KTS
Kongiganak	KKH	Sheldon Point/ Nunam Iqua	SXP	Elim	ELI
Kwethluk	KWT	<b>GALENA</b>	<b>GAL</b>	Golovin	GLV
Kwigillingok	KWK	Hughes	HUS	Shishmaref	SHH
Marshall/Fortuna Ledge	MLL	Huslia	HSL	Teller	TLA
Mekoryuk	MYU	Kaltag	KAL	Tin City	TNC
Napakiak	WNA	Koyukuk	KYU	Wales	WAA
Napaskiak	PKA	Nulato	NUL	White Mountain	WMO
		Ruby	RBY		

<b>PORT HEIDEN</b>	<b>PTH</b>	<b>SAVOONGA</b>	<b>SVA</b>
Chignik	KCG	Gambell	GAM
Chignik Lagoon	KCL	<b>UNALAKLEET</b>	<b>UNK</b>
Chignik Lake	KCQ	Koyuk	KKA
Perryville	KPV	Saint Michael	SMK
<b>SAINT MARYS</b>	<b>KSM</b>	Shaktoolik	SKK
Mountain Village	MOU	Stebbins	WBB
Pilot Station	PQS		
Pitkas Point	PQS		

## Anchorage Originating Bypass Mail Points — Alphabetical By Air Stop Code

<b>AKN</b>	<b>KING SALMON</b>	<b>BET</b>	<b>BETHEL (Cont'd)</b>	<b>DLG</b>	<b>DILLINGHAM (Cont'd)</b>
EGX	Egegik	KPN	Kipnuk	TOG	Togiak
KLL	Levelock	KUK	Kasigluk	TWA	Twin Hills
PIP	Pilot Point	KWK	Kwigillingok	WKK	Aleknagik
WSN	South Naknek	KWN	Quinhagak	<b>EMK</b>	<b>EMMONAK</b>
<b>ANC</b>	<b>ANCHORAGE</b>	KWT	Kwethluk	AUK	Alakanuk
SDP	Sand Point	MLL	Marshall/Fortuna Ledge	KOT	Kotlik
SNP	St. Paul Island	MYU	Mekoryuk	SXP	Sheldon Point/ Nunam Iqua
STG	St. George Island	NME	Nightmute	<b>GAL</b>	<b>GALENA</b>
<b>ANI</b>	<b>ANIAK</b>	NUP	Nunapitchuk	HSL	Huslia
ANV	Anvik	OOK	Toksook Bay	HUS	Hughes
CHU	Chauthbuluk	PKA	Napaskiak	KAL	Kaltag
CKD	Crooked Creek	PTU	Platinum	KYU	Koyukuk
HCR	Holy Cross	SCM	Scammon Bay	NUL	Nulato
KGX	Grayling	TLT	Tuluksak	RBY	Ruby
KLG	Kalskag	TNK	Tununak	<b>ILI</b>	<b>ILIAMNA</b>
KLG	Lower Kalskag	VAK	Chevak	KNK	Kokhannok Bay
RDV	Red Devil	WNA	Napakiak	NNL	Nondalton
RSH	Russian Mission	WTL	Tuntutuliak	PDB	Pedro Bay
SHX	Shageluk	WWT	Newtok	PTA	Port Alsworth
SLQ	Sleetmute	<b>CDB</b>	<b>COLD BAY</b>	<b>KSM</b>	<b>SAINT MARYS</b>
SRV	Stony River	KFP	False Pass	MOU	Mountain Village
<b>BET</b>	<b>BETHEL</b>	KVC	King Cove	PQS	Pilot Station
AKI	Akiak	NLG	Nelson Lagoon	PQS	Pitkas Point
ATT	Atmoutluak	PML	Port Moller	<b>MCG</b>	<b>McGRATH</b>
CYF	Chefornak	<b>DLG</b>	<b>DILLINGHAM</b>	NIB	Nikolai
EEK	Eek	CLP	Clarks Point	TCT	Takotna
GNU	Goodnews Bay	KEK	Ekwok	TLJ	Tatalina
HPB	Hooper Bay	KGK	Koliganek		
KKH	Kongiganak	KMO	Manokotak		
KKI	Akiachak	KNW	New Stuyahok		

<b>OME</b>	<b>NOME</b>	<b>OTZ</b>	<b>KOTZEBUE</b>	<b>PTH</b>	<b>PORT HEIDEN</b>
ELI	Elim	ABL	Ambler	KCG	Chignik
GLV	Golovin	BKC	Buckland	KCL	Chignik Lagoon
KTS	Brevig Mission	DRG	Deering	KCQ	Chignik Lake
SHH	Shishmaref	IAN	Kiana	KPV	Perryville
TLA	Teller	KVL	Kivilina	<b>SVA</b>	<b>SAVOONGA</b>
TNC	Tin City	OBU	Kobuk	GAM	Gambell
WAA	Wales	ORV	Noorvik	<b>UNK</b>	<b>UNALAKLEET</b>
WMO	White Mountain	PHO	Point Hope	KKA	Koyuk
		SHG	Shungnak	SKK	Shaktolik
		WLK	Selawik	SMK	Saint Michael
		WTK	Noatak	WBB	Stebbins

**Fairbanks Originating Bypass Mail Points – Alphabetical By City**

<b>BARROW</b>	<b>BRW</b>	<b>FORT YUKON</b>	<b>FYU</b>
Atqasuk	ATK	Arctic Village	ARC
Point Lay	PIZ	Chalkyitsik	CIK
Wainwright	AIN	Venetie	VEE
<b>FAIRBANKS</b>	<b>FAI</b>	<b>GALENA</b>	<b>GAL</b>
Anaktuvuk Pass	AKP	Hughes	HUS
Beaver	WBQ	Huslia	HSL
Bettles	BTT	Kaltag	KAL
Eagle	EAA	Koyukuk	KYU
Stevens Village	SVS	Nulato	NUL
Tanana	TAL	Ruby	RBY

