

City Delivery Carriers Duties and Responsibilities

Handbook M-41

June 2019
Transmittal Letter 5

- A. Explanation.** This is a partial revision of Handbook M-41 *City Delivery Carriers Duties and Responsibilities*, incorporating revisions published in the *Postal Bulletin* on the following dates: March 27, 2008; August 14, 2008; February 24, 2011; July 25, 2013; June 11, 2015; November 26, 2015; and July 7, 2016. This edition is a complete re-issue of Handbook M-41.
- B. Availability:** Copies are available for Postal Service employees on the Postal Service PolicyNet Web site at <http://blue.usps.gov>: In the left-hand column under “Essential Links,” click on *PolicyNet*, and then in the column on the right, click on *Handbooks*.
- C. Questions and Comments.** Send suggestions and comments about this handbook to the following address:
- DELIVERY
OPERATIONS SUPPORT
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLZ SW RM 7142
WASHINGTON DC 20260-2802
- D. Cancellations.** All previous issues of Handbook M-41 are obsolete. Discard all previous editions. Please recycle.
- E. Effective Date.** This handbook is effective June 2019.



Kevin L. McAdams
Vice President
Delivery Operation

Preface

City carriers perform an important function in the United States Postal Service. They serve millions of families and business firms daily.

City carriers are highly respected by the American public. This respect has been earned by many years of dedicated service, especially during national and local emergencies, including prolonged periods of extreme weather conditions.

You are now a member of this group of faithful and dedicated employees. This handbook will help you give a high quality service that you will be proud of. Study this information carefully; ask your postmaster or manager to explain any points that are not clear to you.

We offer you our best wishes for a long and happy postal career.

This page intentionally left blank

Contents

- Preface** **iii**
- 1 General Information** **1**
 - 11 Responsibilities of Carrier 1
 - 111 Scope of Responsibilities 1
 - 112 General Responsibilities 1
 - 112.1 Efficient Service 1
 - 112.2 Diligence and Promptness 1
 - 112.3 Security 1
 - 112.4 Safety 2
 - 112.5 Neatness and Example 2
 - 112.6 Courtesy to Public 2
 - 112.7 Proper Vehicle Operation 2
 - 12 Basic Carrier Duties 2
 - 121 Office Duties 2
 - 121.1 Time Allowances 2
 - 121.2 Case Duties 6
 - 121.3 Change of Address Orders 6
 - 122 Street Duties 6
 - 122.1 Delivery and Collection 6
 - 122.2 Special Services 8
 - 123 Other Duties 8
 - 123.1 Mailing Cards 8
 - 123.2 Reports 8
 - 124 Part-Time Flexible City Carriers 8
 - 13 Delivery and Collection Rules 8
 - 131 Delivery on Letter Routes 8
 - 131.1 Security of Mails 8
 - 131.2 General Precautions 9
 - 131.3 Actual Delivery 9
 - 131.4 Reporting Requirements 10
 - 132 Collection on Letter Routes 11
 - 132.1 Collection from Customers 11
 - 132.2 Collection from Boxes and Racks 11
 - 132.3 Handling Collected Mail 11
 - 133 Safety Practices 11
 - 14 Equipment and Supplies 12

15	Restricted Activities	12
151	Outside Employment.....	12
152	Service Changes.....	13
153	Directories and Mailing Lists.....	13
154	Political Activities	13
16	Supervision.....	13
2	Office Time — Preparation	15
21	Timecards.....	15
211	Reporting for Work	15
211.1	Non-PSDS Offices.....	15
211.2	PSDS Offices.....	15
211.21	Badge Reader.....	15
211.22	Transacter.....	15
211.23	Dial Setting.....	16
212	Leaving for Route	16
212.1	Non-PSDS Offices.....	16
212.2	PSDS Offices.....	16
22	Casing and Preparing Mail	17
221	Carrier Cases.....	17
221.1	Description.....	17
221.2	Arrangements of Separations	17
221.3	Modified Carrier Cases	17
221.4	Letter Separations	19
221.5	Identifying Relays	19
221.6	Number Arrangement for Flat Separations	19
222	Systems for Casing and Preparing Mail	20
223	Pre-Casing Procedures.....	21
223.1	Letter-Size Mail	21
223.2	Magazines, Papers, and Other Flat Mail	22
224	Casing Letter-Size Mail	22
224.1	Learning Carrier Line of Travel.....	22
224.2	Coordinating Eyes and Hands.....	22
225	Casing Magazines, Papers, Flats, etc.	23
225.1	Two-Bundle System	23
225.2	Modified One-Bundle System	24
23	Data Collection of Special Services Mail	25
231	Preparation — In Office.....	25
232	At Delivery Point	25
232.1	Delivery Events	25
232.2	Nondelivery Events	25
233	Return to Office.....	25

