

## Oops - Wrong Choice

Some postal patrons are confused when purchasing postage labels from the Automated Postal Centers (ie: APC - now also known as “Self-Service Ship & Mail Centers), especially when attempting to purchase postage for regular letter-size mail.

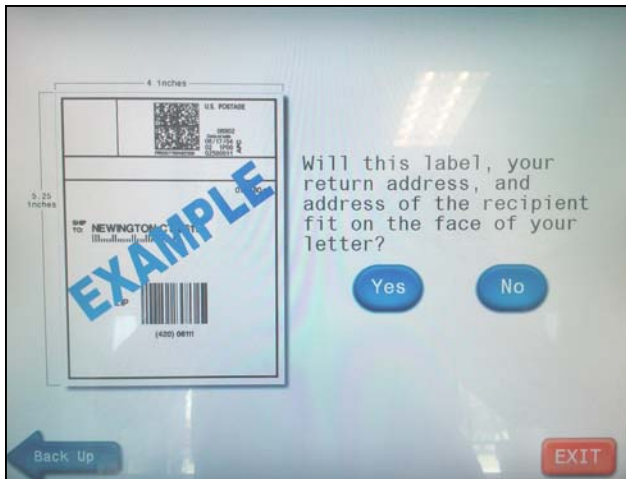
Inadvertently the customer prints out a large label, which is used primarily for package mail or larger envelopes.

In this case, the postal patron realized that the label was too large for the envelope (note the weight of only 0.40 ounces) and tore off the indicia portion and stuck that to the mail piece.

The remnant you see here was found on the floor near the kiosk.

So why does this problem occur?

The reason is the way the screen on the kiosk prompts the user:



... Perhaps the postal patron should see a screen such as this:

