

# Postal Operations Manual — Contents

---

POM Issue 9, July 2002

Updated With Postal Bulletin Revisions Through October 31, 2002

**UPDATE NOTICE**

**TRANSMITTAL LETTER**

**SUMMARY OF CHANGES**

**CONTENTS**

---

**1. Retail Management**

**2. Philately**

**3. Collection Service —  
National Service Standards**

**4. Mail Processing  
Procedures**

**5. Mail Transportation**

**6. Delivery Services**

**7. Postal Vehicle Service**

**8. Special Services**

**INDEXES**

**FORMS INDEX**

**DOCUMENT INDEX**