**Fairbanks Originating Bypass Mail Points — Alphabetical By Air Stop Code**

<b>BRW</b>	<b>BARROW</b>	<b>FYU</b>	<b>FORT YUKON</b>
AIN	Wainwright	ARC	Arctic Village
ATK	Atqasuk	CIK	Chalkyitsik
PIZ	Point Lay	VEE	Venetie
<b>FAI</b>	<b>FAIRBANKS</b>	<b>GAL</b>	<b>GALENA</b>
AKP	Anaktuvuk Pass	HSL	Huslia
BTT	Bettles	HUS	Hughes
EAA	Eagle	KAL	Kaltag
SVS	Stevens Village	KYU	Koyukuk
TAL	Tanana	NUL	Nulato
WBQ	Beaver	RBY	Ruby

This page intentionally left blank

## Appendix B

# Addresses

MANAGER, AIR TRANSPORTATION OPERATIONS  
US POSTAL SERVICE  
475 L'ENFANT PLZ SW RM 7912  
WASHINGTON DC 20260-7137

MANAGER, ANCHORAGE AIRPORT MAIL FACILITY  
US POSTAL SERVICE  
4141 POSTMARK DR  
ANCHORAGE AK 99529-9750

MANAGER, NETWORK OPERATIONS (AREA)  
WESTERN AREA DISTRIBUTION NETWORKS  
US POSTAL SERVICE  
1745 STOUT ST STE 800  
DENVER CO 80299-6000

MANAGER, TRANSPORTATION AND NETWORKS  
ANCHORAGE PROCESSING AND DISTRIBUTION CENTER  
US POSTAL SERVICE  
4141 POSTMARK DR  
ANCHORAGE AK 99530-9731

POSTMASTER  
FAIRBANKS POSTAL OPERATIONS CENTER  
US POSTAL SERVICE  
5400 MAIL TRAIL  
FAIRBANKS AK 99709-9998

POSTMASTER  
US POSTAL SERVICE  
PO BOX 39998  
JUNEAU AK 99801-9998

POSTMASTER  
US POSTAL SERVICE  
3609 TONGASS AVE  
KETCHIKAN AK 99901-9998

SENIOR PLANT MANAGER  
ANCHORAGE PROCESSING AND DISTRIBUTION CENTER  
US POSTAL SERVICE  
PO BOX 199997  
ANCHORAGE AK 99530-9997

This page intentionally left blank

## Appendix C

# Hub Points and Associated Bush Points

Hub points are listed with capital letters, bold, and underlining. Bush points are listed under their hub point. The three-letter code is the airport code. For each hub point, the bush points are listed in alphabetical order first by city and then by the three-letter airport code. The information in the two lists is the same, but just presented in different order.

Special service notes are listed after the alpha airport code as follows:

(1) Air Taxi Service Only.

(2) Surface Highway Contract Route Point.

**Note:** “(NOP)” indicates “no-office point.” (For a definition of “NOP,” see the glossary in [Appendix L](#).)

### Alphabetical By City

<b>ANKORAGE</b>	<b>ANC</b>	<b>ANIAK</b>	<b>ANI</b>	<b>BETHEL (Cont'd)</b>	<b>BET</b>
Adak Island	ADK	Anvik	ANV	Hooper Bay	HPB
Alexander Creek (NOP)	ACR <sup>(1)</sup>	Chuathbaluk	CHU	Kasigluk	KUK
Beluga (NOP)	BVU	Crooked Creek	CKD	Kipnuk	KPN
Cordova	CDV	Grayling	KGX	Kongiganak	KKH
Halibut Cove (NOP)	KHC <sup>(2)</sup>	Holy Cross	HCR	Kwethluk	KWT
Homer	HOM	Kalskag	KLG	Kwigillingok	KWK
Kenai	ENA	Lower Kalskag	KLG	Marshall/Fortuna Ledge	MLL
Nanwalek	KEB	Red Devil	RDV	Mekoryuk	MYU
New Chenega (NOP)	NCN	Russian Mission	RSH	Napakiak	WNA
Port Graham	PGM	Shageluk	SHX	Napaskiak	PKA
Red Mountain (NOP)	RDO	Sleetmute	SLQ	Newtok	WWT
Sand Point	SDP	Stony River	SRV	Nightmute	NME
Seldovia	SOV	<b>BARROW</b>	<b>BRW</b>	Nunapitchuk	NUP
Seward	SWD	Atqasuk	ATK	Platinum	PTU
Skwentna (NOP)	SKW	Nuiqsut	NUI	Quinhagak	KWN
Soldotna	SXQ	Point Lay	PIZ	Scammon Bay	SCM
St. George Island	STG	Wainwright	AIN	Toksook Bay	OOK
St. Paul Island	SNP	<b>BETHEL</b>	<b>BET</b>	Tuluksak	TLT
Tatitlek (NOP)	TEK	Akiachak	KKI	Tuntutuliak	WTL
Tyonek	TYE	Akiak	AKI	Tununak	TNK
Valdez	VDZ	Atmautluak	ATT	<b>COLD BAY</b>	<b>CDB</b>
Yakutat	YAK	Chefornak	CYF	False Pass	KFP
		Chevak	VAK	King Cove	KVC
		Eek	EEK	Nelson Lagoon	NLG
		Goodnews Bay	GNU	Port Moller (NOP)	PML

