



Mandatory Service Talk

November 2, 2020

All Retail Unit Employees

As we've been discussing over the past few weeks regarding the extraordinary measures, there are circumstances where retail and delivery units will be handling ballots without sending them to a mail processing facility. In those situations, it is critical that the ballots receive a postmark, regardless of the postage payment method.

Consistent with Postal Service policy, **every** election ballot that is not sent to a processing facility must be postmarked or cancelled at the Post Office or local delivery unit, **regardless** of the postage payment method or indicia on the mailpieces. This includes any ballots that are stamped, metered, permitted, Business Reply Mail, Qualified Business Reply Mail, Courtesy Reply Mail, Postage Validation Imprinter (PVI) labeled postage, Self-Service Kiosk (SSK) labeled postage, and any other method of paying postage. Even short paid ballots and ballots without postage must be postmarked (postage collection will happen later).

As we've previously advised, Retail Unit Employees at Post Offices, stations, and branches must accept custody of any ballots presented to them at a Retail Window by a customer. If any such customers ask to have the ballots postmarked, Retail Unit Employees must hand-cancel the ballots. This service is authorized for all mailpieces presented at retail under Postal Service policy, is to be provided free of charge, and is to be provided regardless of the postage-payment indicia on the mailpiece (stamp, meter strip, precanceled stamp, Business Reply Mail, etc.). Retail employees may use the round dater to perform requested postmarks. A zero meter Postage Validation Imprinter (PVI) label is also appropriate if the PVI is from an authorized unit. The date applied should always be the current date that the customer presented the mailpiece; DO NOT "backdate" the postmark.

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