



UNITED STATES POSTAL INSPECTION SERVICE

DENVER DIVISION

October 2007

U. S. POSTAL INSPECTION SERVICE

ONE CALL DOES IT ALL 1-877-USMAIL5

USPS employees and customers nationwide can now dial one toll-free number for the Postal Inspection Service. Callers can reach the appropriate Inspection Service office by dialing 1-877-876-2455 (1-877-USMAIL5) and selecting from these options:

- 1 Mail service issues (routed to USPS Call Center)
- 2 Emergency situations (emergency assistance 24/7)
- 3 Mail theft or identity theft issues (routed to USPS Call Center)
- 4 Mail fraud issues (routed to Chicago Investigative Service Center)
- 5 Postal Inspection Service customer support

Callers selecting Option 2 or 5 will be prompted for a ZIP Code. This ZIP Code is used to route the caller to the division office that covers that ZIP Code area. Emergency calls after-hours, weekends and holidays are routed to the Inspection Service National Law Enforcement Command Center (NLECC).

Please provide this information to your employees so that emergency and customer calls can be promptly and appropriately routed. Wallet cards and phone labels are also being provided for easy reference. Thank you for your attention to this important matter.

Shawn S. Tiller
Inspector in Charge

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FAX: 303-313-5351