<b>DILLINGHAM</b>	<b>DLG</b>	<b>FORT YUKON</b>	<b>FYU</b>	<b>KETCHIKAN</b>	<b>KTN</b>
Aleknagik	WKK	Arctic Village	ARC	Coffman Cove	KCC
Clarks Point	CLP	Birch Creek (NOP)	KBC <sup>(1)</sup>	Craig	CGA
Ekwok	KEK	Chalkyitsik	CIK	Edna Bay	EDA
Koliganek	KGK	Venetie	VEE	Hydaburg	HYG
Manokotak	KMO	<b>GALENA</b>	<b>GAL</b>	Hyder (NOP)	WHD <sup>(1)</sup>
New Stuyahok	KNW	Hughes	HUS	Kasaan	KXA
Togiak	TOG	Huslia	HSL	Klawock	KLW
Twin Hills	TWA	Kaltag	KAL	Long Island/ View Cove	LIJ
<b>DUTCH HARBOR</b>	<b>DUT</b>	Koyukuk	KYU	Metlakatla	MTM
Akutan	KQA	Nulato	NUL	Naukiti Bay (NOP)	NKI
Nikolski	IKO	Ruby	RBY	Port Protection (NOP)	PPV
Unalaska	DUT	<b>GLENALLEN</b>	<b>GLN</b>	Thorne Bay	KTB
<b>EMMONAK</b>	<b>EMK</b>	Chitina	CXC	Ward Cove	KWC <sup>(2)</sup>
Alakanuk	AUK	Gulkana	GKN	Waterfall (NOP)	KWF
Kotliik	KOT	May Creek (NOP)	MYK <sup>(1)</sup>	Whale Pass (NOP)	WWP
Sheldon Point/ Nunam Iqua	SXP	McCarthy (NOP)	MXY <sup>(1)</sup>	<b>KING SALMON</b>	<b>AKN</b>
<b>FAIRBANKS</b>	<b>FAI</b>	<b>ILIAMNA</b>	<b>ILI</b>	Egegik	EGX
Allakaket	AET	Kakhanok	KNK	Igiuigig	IGG
Anaktuvuk Pass	AKP	Nondalton	NNL	Levelock	KLL
Beaver	WBQ	Pedro Bay	PDB	Pilot Point	PIP
Bettles	BTT	Port Alsworth	PTA	South Naknek	WSN
Central	CEM	<b>JUNEAU</b>	<b>JNU</b>	Ugashik Bay (NOP)	UGB
Chicken	CKX <sup>(1)</sup>	Angoon	AGN	<b>KODIAK</b>	<b>ADQ</b>
Chisana (NOP)	CZN <sup>(1)</sup>	Elfin Cove	ELV	Akhiok	AKK
Circle	IRC	Excursion Inlet (NOP)	EXI	Alitak (NOP)	ALZ
Eagle	EAA	Gustavus	GST	Ammok (NOP)	AOS
Healy Lake (NOP)	HKB	Haines	HNS	Karluk	KYK
Kaktovik/Barter Island	BTI	Hobart Bay	HBH	Kitoy Bay (NOP)	KKB
Lake Minchumina	LMA	Hoonah	HNH	Larsen Bay	KLN
Manley Hot Springs	MLY	Kake	KAE	Old Harbor	OLH
Minto	MNT	Pelican	PEC	Ouzinkie	KOZ
Nenana	ENN <sup>(2)</sup>	Petersburg	PSG	Port Bailey (NOP)	KPY
Prudhoe Bay/ Deadhorse	SCC	Port Alexander	PTD	Port Lions	ORI
Rampart	RMP	Sitka	SIT	Port Williams (NOP)	KPR
Stevens Village	SVS	Skagway	SGY	Seal Bay (NOP)	SYB
Tanana	TAL	Tenakee Springs	TKE	Uganik (NOP)	UGI
Tok	TKJ <sup>(1)</sup>	Wrangell	WRG	West Point (NOP)	KWP
				Zachar Bay (NOP)	KZB

<b>KOTZEBUE</b>	<b>OTZ</b>	<b>NOME</b>	<b>OME</b>	<b>SAINT MARYS</b>	<b>KSM</b>
Ambler	ABL	Brevig Mission	KTS	Mountain Village	MOU
Buckland	BKC	Elim	ELI	Pilot Station	PQS
Deering	DRG	Golovin	GLV	Pitkas Point	PQS
Kiana	IAN	Little Diomede Island	DIO <sup>(1)</sup>	<b>SAVOONGA</b>	<b>SVA</b>
Kivalina	KVL	Port Clarence (NOP)	KPC	Gambell	GAM
Kobuk	OBU	Shishmaref	SHH	<b>UNALAKLEET</b>	<b>UNK</b>
Noatak	WTK	Teller	TLA	Koyuk	KKA
Noorvik	ORV	Tin City	TNC	Saint Michael	SMK
Point Hope	PHO	Wales	WAA	Shaktoolik	SKK
Selawik	WLK	White Mountain	WMO	Stebbins	WBB
Shungnak	SHG	<b>PORT HEIDEN</b>	<b>PTH</b>		
<b>MCGRATH</b>	<b>MCG</b>	Chignik	KCG		
Nikolai	NIB	Chignik Lagoon	KCL		
Takotna	TCT	Chignik Lake	KCQ		
Tatalina	TLJ	Perryville	KPV		

