

231.4 Hand-Back and Mail-Back Service

Postmarks rather than other obliterations should be used to provide the following services whenever they are available:

- a. *Hand-Back Service*
 - (1) When a customer personally presents an addressed or unaddressed envelope, postal card, or other item described in 231.63 to a postal clerk for cancellation with the current day's postmark, the Post Office must postmark the item and return it, or hand it back, to the customer.
 - (2) The envelope, card, or other item does not enter the mailstream. All such materials must bear uncanceled postage at the applicable First-Class rate.
 - (3) This service may be provided for special die hub or regular machine cancellations only when the particular cancellation machine is readily accessible to the postal clerk, and only when providing such service does not interfere with other sales or mail processing operations and does not inconvenience other customers.
 - (4) The Last Day of Sale cancellation will be applied to customers' covers or other items with one or more of the stamps being removed from sale affixed on a hand-back basis only.
- b. *Mail-Back Service*. Mail-back service refers to service for stamp dealers and cover servicers that is authorized by the PFSC and that permits envelopes, cards, or other items submitted for cancellation to be returned in bulk through the mail. Conditions of service are further described in 242. This form of mail-back service must be approved in writing and in advance by the PFSC. Mail-back service is not to be provided for special die hub or regular machine cancellations. Last Day of Sale covers submitted for servicing and return through the mailstream will not be entered into the mails until the date appearing on the cancellation.