



Commercial Mail Receiving Agency Procedures

AMPC Convention



Customer Standards

- **Complete a PS Form 1583, *Application for Delivery of Mail through Agent***
- **Provide required two identifications**
- **“PMB” (Private Mail Box) or “#” sign must be on mail addressed to your CMRA address**
- **Do not file change of address with Post Office**
- **Forwarded mail requires new postage for six months from termination of Agency Agreement**



CMRA Owner/Manager Requirements

- **Complete a PS Form 1583-A, *Application to Act as Commercial Mail Receiving Agency***
- **Ensure each customer completes and files a form 1583 (except for spouses, minor children, and employees if the customer is a business)**
- **Verify information on Form 1583**
- **Monitor mail for “PMB” or “#” sign**
- **Notify customers when they are not in compliance**
- **Ensure customers complete Box 5 on Form 1583**



1583A Instructions

- **Complete entire application**
- **Provide two identifications**
- **Provide contact address and phone numbers**
- **Sign Form**



1583 Instructions

- **Ensure form is 100% complete**
- **Require two proper identifications**
- **Verify 1583 information**
- **Have customer sign form**
- **CMRA owner/manager signs form**
- **Keep copy / send original to Post Office**
- **Out of State customers (must be notarized)**



Two Identification Requirements

- **Identification presented must be current**
- **Must contain sufficient information to confirm that the applicant is who he or she claims to be and is traceable to the bearer**
- **If the applicant is unable to substantiate their address, the CMRA must deny the application**



Acceptable Identification

- **Valid driver's license or state non-driver's identification card**
- **Armed forces, government, university, or recognized corporate identification card**
- **Passport, alien registration card, or certificate of naturalization**
- **Current lease, mortgage, or deed of trust.**
- **Voter or vehicle registration card**
- **Home or vehicle insurance policy**



CMRA Addressing Standards

Preferred format:

ABC CO.

PMB 234

10 MAIN ST STE 11

HERNDON VA 22071-2716.



CMRA Addressing Standards

Alternate format:

ABC CO.

10 MAIN ST # 234

HERNDON VA 22071-2716.



CMRA Addressing Standards

Exception format:

**JOE DOE
10 MAIN ST STE 11 PMB 234
HERNDON VA 22071-2716**

**Where the CMRA has a secondary address element
(Ex: STE 11) the CMRA customer must use PMB**



Quarterly List Requirements

- **January 15th, April 15th, July 15th, & October 15th**
- **List alphabetically with delivery designation**
- **List new, current, and terminated in last 6 months**
- **Retain 1583s for 6 months after termination**
- **1583s must be available for review**



Mail For Terminated Customers

- **Do NOT file COA with the Post Office**
- **Write termination date on Form 1583**
- **CMRA must forward for 6 months**
- **Requires new postage**
- **CMRA can NOT refuse or return to sender**

- **After 6 months, CMRA must endorse mail as:
“Undeliverable, Commercial Mail Receiving
Agency, No Authorization To Receive Mail For
This Address”**



Mail For Terminated Customers

Returned Re-mailed Mail during 6 Months:

- **Can be returned to Post Office, if:**
 - **It had new postage affixed**
 - **Was mailed to address on indicated on 1583**
- **Only First Class, Priority Mail, Express Mail, accountable mail, & Packages can be returned**
- **Must be returned next day**



Mail For Terminated Customers

- **IF NO Form 1583 is on file, the CMRA returns mail to the Post Office endorsed as follows:**
“Undeliverable, Commercial Mail Receiving Agency, No Authorization To Receive Mail For This Address”
- **Does not include terminated customer within 6 months**
- **Must be return next day**
- **Must have new postage**
- **Must be given to carrier or taken to Post Office**



Abandoned CMRA Procedures

- **Post Service posts notice at CMRA location**
- **Mail held for 10 days**
- **Provides Mover's Guide to CMRA customers**
- **Informs CMRA customers to file COA**
- **After 10 days if NO COA is filed, mail gets returned to sender as "Moved Left No Address"**
- **Mail is forwarded for 30 business days**

The above does NOT apply if CMRA owner has more than one location. The CMRA owner would still be responsible for the mail of discontinued locations.



CMRA Procedures

Questions & Answers