Official Order of the Texas Commissioner of Insurance

Date: 05/12/2023

Subject Considered:

Byron Anthony Johnson

Wesley Chapel, Florida 33544

Default Order SOAH Docket No. 454-23-16640 TDI Enforcement File No. 27712

General remarks and official action taken:

This is a default order taken against Byron Anthony Johnson (Respondent) because he has: engaged in fraudulent and dishonest acts or practices; engaged in an unfair method of competition or an unfair or deceptive act or practice in the business of insurance; uses a false, misleading, confusing, or deceptive insurance advertisement; failed to identify the person or entity responsible for that advertisement; and, he is not appointed with the insurers he claims that he has authority to act for and has been advertising and soliciting using those insurers' names for more than 30 days. Respondent did not respond to a Notice of Hearing filed by the Texas Department of Insurance. This order revokes Respondent's license and orders Respondent to cease and desist from advertising to Texas residents through the website.

The following findings of fact and conclusions of law are adopted:

Findings of Fact

Failure to Respond to Notice of Hearing

1. On April 14, 2023, the department filed a Notice of Hearing, attached as Exhibit A, and an Original Petition, attached as Exhibit B, with the State Office of Administrative Hearings.

- 2. The department's factual allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order as findings of fact.
- 3. The department sent the Notice of Hearing and Original Petition to Respondent's last known address provided in writing to the department, were also sent by electronic mail and to an additional address associated with Respondent, Tampa, Florida 33612.
- 4. Respondent failed to file a written response to the Notice of Hearing within 20 days of the date the Notice of Hearing and Original Petition were mailed.

Conclusions of Law

- 1. The commissioner has jurisdiction pursuant to Texas law, including TEX. INS. CODE §§ 82.051-82.055, 84.021-84.044, 4001.002, 4005.101, 4005.102, 4051.051, and 4054.051; and TEX. GOV'T CODE §§ 2001.051-2001.178.
- 2. The commissioner has authority to dispose of this case informally pursuant to TEX. GOV'T CODE § 2001.056; TEX. INS. CODE § 82.055; and 28 TEX. ADMIN. CODE §§ 1.47, 1.88, and 1.89.
- 3. The department provided proper notice of the hearing pursuant to TEX. GOV'T CODE §§ 2001.051, 2001.052, and 2001.054; and 28 TEX. ADMIN. CODE §§ 1.28, 1.88, 1.89, and 19.906.
- 4. Based on Respondent's failure to file a written response to the Notice of Hearing, the department is entitled to disposition by default pursuant to 28 TEX. ADMIN. CODE §§ 1.88 and 1.89.
- 5. The department's factual and legal allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order and deemed admitted as true pursuant to 28 TEX. ADMIN. CODE § 1.89.

Commissioner's Order Byron Anthony Johnson SOAH Docket No. 454-23-16640 Page 3 of 5

Order

It is ordered that any licenses held by Byron Anthony Johnson are revoked.

It is further ordered that Byron Anthony Johnson cease and desist from advertising to Texas residents through the website,

A copy of this order will be provided to law enforcement or other appropriate administrative agencies for further investigation as may be warranted.

DocuSigned by: Anow

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Cassie Brown Commissioner of Insurance

Prepared and reviewed by:

A Value

Anna Kalapach, Staff Attorney Enforcement

Commissioner's Order Byron Anthony Johnson SOAH Docket No. 454-23-16640 Page 4 of 5

Affidavit

STATE OF TEXAS	§
	§
COUNTY OF TRAVIS	§

Before me, the undersigned authority, personally appeared David Moreno, who, being by me duly sworn, deposed as follows:

"My name is David Moreno and I am employed by the Texas Department of Insurance. I am of sound mind, capable of making this affidavit, and have personal knowledge of these facts which are true and correct.

