



# QSLing 101

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QSL Manager for HC8N/HC8L/9V1YC

And many MDXA Operations

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# Topics

- The Basics
  - Your Card
  - Following Operator instructions
  - Sources of QSL route information
- Using the Bureau System
- Direct QSLing
  - Envelope Etiquette
  - IRCs and IRCs vs Greenstamps
- W5UE QSL Manager Stats
- Special Tips for QSLing via a Manager
- Alternatives to Traditional QSL Methods
- References

# Your Card

- Successful QSLing starts with the QSO and good logging practices
  - Verify clocks regularly (including UTC/local offset in logging programs)
  - Log carefully/completely
  - Log promptly
- Have your callsign printed on both sides of your QSL card
  - Don't use unusual fonts, especially on the QSO data side
  - Avoid uncomplimentary color combinations
- Print QSO data legibly
  - Suggest DD/MMM/YY (03-Apr-08) date format, include a legend
  - Use UTC time
    - **NEVER, NEVER, NEVER** send a card with QSO data in local time!!!!
    - You would be **SURPRISED** just how many I receive like this every month
  - Use printed labels if possible
  - List multiple QSOs in chronological order
  - Neatness counts
    - Avoid smudges, test any ink pens or rubber stamps you may use
    - Don't cross out mistakes, start over with a new card
    - A card with a cross out or bad smudge is not valid for award credit in most cases

# Follow Operator Directions for QSLing

- You work HC8N
  - Operator says: QSL via W5UE
    - You send your card to W5UE direct with SASE (more on using managers later)
    - You send your card to the Outgoing ARRL Bureau identifying W5UE as the manager on the card
- You work C6A/W5UE
  - Operator says: QSL via home call (HC in CW)
    - You send your card to W5UE direct with SASE
- You work IK1SPE
  - Operator says: QSL via bureau (buro in CW)
    - You send your card to Outgoing ARRL QSL bureau or Italian bureau
  - Operator says: QSL via Call Book Address (CBA in CW)
    - You send your card to his home address (QRZ.COM/Buckmaster, etc) with SAE + IRC or Greenstamps (US Dollars)

# What if you don't get QSL instructions?

- Methods of finding a QSL Route
  - The Internet
    - QRZ.COM – Pathfinder – GoList – Many, many others (see Ref Page for links)
  - DX Bulletins
    - Ohio/Penn DX Bulletin – 425 DX News – ARRL DX Bulletin – Daily DX (see Ref Page for links)
  - Packet Cluster
    - “sh/qsl dxcall”
  - Local Club Repeater
    - Ask a DXer
  - Local Club Email Reflector
    - Ask a BUNCH of DXers!!!

**Check SEVERAL sources.... Compare notes with a friend**

# ARRL QSL Bureau System

- Outgoing Bureau
  - The ARRL QSL Service cannot be used to exchange QSL cards within the 48 contiguous states (DX Station with US Manager OK)
  - Presort your DX QSL's alphabetically by parent call-sign prefix
  - **DO NOT** separate the country prefixes by use of paper clips, rubber bands, slips of paper or envelopes
  - Open to ARRL Members ONLY – Include proof of membership
  - Cards are bundled and bulk shipped to foreign bureaus by ARRL staff
  - Fee Based - \$5 per half-pound (~75 cards) - 10 cards or fewer costs \$1.50. 11 to 20 cards are \$2.50. 21 to Thirty 30 cards are \$3.75
  - Recommended dimension of your card - Height = 2-3/4 to 4-1/4 in, Width = 4-3/4 to 6-1/4 in
  - Not all DXCC entities are served by the Outgoing bureau – Check the ARRL Outgoing Bureau page for a list and full details

# ARRL QSL Bureau System

- Incoming Bureau
  - ARRL Incoming DX QSL Bureau System is made up of numerous call-area bureaus that act as central clearing houses for QSL cards arriving from foreign countries
  - **Volunteers** staff these "incoming" bureaus
  - The service is free; ARRL membership is **not** required
  - Your Incoming Bureau is determined by the number in your call. i.e. K2FF is served by the W2 Bureau no matter where he lives, W5UE is served by the W5 Bureau no matter where he lives
  - Send a 5 x 7-1/2 or 6 x 9 inch self-addressed, stamped envelope (SASE) or money credit where applicable to the bureau serving your call-sign district
  - Neatly print your call-sign in the upper left corner of the envelope
  - The W5 Incoming Bureau maintains a great web page where you can check the status of envelopes/cards you have on hand