### Alphabetical By Air Stop Code

<b>ADQ</b>	<b>KODIAK</b>	<b>ANC</b>	<b>ANCHORAGE</b>	<b>ANI</b>	<b>ANIAK</b>
AKK	Akhiok	ACR <sup>(1)</sup>	Alexander Creek (NOP)	ANV	Anvik
ALZ	Alitak (NOP)	ADK	Adak Island	CHU	Chuathbaluk
AOS	Ammok (NOP)	BVU	Beluga (NOP)	CKD	Crooked Creek
KKB	Kitoi Bay (NOP)	CDV	Cordova	HCR	Holy Cross
KLN	Larsen Bay	ENA	Kenai	KGX	Grayling
KOZ	Ouzinkie	HOM	Homer	KLG	Kalskag
KPR	Port Williams (NOP)	KHC <sup>(2)</sup>	Halibut Cove (NOP)	KLG	Lower Kalskag
KPY	Port Bailey (NOP)	NCN	New Chenega (NOP)	RDV	Red Devil
KWP	West Point (NOP)	PGM	Port Graham	RSH	Russian Mission
KYK	Karluk	RDO	Red Mountain (NOP)	SHX	Shageluk
KZB	Zachar Bay (NOP)	SDP	Sand Point	SLQ	Sleetmute
OLH	Old Harbor	SKW	Skwentna (NOP)	SRV	Stony River
ORI	Port Lions	SNP	St. Paul Island	<b>BET</b>	<b>BETHEL</b>
SYB	Seal Bay (NOP)	SOV	Seldovia	AKI	Akiak
UGI	Uganik (NOP)	STG	St. George Island	ATT	Atmaultluak
<b>AKN</b>	<b>KING SALMON</b>	SWD	Seward	CYF	Chefornak
EGX	Egegik	SXQ	Soldotna	EEK	Eek
IGG	Igiuigig	TEK <sup>(1)</sup>	Tatitlek (NOP)	GNU	Goodnews Bay
KLL	Levelock	TYE	Tyonek	HPB	Hooper Bay
PIP	Pilot Point	VDZ	Valdez	KKH	Kongiganak
UGB	Ugashik Bay (NOP)	YAK	Yakutat	KKI	Akiachak
WSN	South Naknek			KPN	Kipnuk
				KUK	Kasigluk
				KWK	Kwigillingok
				KWN	Quinhagak

<b>BET</b>	<b>BETHEL</b> (Cont'd)	<b>FAI</b>	<b>FAIRBANKS</b>	<b>JNU</b>	<b>JUNEAU</b>
KWT	Kwethluk	AET	Allakaket	AGN	Angoon
MLL	Marshall/Fortuna Ledge	AKP	Anaktuvuk Pass	ELV	Elfin Cove
MYU	Mekoryuk	BTI	Kaktovik/Barter Island	EXI	Excursion Inlet (NOP)
NME	Nightmute	BTT	Bettles	GST	Gustavus
NUP	Nunapitchuk	CEM	Central	HBH	Hobart Bay
OOK	Toksook Bay	CKX <sup>(1)</sup>	Chicken	HNH	Hoonah
PKA	Napaskiak	CZN <sup>(1)</sup>	Chisana (NOP)	HNS	Haines
PTU	Platinum	EAA	Eagle	KAE	Kake
SCM	Scammon Bay	ENN <sup>(2)</sup>	Nenana	PEC	Pelican
TLT	Tuluksak	HKB	Healy Lake (NOP)	PSG	Petersburg
TNK	Tununak	IRC	Circle	PTD	Port Alexander
VAK	Chevak	LMA	Lake Minchumina	SGY	Skagway
WNA	Napakiak	MLY	Manley Hot Springs	SIT	Sitka
WTL	Tuntutuliak	MNT	Minto	TKE	Tenakee Springs
WWT	Newtok	RMP	Rampart	WRG	Wrangell
<b>BRW</b>	<b>BARROW</b>	SCC	Prudhoe Bay/ Deadhorse	<b>KSM</b>	<b>SAINT MARYS</b>
AIN	Wainwright	SVS	Stevens Village	MOU	Mountain Village
ATK	Atqasuk	TAL	Tanana	PQS	Pilot Station
NUI	Nuiqsut	TKJ <sup>(1)</sup>	Tok	PQS	Pitkas Point
PIZ	Point Lay	WBQ	Beaver	<b>KTN</b>	<b>KETCHIKAN</b>
<b>CDB</b>	<b>COLD BAY</b>	<b>FYU</b>	<b>FORT YUKON</b>	CGA	Craig
KFP	False Pass	ARC	Arctic Village	EDA	Edna Bay
KVC	King Cove	CIK	Chalkyitsik	HYG	Hydaburg
NLG	Nelson Lagoon	KBC <sup>(1)</sup>	Birch Creek (NOP)	KCC	Coffman Cove
PML	Port Moller (NOP)	VEE	Venetie	KLW	Klawock
<b>DLG</b>	<b>DILLINGHAM</b>	<b>GAL</b>	<b>GALENA</b>	KTB	Thorne Bay
CLP	Clarks Point	HSL	Huslia	KWC <sup>(2)</sup>	Ward Cove
KEK	Ekwok	HUS	Hughes	KWF	Waterfall (NOP)
KGK	Koliganek	KAL	Kaltag	KXA	Kasaan
KMO	Manokotak	KYU	Koyukuk	LIJ	Long Island/ View Cove
KNW	New Stuyahok	NUL	Nulato	MTM	Metlakatla
TOG	Togiak	RBY	Ruby	NKI	Naukiti Bay (NOP)
TWA	Twin Hills	<b>GLN</b>	<b>GLENALLEN</b>	PPV	Port Protection (NOP)
WKK	Aleknagik	CXC	Chitina	WHD <sup>(1)</sup>	Hyder (NOP)
<b>DUT</b>	<b>DUTCH HARBOR</b>	GKN	Gulkana	WWP	Whale Pass (NOP)
DUT	Unalaska	MXY <sup>(1)</sup>	McCarthy (NOP)	<b>MCG</b>	<b>MCGRATH</b>
IKO	Nikolski	MYK <sup>(1)</sup>	May Creek (NOP)	NIB	Nikolai
KQA	Akutan	<b>ILI</b>	<b>ILIAMNA</b>	TCT	Takotna
<b>EMK</b>	<b>EMMONAK</b>	KNK	Kakhanok	TLJ	Tatalina
AUK	Alakanuk	NNL	Nondalton		
KOT	Kotlik	PDB	Pedro Bay		
SXP	Sheldon Point/ Nunam Iqua	PTA	Port Alsworth		