I have reviewed TDI's records concerning Byron Anthony Johnson. I have confirmed that:

- a. The last mailing address provided to the department in writing by Byron Anthony Johnson is , Wesley Chapel, Florida 33544.
- b. The file maintained by Enforcement contains a Notice of Hearing dated April 14, 2023, and an Original Petition dated April 11, 2023, which were filed together with the State Office of Administrative Hearings on April 14, 2023.
- C. On April 14, 2023, the Notice of Hearing and Original Petition addressed to Byron Anthony Johnson were mailed first-class and certified, return receipt requested, to his last known address and an additional address, , Tampa, Florida 33612.

A copy of the certified mail log and first class mail log maintained by Enforcement are attached as Exhibit C and D, respectively."

DocuSigned by: David Morens -6956EE0E60994AA...

Affiant

Commissioner's Order Byron Anthony Johnson SOAH Docket No. 454-23-16640 Page 5 of 5

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on $\frac{4/27/2023}{2023}$. This notarial act was an online notarization.

Notary Seal



Digital Certificate

DocuSigned by: Mary Ruiz -795DC4D59167489.

Notary Public State of Texas

FILED 454-23-16640 4/14/2023 10:19 AM STATE OFFICE OF ADMINISTRATIVE HEARINGS Pegah Nasrollahzadeh, CLERK

SOAH DOCKET NO. 454-23-16640 TDI ENFORCEMENT FILE NO. 27712 ACCEPTED 454-23-16640 4/14/2023 10:21:06 am STATE OFFICE OF ADMINISTRATIVE HEARINGS Pegah Nasrollahzadeh, CLERK

TEXAS DEPARTMENT	OF	INSURANCE,
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BEFORE THE STATE OFFICE

Petitioner

v.

OF

BYRON ANTHONY JOHNSON,

Respondent

ADMINISTRATIVE HEARINGS

NOTICE OF HEARING

The Texas Department of Insurance seeks to take disciplinary action against you. This Notice of Hearing and the Original Petition, which is attached and incorporated for all purposes, states the allegations against you and the relief sought by the Department.

A public hearing will be held before an Administrative Law Judge on **Tuesday**, **October 17**, **2023**, **at 9:00 a.m.** The hearing will take place via videoconference using a videoconference platform controlled by the State Office of Administrative Hearings, unless otherwise ordered to proceed in another manner by the Administrative Law Judge.

The hearing shall be conducted under TEX. GOV'T CODE, ch. 2001 and 1 TEX. ADMIN. CODE, ch. 155. Unless otherwise directed by the Administrative Law Judge, the hearing shall continue from day to day in the offices of the State Office of Administrative Hearings until concluded. You have the right to appear at this hearing and to be represented by an attorney.

Parties that are not represented by an attorney may obtain information regarding contested case hearings on the public website of the State Office of Administrative Hearings at www.soah.texas.gov, or in printed format upon request to SOAH.

YOU MUST FILE A WRITTEN RESPONSE TO THE NOTICE OF HEARING WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS WITHIN 20 DAYS OF THE DATE THE NOTICE OF HEARING WAS MAILED. FAILURE TO FILE A WRITTEN RESPONSE BY THIS DEADLINE SHALL ENTITLE TDI TO SEEK DISPOSITION BY DEFAULT UNDER 1 TEX. ADMIN. CODE § 155.501 AND 28 TEX. ADMIN. CODE §§ 1.88 AND 1.89.

EXHIBIT	
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Notice of Hearing Byron Anthony Johnson SOAH Docket No. 454-23-16640 Page 2 of 5

IF YOU FAIL TO FILE A WRITTEN RESPONSE, THE SCHEDULED HEARING CAN BE CANCELED AND WITHOUT FURTHER NOTICE TO YOU THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING REVOCATION OF YOUR LICENSE, IMPOSITION OF ADMINISTRATIVE PENALTIES, AND/OR ISSUANCE OF A CEASE AND DESIST ORDER, IS GRANTED BY DEFAULT.

IF YOU FILE A WRITTEN RESPONSE BUT THEN FAIL TO APPEAR ON THE DAY AND TIME SET FOR HEARING, WITHOUT FURTHER NOTICE TO YOU, THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING REVOCATION OF YOUR LICENSE, IMPOSITION OF ADMINISTRATIVE PENALTIES, AND/OR ISSUANCE OF A CEASE AND DESIST ORDER, IS GRANTED BY DEFAULT.

