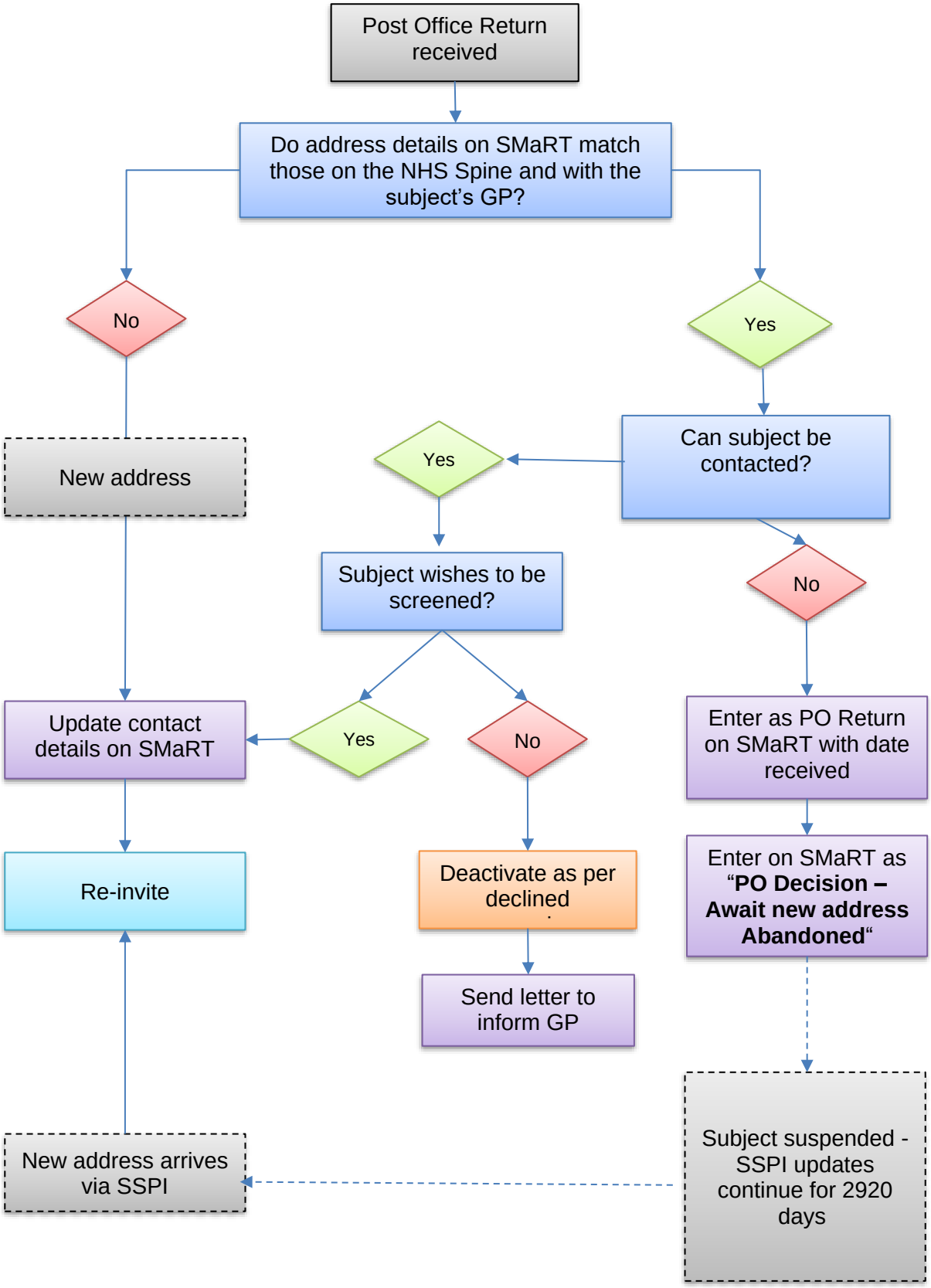Appendix D: Post office return procedure