<b>OME</b>	<b>NOME</b>	<b>OTZ</b>	<b>KOTZEBUE</b>	<b>PTH</b>	<b>PORT HEIDEN</b>
DIO <sup>(1)</sup>	Little Diomedede Island	ABL	Ambler	KCG	Chignik
ELI	Elim	BKC	Buckland	KCL	Chignik Lagoon
GLV	Golovin	DRG	Deering	KCQ	Chignik Lake
KPC	Port Clarence (NOP)	IAN	Kiana	KPV	Perryville
KTS	Brevig Mission	KVL	Kivalina	<b>SVA</b>	<b>SAVOONGA</b>
SHH	Shishmaref	OBU	Kobuk	GAM	Gambell
TLA	Teller	ORV	Noorvik	<b>UNK</b>	<b>UNALAKLEET</b>
TNC	Tin City	PHO	Point Hope	KKA	Koyuk
WAA	Wales	SHG	Shungnak	SKK	Shaktoolik
WMO	White Mountain	WLK	Selawik	SMK	Saint Michael
		WTK	Noatak	WBB	Stebbins

This page intentionally left blank

## Appendix D

# Air Carrier Facility Requirements and Checklist

- a. Facility Requirements:
  - (1) Security Requirements:
    - (a) Exterior personnel doors must be solid core with deadbolt-type locks.
    - (b) Overhead dock doors must be bolt locked.
    - (c) Ground level windows leading to the cargo facility must be covered with security fences or barred to prevent entry.
    - (d) Facilities used by more than one air carrier, or for activities in addition to the storage of mail and freight (such as aircraft maintenance), must provide a distinct area for each air carrier's mail storage. This area is to be defined by a fully enclosed locking security fence that is at least 8 feet high plus a top guard.
    - (e) Hours of operation must be clearly identified and visible.
  - (2) Size Requirements:
    - (a) Facilities at hub points must provide a minimum mail storage area of 30 square feet for each bush destination.
    - (b) Hub point facilities for air carriers using mainline type aircraft and not providing intraline service to bush points must provide a minimum mail storage area of 300 square feet. Hub point facilities for destinating air carriers using bush type aircraft and not providing intraline service to bush points must provide a minimum mail storage area of 100 feet.
    - (c) Facilities at origins Anchorage and Fairbanks must provide a minimum mail storage area of 300 square feet if mainline aircraft are used and 100 square feet if bush aircraft are used, except for air carriers receiving bypass mail (see section b, "Facility Review Checklist").
    - (d) Deviations in the above size requirements, due to locations at certain air stops, must be approved by the Western Area Distribution Networks (WADN), Denver.
    - (e) These are minimum requirements. The air carrier has the ultimate obligation to secure all the mail in its possession. Failure to do so will result in restrictions to mail tender.
- b. Facility Review Checklist  
See the Facility Review Checklist on the following pages.

<b>Facility Review Checklist</b>				
Carrier _____		Air Stop Code _____		
Inspection Conducted By _____				
Title _____		Date _____		
* Explain items marked in the "Fails" column in the Comments section on the next page.				
Item	Requirements	Meets	Fails*	N/A
Exterior doors	Minimum size 3' wide, 6'8" high.			
	Solid core wood, minimum thickness 1 3/4", or metal.			
	Maximum frame clearance of 1/8".			
Door hinges	Interior hinges.			
	If exterior hinges, pins are non-removable.			
	If exterior hinges, headless screws are used in plate,			
Door locks	Deadbolt locks.			
	If there is a glass panel in the door, the lock is double cylinder.			
Window	Windows have burglar-resistant glass (Lexan).			
	Windows have security screen, maximum 1/2" spacing, inside mount.			
	Windows have security bars, minimum 1/2" diameter. (If outside mount, the security bars must be installed with headless bolts.)			
Roof	If there are any skylights, atriums, windows, or other openings that penetrate the roof, there is no evidence of leaks.			
Lighting	Entry doorways or other possible accesses are sufficiently illuminated to be seen from a minimum distance of 100 feet.			
Interior doors	Minimum size 3' wide, 6'8" high.			
	Solid core wood, minimum thickness 1-3/4", or metal.			
	Maximum frame clearance of 1/8".			
	If wire partitions are used, door may be sliding or hinged.			
Locks	Locks are positioned so they do not interfere with the normal movement of the door.			
Ceiling	The ceiling is made of a permanent non-removable construction.			
	Are there any access hatches, light fixtures, or mechanical grilles?			
Walls	The walls reach to the ceiling.			
	Are there any access hatches or grilles?			
	Walls are covered on both sides with plywood or 5/8" sheetrock.			
	If walls are wire mesh, wire is a minimum of 10 gauge and weave is a maximum of 2" mesh.			
Bush destinations	Number of bush destinations served: _____			
	There is a minimum of 30 square feet for each destination.			
	The carrier uses mainline aircraft.			
	The carrier provides intraline service to bush.			
	The total storage area is a minimum of 100/300 sq. ft.			
	The storage area is maintained at or above 1 degree Celsius.			

**Facility Review Checklist (page 2)**

Use this comments section to explain any items marked in the "Fails" column on page 1 of this checklist.

