

Frequently Asked Questions

Label 139, *Cremated Remains*

Q: What is Label 139, *Cremated Remains*?

A: Label 139, *Cremated Remains* is a non-trackable label that will be added to shipments to identify them as containing cremated remains.

Q: Why is the Postal Service introducing this label?

A: Cremated remains are not currently identifiable in the mail stream. If a package containing cremated remains is unable to be located it can cause negative customer experiences and generate unfavorable publicity for the Postal Service.

Q: Is this label required?

A: The label will not be required but it is highly recommended to increase visibility during USPS processing and transportation.

Q: Which classes of mail will this label be applied to?

A: Cremated remains are only mailable using Priority Mail Express and Registered Mail [Priority Mail (excluding Critical Mail), First-Class Package Service or First-Class Mail Parcels].

Q: How does the Sales and Service Associate (SSA) know when to apply Label 139, *Cremated Remains*?

A: When the customer discloses the shipment contains cremated remains.

Q: When will the label be applied?

A: When the shipment is disclosed by the customer at the USPS retail counter as containing cremated remains, the SSA will apply Label 139. The label will be retained behind the retail counter and should not be stocked in customer self-service areas in the Post Office lobby. The label will also be available for customers through the Postal Store at usps.com, allowing customers to apply labels prior to USPS acceptance.

Q: How do Post Offices order Label 139, *Cremated Remains*?

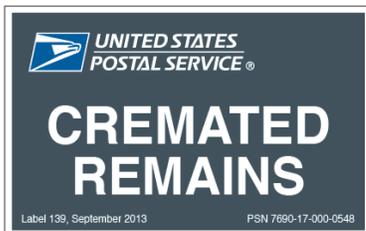
A: An initial shipment will be mailed to Post Offices during the week of August 26, 2013, and labels may be used immediately upon receipt. Future label orders are placed through eBuy2.

Q: Where should the label be placed on the shipment?

A: Address side of the mailpiece, adjacent to the shipping address.

Q: What does Label 139, *Cremated Remains* look like?

A:



Dimensions: 3.000" x 1.857"

Color: 432 Gray & 294 Blue