# Envelope Etiquette

- Print recipient's address clearly and accurately on envelope
  - If going outside US, print country in English at the bottom of the envelope
  - See references for USPS guidelines on international mail addressing
- Use return envelopes with “peel and stick” seal flap
- Leave small unsealed opening at each corner of envelope
- Print your address **CLEARLY** on your return envelope
- Print a return address on your return envelope
  - Either station sending to or your return address
- Avoid folding your return envelope in the sending envelope
  - If you must fold, **NEVER** put the folded part facing the top
  - Consider “nested” envelopes from William Plum (see references)
- **DO NOT** place your card inside of your return envelope
- For US to US mailings
  - Place proper postage (in proper location) on your return envelope
  - Be wary of pending postage increases, include sufficient postage to cover (Forever Stamp)



# IRCs



CN 01

**COUPON-RÉPONSE INTERNATIONAL**

Ce coupon est échangeable dans tous les pays de l'Union postale universelle contre l'affranchissement minimal d'un envoi prioritaire ordinaire ou d'une lettre-avion ordinaire expédié à l'étranger.

A échanger jusqu'au 31.12.2009

UNION POSTALE UNIVERSELLE

Empreinte de contrôle du pays d'origine (facultative)

JP 7-12-13

150 円

Japon

Le timbre-poste, vecteur de communication

Empreinte du bureau qui effectue l'échange

Ne pas apposer l'empreinte du timbre à date hors de ce cadre

**Only Valid until 31 Dec 2009**

CN 01

**UNION POSTALE UNIVERSELLE**

Le timbre-poste, vecteur d'échange

UNIS contre le CHANGEMENT CLIMATIQUE

Empreinte de contrôle du pays d'origine (facultative)

Grèce

**COUPON-RÉPONSE INTERNATIONAL**

Ce coupon est échangeable dans tous les pays de l'Union postale universelle contre l'affranchissement minimal d'un envoi prioritaire ordinaire ou d'une lettre-avion ordinaire expédié à l'étranger.

A échanger jusqu'au 31.12.2013

Empreinte du bureau qui effectue l'échange

Ne pas apposer l'empreinte du timbre à date hors de ce cadre

**Valid until 31 Dec 2013**

CN 01

**COUPON-RÉPONSE INTERNATIONAL**

Ce coupon est échangeable dans tous les pays de l'Union postale universelle contre l'affranchissement minimal d'un envoi prioritaire ordinaire ou d'une lettre-avion ordinaire expédié à l'étranger.

A échanger jusqu'au 31.12.2009

UNION POSTALE UNIVERSELLE

Empreinte de contrôle du pays d'origine (facultative)

29-5-06-10

PHILATÉLIE CH

Suisse

La lettre — une voie vers l'alphabétisation

Empreinte du bureau qui effectue l'échange

Ne pas apposer l'empreinte du timbre à date hors de ce cadre



CN 01

**UNION POSTALE UNIVERSELLE**

**COUPON-RÉPONSE INTERNATIONAL** (ancien C 22)

Ce coupon est échangeable dans tous les pays de l'Union postale universelle contre un ou plusieurs timbres-poste représentant l'affranchissement minimal d'un envoi prioritaire ou d'une lettre ordinaire expédiée à l'étranger par voie aérienne.

Empreinte de contrôle du pays d'origine (facultative)	Prix de vente (indication facultative)	Timbre du bureau qui effectue l'échange
22.10.11		

# IRCs vs. Greenstamps

- It is illegal for hams in some countries to possess US currency
- Postal theft is a problem in some countries
  - Conceal GS by folding white paper around it or similar tactic
  - Do not put callsigns or other markings identifying as ham radio mail on the envelope. Address as normal business mail
- Many countries require more than \$1 or IRC for return Air Mail postage to the US
- W9OL maintains a website for many of the above issues (see Ref)
- Value of US dollar against foreign currency becoming an issue
- Consider including foreign stamps (new, local to country) with your request to DX stations (also available via Plum and other sources)
  - Always nice to include \$1 or so with SASE
  - Do not affix stamps to return envelope, just include them loose in the envelope
- If you send IRCs, be sure they are good (valid) ones

# Some W5UE Manager Stats

- Since 1992 HC8N has had ~520,000 QSOs
- #1 in number of LoTW QSO matches – 112,000+
- W5UE assumed HC8N QSL management in 2002
  - ~12,000 distinct direct requests for QSLs or an average of 1715 per year
  - Since 2002 as many as 50 requests in a single day received
  - Less than 30 days since that time that no requests received (Except weeks post Katrina)
  - ~ 20,000 answered via the bureau
- Additional 30-50 per month from 9V1YC and misc IOTA and special event stations