This page intentionally left blank

## Appendix E

# List of Forms and Retention Periods

**Note:** The person who prepares the following forms is responsible for retaining a copy.

Form No.	Date	Title	Prepared By	Supplied By	Stocked At	Retain For
PS Form 2708	9/92	<i>Report of Air Service Disruption</i>	P&DC/DN	USPS	WADN(A)	1 yr.
PS Form 2729-A	11/03	<i>Weekly Summary of Loose Sack Mail Dispatched</i>	P&DC/AMF	USPS	P&DC	1 yr. (AMF) 7 yrs. (DN)
PS Form 2734	N/A	<i>Mail Exception Report</i>	AC	AC	AC	1 yr.
PS Form 2747	12/99	<i>Intra-Alaska Payment Claim Worksheet</i>	AC	USPS	LOC	N/A
PS Form 2759	7/03	<i>Report of Irregular Handling of Mail</i>	AMF	USPS	MDC	18 mos.
PS Form 2766	8/91	<i>Summary of Mail Handling Irregularities</i>	AMF	USPS	MDC	18 mos.
PS Form 2768	10/91	<i>Aircraft Weight and Balance Data</i>	AC	USPS	MDC	90 days
Label AK-53	N/A	<i>Intra-Alaska Routing Label</i>	P&DC	P&DC	P&DC	N/A

**Key:**

- AC: Air Carrier
- AMF: Airport Mail Facility
- DN: Distribution Networks
- P&DC: Processing and Distribution Center
- LOC: Reproduce locally from [Appendix D](#) of this handbook
- MDC: Material distribution center
- USPS: U.S. Postal Service
- WADN(A): Western Area Distribution Networks, Denver

This page intentionally left blank

Appendix F

**PS Form 2729-A, Record of Loose Mail  
Dispatched**

An image of PS Form 2729-A, *Record of Loose Mail Dispatched*, appears on the following page.



## Appendix G

# **PS Form 2734, Mail Exception Report**

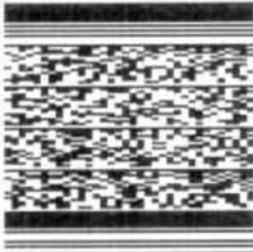
An image of a sample PS Form 2734, *Mail Exception Report*, appears on the following page.



Appendix H

## Label AK-53, Intra-Alaska Routing Label

An image of Label AK-53, *Intra-Alaska Routing Label*, appears below.

<b>A</b>	<b>U.S. MAIL</b>	
	Date: 06/07/2012	
<b>IHNP MAIL</b>		
Leg	Carrier	Deliver By
ANC-AKN	K0	06/09/2012
AKN-KCG	KS	06/11/2012
Shipment No.		Weight
A12ANC-185481		1
		

This page intentionally left blank

## Appendix I

# PS Form 2759, Report of Irregular Handling of Mail

An image of PS Form 2759, *Report of Irregular Handling of Mail*, appears on the following pages.

An image of PS Form 2759 is also available to Postal Service employees on the corporate intranet at <http://blue.usps.gov>; under "Essential Links" in the left-hand column, click on *PolicyNet*; then click on *Forms*; and then click on the entry for PS Form 2759. (The direct URL for the Postal Service PolicyNet Web site is <http://blue.usps.gov/cpim>, and the direct URL for PS Form 2759 is <http://blue.usps.gov/formmgmt/forms/ps2759.pdf>.)



**Instructions**

1. **Reporting Unit:** Enter the 3-digit alpha code of the reporting facility.
2. **Date of Report:** Enter the date the report is actually made.
3. **2734 Number:** If a pay adjustment is necessary, enter the corresponding serial number from PS Form 2734-A, *Air Transportation Pay and Routing Adjustment, (for domestic mail)* or PS Form 2734-B, *Air Transportation Pay and Routing Adjustment-- International and Military Mail* (for international mail).
4. **Serial Number:** Preprinted form number.
5. **Reporting Employee/Agent:** Enter the last name and first initial of the person initiating the report.
6. **Check One:** Check the appropriate box (Note: if transportation is by air taxi, in addition to checking a box, write the words "Air Taxi" in box 6).
7. **Carrier/Terminal Handler:** Enter the primary carrier's code, plus the terminal handler if applicable.
8. **Scheduled Flight:** Enter the carrier and flight number, and the scheduled leave or arrival date and time of the planned route.
9. **Actual Flight:** Enter the carrier and flight number, and the leave or arrival date and time of the actual route.
10. **Domestic (Except Alaska) Irregularity Codes :** Check applicable boxes.
11. **International/Military Irregularity Codes:** Check applicable boxes.
12. **For Use in Alaska Only:**
  - Carried By:** Failure to unload mail at an enroute stop and to carry it beyond its intended destination.
  - Failure to Unload:** Failure to unload some or all of the mail at the terminal point of flight.
  - Loaded in Error:** To load mail on a flight for which it is not intended.
  - Refusal:** Refusal to accept or transport Priority mail after passengers and baggage and carries freight instead.
  - Removal:** To offload through-mail short of it's destination at an enroute point, for freight, passengers, or baggage.
  - Removed in Error:** Removal of mail at a point other than the destination or transfer point.
  - Failed to Transfer:** Failure to transfer mail within an allowable time or when instructed by postal representatives.
  - Delayed Delivery:** Failure to deliver incoming mail to the destination postal facility within the allowable time.
13. **Details:** For **International**, the Dispatch number is a required field. For **Domestic (excluding Alaska) code B**, the number of trays, flats, sacks, and outsides are required fields. D & R tags must not be removed for Domestic routings unless the mailpiece is going to be repossessed and re-scanned (assigned) through a SWYB device.
14. **Adjudication:** The postal official in charge at an AMC/AMF or other postal facility is responsible for final completion of the Form 2759. A meeting with the local air carrier's representative must be scheduled to discuss contract compliance and performance as they relate to the air transportation of mail.
 

The reviewing official must indicate whether or not it is to be recommended for a penalty assessment by checking the applicable block. If the irregularity is not recommended, indicate the reason. **NOTE: For Domestic, Not Recommended can be used in cases of Federal or State Emergencies.** If "Other" is marked, enter a brief description in section 13.