In accord with 28 TEX. ADMIN. CODE § 1.90(e) and 1 TEX. ADMIN. CODE §§ 155.101 and 155.103, you should send copies of your written response to:

- (1) (by mail, fax, or electronically) Docketing Division
 State Office of Administrative Hearings 300 West 15th Street, Room 504
 P.O. Box 13025
 Austin, Texas 78711-3025
 (512) 322-2061 (Fax); www.soah.texas.gov
- (2) (by mail, fax, or email) Chief Clerk Texas Department of Insurance P.O. Box 12030, MC GC-CCO Austin, Texas 78711-2030 (512) 490-1064 (Fax) chiefclerk@tdi.texas.gov; and
- (3) (*by mail, fax, or email*) Anna Kalapach, Staff Attorney

Notice of Hearing Byron Anthony Johnson SOAH Docket No. 454-23-16640 Page 3 of 5

> Texas Department of Insurance Enforcement, MC ENF P.O. Box 12030 Austin, Texas 78711-2030 (512) 490-1020 (Fax) anna.kalapach@tdi.texas.gov

Receiving Documents Electronically and Filing Documents with SOAH

The State Office of Administrative Hearings (SOAH) offers you the ability to electronically receive orders and other documents issued by SOAH by email instead of by mail. If you want to receive SOAH-issued documents by email, follow the instructions on SOAH's website: www.soah.texas.gov.

A request to receive SOAH-issued documents by email does <u>not</u> change the procedures you must follow to file documents or exhibits with SOAH. Instructions on how to file documents and exhibits are on SOAH's website. SOAH's website also includes guidance for representing yourself.

Important Security Notice (for In-Person Hearings ONLY)

ALL VISITORS TO THE WILLIAM P. CLEMENTS BUILDING WITHOUT AN AGENCY OR DPS ISSUED ID CARD MUST PROVIDE THE BUILDING SECURITY OFFICER WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS DOCKET NUMBER AND RECEIVE A VISITOR'S PASS IN ORDER TO BE ALLOWED ACCESS TO THE HEARING ROOM. INDIVIDUALS SHOULD ALLOW ADDITIONAL TIME TO GO THROUGH THE SECURITY PROCESS.

Notice of Hearing Byron Anthony Johnson SOAH Docket No. 454-23-16640 Page 4 of 5

If you have any questions, please contact me at the address or telephone number shown below.

Respectfully Submitted,

A Value

Anna Kalapach State Bar No. 24083290 Texas Department of Insurance Enforcement, MC ENF P.O. Box 12030 Austin, Texas 78711-2030 (512) 676-6326 (Direct) (512) 490-1020 (Fax) anna.kalapach@tdi.texas.gov

ATTORNEY FOR THE PETITIONER TEXAS DEPARTMENT OF INSURANCE

Enclosure: Original Petition

cc: Leah Gillum, Deputy Commissioner, Fraud and Enforcement Division, MC ENF Rachel Cloyd, Litigation Director, Enforcement, MC ENF Administrative Review, MC CO-AAL

Notice of Hearing Byron Anthony Johnson SOAH Docket No. 454-23-16640 Page 5 of 5

CERTIFICATE OF SERVICE

I, Anna Kalapach, certify that a true and correct copy of the *Notice of Hearing and the Original Petition* were sent by the following methods, on this 14th day of April, 2023 to:

Byron Anthony Johnson

Wesley Chapel, FL 33544 Respondent Pro Se

Byron Anthony Johnson

Tampa, FL 33612

Via First Class Mail Via CM/RRR No.: 9214 8901 9403 8310 9292 60 Via Email to:

Via Fax to:

Via First Class Mail Via CM/RRR No.: 9214 8901 9403 8310 9293 76

A Kalipe

Anna Kalapach

SOAH DOCKET No. 454-23-16640

FILED 454-23-16640 4/11/2023 4:58 PM STATE OFFICE OF ADMINISTRATIVE HEARINGS Carol Hale, CLERK

SOAH DOCKET NO. 454-_____ TDI ENFORCEMENT FILE NO. 27712

TEXAS DEPARTMENT OF INSURANCE,

BEFORE THE STATE OFFICE ACCEPTED

Petitioner

v.