# Tips for Making QSL Managers Happy

And a happy manager is a prompt manager

- Patience
  - A busy QSL manager can handle hundreds, if not thousands of direct requests per month
  - We often have to wait weeks to receive logs
  - Many times QSL cards have to be designed/ordered/printed
  - DO NOT send an email 2 weeks after sending your request
- Always send at least an SASE to stateside managers
  - Simply sending a card will almost always result in no return or at best a return via the bureau if you are lucky
- Follow basics/envelope tips on earlier slides
  - Most of them are designed to optimize manager efficiency
- QSL Managers are not mind readers
  - Despite popular belief, special orders don't upset us, but if you don't tell us, we won't know
  - Most common example – K5XYZ works HC8N on RTTY/CW/SSB, sends one card for each QSO and **expects** the manager to send him a separate card for each mode, **BUT**, he doesn't enclose a note requesting this. Result: K5XYZ receives one card with all QSOs on one or more label(s)

# Tips for Making QSL Managers Happy

And a happy manager is a prompt manager

- When sending requests for multiple stations to one manager
  - Be prepared to wait until the manager has logs, cards, etc from ALL stations before receiving your cards... UNLESS
  - You provide separate SASEs for each call requested (and a note)
- Do Not tape ANYTHING to anything else in your request
- There are times for email
  - If you receive a card in error, most times the manager will resend without another SASE if our fault
  - If an extended time period (months) has elapsed since sending your request with no response, mail does get lost
  - Watch the “tone” of the email – it’s easy to inadvertently sound hostile or demanding
- Donations
  - QSL managers have expenses (cards, envelopes, labels, rubber stamps, bureau expenses, etc), usually not covered by the DX station
  - In south Louisiana we would call this practice **Lagniappe**, “A little something extra” – Trust me, we DO appreciate it!!!

# Alternatives to Traditional QSLing

- WF5E QSL Service
  - Sends direct to QSL Managers and some DX stations. Others go to foreign bureaus
  - QSLs are returned via the ARRL Incoming bureau
  - Can be quicker and more reliable than regular bureau, Cheaper than direct (2 cards, \$1 or 1 IRC)
- Log Book of The World (LoTW)
  - ARRL's LoTW system is a repository of log records submitted by users from around the world
  - When two participants in a QSO submit matching QSO records to LoTW, the result is a QSL that can be used for ARRL award credit
  - Free to upload your log, see what credits are available – Applying for award credits (DXCC/WAS) is fee based
  - Registration is necessary – logs are digitally signed to ensure authenticity

# Alternatives to Traditional QSLing (cont)

- GlobalQSL
  - Online method of generating VALID paper QSLs for your DX QSOs
  - You design your own high quality, full-color, 2 sided QSL with software they provide
  - You upload an ADIF format file of QSOs you want to confirm via the bureau
  - You are charged 10 cents per card for processing, printing and mailing to appropriate bureaus
  - Cards are accepted for DXCC and other award credit
- eQSL
  - Online method of exchanging electronic QSLs
  - Recognized for award credit by some – notably CQ Magazine
  - **NOT** recognized by ARRL for award credit... yet

# References

- USPS International mail addressing guidelines
  - <http://www.usps.com/international/addressingintlmail.htm>
- W9OL Greenstamp/IRC website
  - [http://www.qsl.net/w9ol/IRC\\_Chart.htm](http://www.qsl.net/w9ol/IRC_Chart.htm)
- Online QSL Route Sources:
  - GoList: <http://www.golist.net/>
  - Pathfinder: <http://www.dxlabsuite.com/pathfinder/WebClient/>
  - IK3QAR: <http://www.ik3qar.it/manager/>
- DX Bulletins
  - 425 DX Bulletin: <http://www.425dxn.org/>
  - Daily DX Bulletin: <http://www.dailydx.com/>
  - Ohio/Penn DX Bulletin: <http://www.papays.com/opdx.html>
  - ARRL DX Bulletin: <http://www.arrl.org/w1aw/dx/>
- ARRL Bureau Links
  - Outgoing Bureau: <http://www.arrl.org/qsl/qslout.html>
  - Incoming Bureau: <http://www.arrl.org/qsl/qslin.html>
  - W5 Incoming Bureau: <http://www.okdxa.org/buro>



# References

- Miscellaneous Links
  - WF5E QSL Service: <http://www.qsl.net/wf5e/>
  - Logbook of The World (LoTW): <http://www.arrl.org/lotw/>
  - GlobalQSL: <http://www.globalqsl.com/>
  - eQSL: <http://www.eqsl.cc/qslcard/Index.cfm>
- Tons of great information:
  - <http://www.mdxa.org>
  - <http://www.deltadx.net/>
- William J. Plum DX Supplies
  - 12 Glenn Road
  - Flemington, NJ 08822-3322
  - Tel. (908) 788-1020
  - Fax (908) 782-2612
  - email info: [plumdx@msn.com](mailto:plumdx@msn.com)

**THANKS!!!**

**Questions???**

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