The reviewing official must sign and date the form and obtain the air carrier representative's signature. If the carrier refuses to sign the form, indicate this by writing "carrier refused to sign" in the signature box. Check the "Issued to Carrier" block once a copy of this form has been sent to the contractor.

PS Form **2759**, July 2003 (Page 2 of 2)

This page intentionally left blank

Appendix J

## **PS Form 2747, Intra-Alaska Payment Claim Worksheet**

An image of PS Form 2747, *Intra-Alaska Payment Claim Worksheet*, appears on the following pages. Use this copy to reproduce forms for local use.



**Instructions**

1. **Carrier Name:** Enter your company name.
2. **Carrier Address:** Enter company mailing address.
3. **Carrier Code:** Enter Route Identification Code assigned to your airline.
4. **Claim Number:** Enter the claim number of the week in dispute. This number is on your weekly Payroll Summary Report. The number consists of your Carrier Code, Postal Fiscal Year, Postal Week, and Type of Service (*Intra-Alaska = 6*).
5. **Service Dates:** Enter beginning and end dates of the claim week.
6. **Type of Claim:**
  - N = Non-Payment.
  - W = Weight Discrepancy.
  - R = Rate Discrepancy.
7. **Serial Number:** Enter serial number of Form 2729 or Form 2734.
8. **Trip Number:** Enter flight number.
9. **Origin Code:** Enter alpha identifier of origin facility (*e.g., ANC = Anchorage*).
10. **Equipment Code:**
  - B = Bush.
  - M = Mainline.
11. **Destination Code:** Enter alpha identifier of destination facility (*e.g., ANC = Anchorage*).
12. **Priority Weight:** Enter priority weight being claimed.
13. **Non-Priority Weight:** Enter non-priority weight being claimed.
14. **Total Weight:** Enter total priority and non-priority weight being claimed.

**NOTE:** Claims for supplemental payment must be supported with a legible copy of Form 2729 or 2734.

This page intentionally left blank

## Appendix K

# Transfer and Delivery Times

The Postal Service has established the following transfer and delivery times for use at hub and bush points in Alaska.

Type of Transfer	Delivery Time and Note (if applicable)
Interline or intraline transfer and delivery times of priority rate service mail from the block time of the transferring air carrier to receipt by the receiving air carrier	60 minutes
Interline or intraline transfer time of non-priority rate service mail from the block time of the transferring air carrier to receipt by the receiving air carrier	120 minutes
Mainline flights arriving at hub points after 5:00 p.m. transfer time to the receiving air carrier	Maximum 60 minutes prior to the receiving air carrier's next scheduled flight departure
Delivery time of priority rate service mail for hub point from scheduled arrival time of the air carrier to receipt at the Post Office	60 minutes
Delivery time of non-priority rate service mail for hub point from scheduled arrival of the air carrier to receipt at the Post Office	120 minutes
Delivery time of mail for hub point from flights arriving after 5:00 p.m. to the secured Post Office dock/vestibule	120 minutes <b>Note:</b> If there is no secured dock/vestibule, delivery must be completed within 60 minutes following the opening of the Post Office the next business day.
Delivery time for hub point bypass mail from the flight's scheduled arrival time to receipt by the addressee	240 minutes <b>Note:</b> A first dispatch of available mail will be made up to 120 minutes prior to flight's scheduled departure time at air carrier's request.
Tender time of close-out mail from hub point Post Office prior to flight's scheduled departure time	60 minutes
Delivery times at bush points	Same as listed for hub points unless otherwise specified by WADN, Denver.

**Transfer Times at Hub Points (in minutes)**

<b>Airport Mail Facility</b>	<b>Mail Due Air Carrier Prior to Departure</b>	<b>Mail Due USPS After Arrival</b>	<b>Interline Field Transfer</b>	<b>Intraline Field Transfer</b>
Hub (priority)	60	60	60	60
Hub (non-priority)	60	120	120	120

**Delivery Times at Destination (in minutes)**

Priority Mail	60
In-House Non-Priority Mail	120
Bypass Mail	240

## Appendix L

# Glossary

This is a glossary of terms used in this document. Forms identified in this handbook are listed in [Appendix E](#).

<b>acceptance point</b>	One of two locations (Anchorage and Fairbanks) where bypass mail is accepted from shippers and tendered to air carriers for transportation.
<b>AMF</b>	Airport mail facility.
<b>BPRA</b>	Bypass Palletized Rate Application.
<b>bush point</b>	A remote Alaska location associated with a geographically related hub point (see <a href="#">Appendix C</a> ).
<b>bush rate</b>	One of the rate classes established by the Department of Transportation for the transportation of intra-Alaska mail. Bush rate mail is distinguished by the size of the aircraft used to transport it — aircraft having a payload capacity up to and including 7,500 pounds. The bush rate class includes multiple rates depending on the bush aircraft classification (Part 121 and Part 135) and landing capabilities (Short Runway Part 121 and Seaplane).
<b>bypass mail</b>	Standard mail that is prepared by an authorized bypass mail shipper and that bypasses Postal Service processing. It is tendered directly to an intra-Alaska air carrier for delivery directly to the addressee under prescribed guidelines and conditions. <b>Note:</b> This definition is unique to the Alaska bypass mail process and should not be confused with “bypass mail” as defined in Publication 32, <i>Glossary of Postal Terms</i> .
<b>bypass order</b>	A shipment of bypass mail that is prepared and entered by an authorized bypass mail shipper at an air carrier’s facility at an authorized acceptance point.
<b>Bypass Palletized Rate Application (BPRA)</b>	For Alaska bypass mail, prices are calculated by dividing the total weight of the shipment by 70 (subject to the maximum weight restriction), rounding that sum to the nearest one hundredth, and multiplying the rounded number by the appropriate Alaska bypass price for the zone to which the parcel is addressed. For example: $\frac{[(\text{Pallet Weight}) - (\text{Pallet Tare Weight})]}{70} = \mathbf{N}$ (rounded to the nearest one hundredth) $\mathbf{N} \text{ multiplied by (Zone Applicable Rate) = Price}$
<b>certificated</b>	A term used to refer to an air carrier awarded a certificate under 49 U.S.C. 41102 or 41103.
<b>composite rate</b>	The rate paid to a bush air carrier for a direct flight from an acceptance point to a bush destination beyond a hub point. A single origin terminal handling is paid at the bush terminal handling rate.
<b>DMM</b>	<i>Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®)</i> .
<b>DOT</b>	United States Department of Transportation.
<b>equalized rates</b>	Rates that apply when an air carrier using bush aircraft elects to equalize to a lower rate in a market or a composite rate.
<b>FAA</b>	Federal Aviation Administration.

<b>GCM</b>	Great circle miles.
<b>great circle statute miles</b>	The shortest or most direct line of air travel between an origin and a destination point.
<b>hub point</b>	An intermediate point for mail transportation between the origin and a final bush destination. Each hub point serves geographically associated bush points. A hub point may also be a final destination.
<b>interline</b>	A reference indicating movement between origin and destination by connecting schedules of two or more air carriers.
<b>intra-Alaska</b>	A term indicating “within the state of Alaska.”
<b>intra-Alaska interlining</b>	The transportation procedure used to route mail from an origin to a hub point with Postal Service routing instructions to the originating air carrier for transfer of mail to a designated bush air carrier for onward movement to a bush destination.
<b>intra-line</b>	A term indicating movement between origin and destination by connecting schedules of the same air carrier.
<b>irregularities</b>	Failures by air carriers or their agents to comply with Postal Service rules, regulations, and requirements related to handling mail transported by aircraft.
<b>Label AK-53</b>	Postal Intra-Alaska Routing Label generated from S-AMS Alaska.
<b>letter of certification</b>	A letter submitted by an air carrier to the Western Area Distribution Networks, Denver (WADN, Denver) containing certain details regarding the substitution of a scheduled aircraft when that substitution affects the rate of pay.
<b>mainline rate</b>	One of the rate classes established by the DOT for the transportation of intra-Alaska mail. Mainline rate mail is distinguished by the size of the aircraft used to transport it — aircraft having a payload capacity over 7,500 pounds.
<b>MTE</b>	Mail transport equipment. MTE is a system of containers (including sacks, pouches, trays, wheeled containers, pallets, etc.) used to contain mail during processing or transportation within or between facilities by the Postal Service, its customers, or contractors.
<b>National Air and Surface System (NASS)</b>	A Postal Service computer application that produces dispatch and labeling information for all mail classes.
<b>non-priority rate service mail</b>	In Alaska, mail transported by the air carrier at a non-priority rate of compensation. It includes bypass mail and Standard Mail® items.
<b>NOP</b>	No-office point — i.e., a location where there is no Postal Service facility or Postal Service personnel.
<b>OAG</b>	The organization that accepts and publishes air carrier schedules in the Official Airline Guide. <b>Note:</b> Both the organization and the guide are often referred to as “OAG.”
<b>offset rule</b>	A regulation concerning non-priority bypass mail volumes flown on direct mainline flights to bush points. This regulation is required by 39 U.S.C. 5402(g)(2)(b).
<b>order</b>	See “bypass order.”
<b>P&amp;DC</b>	Processing and distribution center.
<b>priority rate service mail</b>	In Alaska, mail transported by the air carrier at a priority rate of compensation. It includes Express Mail®, Priority Mail®, and First-Class Mail® items.
<b>RSIA</b>	See “Rural Service Improvement Act of 2002.”

<b>Rural Service Improvement Act of 2002</b>	A statute amending 39 U.S.C. 5402 with respect to the transportation of mail by air in Alaska.
<b>S-AMS Alaska</b>	Surface-Air Management System Alaska. A Postal Service computer application that controls the dispatch and tender of non-priority service rate mail.
<b>St. Louis Accounting Service Center</b>	The Postal Service office responsible for maintaining payroll records and providing compensation to air carriers for services performed.
<b>Western Area Distribution Networks (WADN), Denver</b>	The Postal Service office responsible for overseeing the transportation networks to ensure mail flow efforts, inclusive of all transportation accountability in the Alaska District.

This page intentionally left blank

## Appendix M

# Schedule of Irregularities and Assessments

The following schedule identifies mail handling irregularities and their maximum applicable assessments.

<b>Mail Handling Irregularity</b>	<b>Handbook Reference</b>	<b>Maximum Applicable Assessment</b>
Failure to Load	9-3a	\$6.00 per piece
Failure to Unload	9-3b	\$6.00 per piece
Carried By	9-3c	\$6.00 per piece
Loaded in Error	9-3d	\$6.00 per piece
Removed in Error	9-3e	\$6.00 per piece
Damage to Mail and/or Equipment	9-3f	\$6.00 per piece
Failure to Transfer	9-3g	\$6.00 per piece
Failure to Protect	9-3h	\$6.00 per piece
Delayed Delivery	9-3i	\$6.00 per piece
Refusal or Removal	9-3j	\$1.00 per pound
Failure to Notify — Priority and Non-Priority Rate Service Mail	9-3k	\$25.00 per report
Dropped Pouch	9-3l	\$100.00 per piece*
Other	9-3m	\$100.00 per piece

\* \$100.00 per piece for the first nine pieces, and \$1,000.00 per piece for 10 or more per incident.

This page intentionally left blank