4/11/2023 5:04:09 pm STATE OFFICE OF ADMINISTRATIVE HEARINGS

454-23-16640

Carol Hale, CLERK

OF

BYRON ANTHONY JOHNSON,

Respondent

ADMINISTRATIVE HEARINGS

ORIGINAL PETITION

The Texas Department of Insurance seeks to take disciplinary action against Byron Anthony Johnson. In support of this petition, the department makes the following allegations upon information and belief:

Jurisdiction

The Commissioner of Insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051-82.055, 84.021-84.044, 4001.002, 4005.101, 4005.102, 4051.051, and 4054.051; and TEX. GOV'T CODE §§ 2001.051-2001.178.

Factual Allegations

- 1. Byron Anthony Johnson (Johnson), individual identification number 1824524, holds a non-resident general lines agent license with a property and casualty qualification issued by the department on October 8, 2017.
- 2. The department issued a life, accident, and HMO qualification to Johnson on February 25, 2021.
- 3. Johnson has a Texas non-resident license because he lives in Florida.

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False, Misleading, and Deceptive Insurance Advertising

- 4. On July 28, 2021, Johnson informed TDI that he uses the website (hereafter, the Obamacare website) to advertise and solicit business for his services as an insurance agent in Texas.
- 5. Upon information and belief, Johnson owns, controls, and dictates the content of the Obamacare website.
- 6. The Obamacare website is active, fully operational, and viewable by citizens of Texas and other states. It currently offers Texas consumers quotes for health insurance plans and tells consumers to "fill out the form to get your instant free quote."
- 7. On the Obamacare website, Johnson does not identify any licensed agent or agency's name, assumed name, or license number anywhere.
- 8. The Obamacare website purports to be or gives an impression that it is a government website, a government-sponsored website, or a government-operated website, when it is none of those things. The symbols and phrases the Obamacare website displays and uses to mislead and deceive consumers include:
 - a. The seal of the U.S. House of Representatives on the "Contact Us" subpage;
 - b. A red, white, and blue symbol associated with President Barack Obama's 2008 presidential campaign, generally known as the "Obama logo" in numerous locations on the website;
 - c. The phrase "Obamacare ACA" as the title of the website on its homepage; and,
 - d. A subpage on the website is entitled "Obamacare Health Insurance" showing a photograph of former President Barack Obama, and also generally describes the Patient Protection and Affordable Care Act (or ACA).
- 9. The Obamacare website also purports to operate as a non-profit, charitable organization under the federal Internal Revenue Code section 501(c)(3) because its domain name ends with ".org". This too is misleading and deceiving to Texas consumers because Johnson is controlling the Obamacare website and he is not a

non-profit, charitable organization. In fact, Johnson seeks to earn commissions by quoting and then selling insurance products to Texas residents through the Obamacare website, and to indeed, make a profit.

10. Johnson's operation of the Obamacare website is false, deceptive, and misleading to Texas consumers.

Lack of Appointments

- 11. On information and belief, the Obamacare website has been in existence since at least July 2021.
- 12. Since that time, Johnson has improperly advertised to Texas consumers through the Obamacare website that he may quote policies for insurers with whom he is not appointed, specifically Assurant, Humana, Blue Cross and Blue Shield, and UnitedHealthcare.
- 13. Johnson has never been appointed with Assurant, Humana, or Blue Cross and Blue Shield in Texas, and has never been authorized to hold himself out as able to act on behalf of Assurant, Humana, or Blue Cross and Blue Shield.
- 14. Moreover, Johnson was only appointed by an affiliated group of eight UnitedHealthcare insurers for a period of 11 months from January 4, 2022, until those appointments were canceled on November 28, 2022. He did not hold those appointments at all in 2021, the last month of 2022, or at any time during 2023. Johnson was and is not authorized to hold himself out as able to act on behalf of those UnitedHealthcare insurers, except during the 11 months he was indeed appointed with those insurers.
- 15. Johnson's past and present representations that he can quote policies for all of these insurers has been and is false, deceptive, and misleading.

