

Exception Request Process

It is the responsibility of the mailer to ensure all mailing requirements and preparation standards are met. However, in the event a mailing does not meet USPS standards, an exception request may be submitted. The information below explains the process to submit an exception request.

NOTE: If the requesting party is the mail preparer/service provider, an additional request from the mail owner must accompany the exception request and be submitted to the serving BME office.

All exception requests must first be submitted to the BME office where the mail is presented/paid for (or BME serving DMU). The Manager BME will decide on the exception request. If the type of exception is outside of their purview, the MBME will send the exception request to the PCSC for a decision. Not all exceptions will be granted. No exceptions will be granted for prices.

The information below must be provided in the exception request:

Date

Dear Manager, BME

I am requesting a one-time exception to the mailing standards pertaining to **(state mailing standard that is not in compliance and use DMM/IMM reference)**:

Include the following information:

1. Why mailing did not meet standard(s)
2. Date of mailing
3. Volume of mailing
4. Class of mailing
5. Processing category
6. Total Postage
7. Permit type
8. Permit number
9. CRID of eDoc submitter
10. MID of mail owner

Explain what steps will be taken to avoid future occurrences.