Refusal to Comply

16. On March 9, 2023, TDI sent Johnson a Notice of Intent to Institute Disciplinary Action as contemplated in TEX. GOV'T CODE § 2001.054(c), which described TDI's allegations and requested that he voluntarily come into compliance with the Texas Insurance Code and Texas Administrative Code by either:

- a. removing the Obamacare website from the internet;
- b. clearly and conspicuously disclosing on the website that quotes and insurance services are not available to Texas residents; or
- c. revising the website by changing the domain name, stating the full licensed name of the agency or agents responsible for the website, and removing all references to insurance companies with which the responsible agent or agency is not appointed.
- 17. On March 22, 2023, Johnson responded to TDI and refused to change any part of the Obamacare website or remove it from the internet.

Legal Allegations

- 1. Johnson has engaged and is engaging in fraudulent or dishonest acts or practices, in violation of TEX. INS. CODE § 4005.101(b)(5).
- 2. Johnson has engaged and is engaging in an unfair method of competition or an unfair or deceptive act or practice in the business of insurance in violation of TEX. INS. CODE § 541.003 and 541.052, by making, publishing, disseminating, circulating, or placing before the public an advertisement, announcement, or statement containing an untrue, deceptive, or misleading assertion, representation, or statement regarding the business of insurance.
- 3. Johnson uses an insurance advertisement that is not truthful and is misleading either in fact or in implication, in violation of 28 TEX. ADMIN. CODE § 21.103(a).
- 4. Johnson uses an insurance advertisement which because of words, phrases, statements, or illustrations therein or information omitted therefrom, has the capacity and tendency to mislead or deceive purchasers or prospective purchasers, in violation of 28 TEX. ADMIN. CODE § 21.103(d).
- 5. Johnson fails to identify the person or entity responsible for the insurance advertisement, in violation of 28 TEX. ADMIN. CODE § 21.104(a).

- 6. Johnson's insurance advertisement used a combination of words or symbols which by their phraseology, shape, color, or other characteristics are so similar to combinations of words, symbols, or physical material normally or usually used by agencies of the federal government or of this state, or that otherwise appear to be of such a nature that the advertisement or solicitation has the capacity or tendency to confuse or mislead prospective insureds into believing that such advertisement or solicitation is connected with an agency of the municipal, state, or federal government, in violation of 28 TEX. ADMIN. CODE §§ 21.103 and 21.104(c).
- 7. Johnson uses a trade name, name of the parent company of the insurer, or symbol of an insurer without disclosing the name of the actual insurer which has the capacity and tendency to mislead or deceive a prospective purchaser as to the true identity of the insurer, or its relation with public or private institutions, in violation of 28 TEX. ADMIN. CODE § 21.104(b).
- 8. Johnson is not appointed with the insurers he claims that he has authority to act for, and has been advertising and soliciting using those insurers' names for more than 30 days, in violation of TEX. INS. CODE §§ 4001.051(b)(3) and 4001.201-4001.202.

Relief Sought

If one or more of the above allegations is found to be true, the department asks the Administrative Law Judge to enter a Proposal for Decision recommending that the Commissioner of Insurance issue an order:

- 1. revoking Byron Anthony Johnson's license;
- 2. ordering Byron Anthony Johnson to cease and desist from advertising to Texas residents through ;
- 3. directing Byron Anthony Johnson to pay an administrative penalty of up to \$25,000 per violation, under TEX. INS. CODE §§ 84.021 84.022; and
- 4. imposing any other just and appropriate relief to which the department may be entitled to by law, including any combination of the above actions.

Original Petition Byron Anthony Johnson Page 6 of 6

Respectfully Submitted,

A Value

Anna Kalapach State Bar No. 24083290 Texas Department of Insurance Enforcement, MC ENF P.O. Box 12030 Austin, Texas 78711-2030 (512) 676-6326 (Direct) (512) 490-1020 (Fax) anna.kalapach@tdi.texas.gov ATTORNEY FOR THE PETITIONER TEXAS DEPARTMENT OF INSURANCE

Automated Certificate of eService

This automated certificate of service was created by the efiling system. The filer served this document via email generated by the efiling system on the date and to the persons listed below. The rules governing certificates of service have not changed. Filers must still provide a certificate of service that complies with all applicable rules.

Mary Ruiz on behalf of Anna Kalapach Bar No. 24083290 Enforcementgeneral@tdi.texas.gov Envelope ID: 74544646 Filing Code Description: Request to Docket Filing Description: Docket Request Status as of 4/11/2023 5:06 PM CST

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	4/11/2023 4:58:03 PM	SENT

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Anna Kalapach		Anna.Kalapach@tdi.texas.gov	4/11/2023 4:58:03 PM	SENT
Rachel Cloyd		Rachel.Cloyd@tdi.texas.gov	4/11/2023 4:58:03 PM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	4/11/2023 4:58:03 PM	SENT

Associated Case Party: BYRON ANTHONY JOHNSON

Name	BarNumber	Email	TimestampSubmitted	Status
BYRON ANTHONY JOHNSON			4/11/2023 4:58:03 PM	SENT

Automated Certificate of eService

This automated certificate of service was created by the efiling system. The filer served this document via email generated by the efiling system on the date and to the persons listed below. The rules governing certificates of service have not changed. Filers must still provide a certificate of service that complies with all applicable rules.

Mary Ruiz on behalf of Anna Kalapach Bar No. 24083290 Enforcementgeneral@tdi.texas.gov Envelope ID: 74648146 Filing Code Description: Notice of Hearing Filing Description: Notice of Hearing_Original Petition Status as of 4/14/2023 10:22 AM CST

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Rachel Cloyd		Rachel.Cloyd@tdi.texas.gov	4/14/2023 10:19:56 AM	SENT
Anna Kalapach		Anna.Kalapach@tdi.texas.gov	4/14/2023 10:19:56 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	4/14/2023 10:19:56 AM	SENT
Leah Gillum		Leah.Gillum@tdi.texas.gov	4/14/2023 10:19:56 AM	SENT
Catarina Tapia		Catarina.Tapia@tdi.texas.gov	4/14/2023 10:19:56 AM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	4/14/2023 10:19:56 AM	SENT

Associated Case Party: BYRON ANTHONY JOHNSON

Name	BarNumber	Email	TimestampSubmitted	Status
BYRON ANTHONY JOHNSON			4/14/2023 10:19:56 AM	SENT

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Name and Address of Sender MC ENF M RUIZ TEXAS DEPARTMENT OF INSURANCE 1601 CONGRESS AVENUE, SUITE 6 900 AUSTIN TX 78711 F M F	USPS Tracking/Article Number	9214 8901 9403 8310 9292 60 Δ N N Δ / 7 7 7 1 2	2 9214 8901 9403 8310 9233 76		E)	с	10111213141516	23456 CLAPTOL STATION APR 2023	I I I I I I I I I I I I I I I I I I I

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Note to Mailer: The labels and volume associated to this form online, must match the labeled packages being presented to the USPS® employee with this form.

Shipment Confirmation Acceptance Notice

Shipment Date: 04/14/2023

Shipped From:

Name: MC ENF M RUIZ

Address: 1601 CONGRESS AVENUE SUITE 6 900

City: AUSTIN

State: TX ZIP+4® 78711

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Priority Mail®	0			
First-Class Package Service®				
Returns				
International*				
Other	2			
Total	2			

*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

B. USPS Action

Note to RSS Clerk:

- Home screen > Mailing/Shipping > More 1. 2. 3. 4.
- Select Shipment Confirm Scan or enter the barcode/label number from PS Form 5630 Confirm the volume count message by selecting Yes or No Select Pay and End Visit to complete transaction
- 5.

USPS EMPLOYEE: Please scan upon pickup or receipt of mail. Leave form with customer or in customer's mail receptacle.



PS Form 5630, September 2016 PSN 7530-08-000-4335