Contents

24	Undeliverable as Addressed (UAA) Mail	25
241	Recording Address Change Information.	25
241.1	Entries from PS Form 3575	25
241.2	Entries from PS Form 3546	26
241.3	Purpose and Duration of PS Form 3982	26
241.31	Purpose	26
241.32	Duration	26
242	Procedures by Category	27
242.1	Letter-Type Mail.	27
242.11	Casing	27
242.12	Bundling CFS Mail	27
242.2	Periodical Mail	27
242.3	Standard Mail (A)	27
242.4	Standard Mail (B)	27
242.5	Accountable and Signature Mail	27
242.6	Other Undeliverable Mail	28
243	Disposition of Forwardable and Undeliverable Mail, Carrier Throwback Case.	28
244	PS Form 1564-B, Order to Box Section or Other Special Orders	30
244.1	Purpose	30
244.2	Preparation	30
244.3	Use.	30
245	PS Form 3546, Notice to Change Forwarding Order	30
245.1	Use.	30
245.2	Preparation	30
25	Carrier's Route Book, Instructions and Report.	31
251	Delivery Instructions (PS Form 1564-A — Exhibit 251)	31
251.1	Collection Points	31
251.2	Relay Points or Park and Loop Locations	31
251.3	Route Schedule	31
251.4	Transportation	31
251.5	Lines of Travel	31
251.6	Lunch Information	31
251.7	Break Information	31
252	Route Book	33
252.1	Contents	33
252.2	Filing	33
253	<i>Delivery Management Report</i> and Edit Book (PS Form 1621 — Exhibit 253)	33
26	Accountable Items	35
261	Accountability Procedures	35
261.1	Acquiring Accountable Items.	35

261.2	Receipting for Accountable Items	35
261.21	Keys	35
261.22	Postage Due (Exhibit 261.22)	35
261.23	Customs Duty (Exhibit 261.23)	36
261.24	Accountable Mail Matter Received for Delivery (Exhibit 261.24)	37
261.25	CODs (Exhibit 261.25)	37
262	PS Form 3849 for Registered, Certified, Priority Mail Express, Insured, and Other Special Services Mail (Exhibit 262)	38
27	Preparation of Relays and Carry-Outs	39
271	Relays	39
272	Carry-Outs — Packing the Single Satchel	40
273	Carry-Outs — Packing the Double Satchel	40
274	Motorized Routes	40
28	Carrier-Auxiliary Control	40
29	Before Leaving for Route	43
291	Withdrawal of Mail	43
292	Data Collection Devices	43
293	Timecards	43
3	On Route	45
31	Use of Transportation	45
311	Bus and Street Car	45
312	Private Car and Motorized Routes	45
32	Delivery of Ordinary Mail Matter	45
321	Foot Routes	45
322	Motorized Routes (See also Chapter 8)	46
322.1	Letter-Size Mail Delivery	46
322.2	Flat Mail	46
322.3	Parcels	46
322.32	Redelivery of Parcels	48
323	Park and Loop Routes	48
323.1	Description	48
323.2	Parking Points and Route Patterns	48
323.3	Parcels	49
33	Delivery of Special Services Mail	49
331	General	49
332	Postage Due	49
333	Customs Duty Mail	50
334	CODs	51
335	Insured, Registered, Certified, Priority Mail Express, and Other Special Services	53
335.1	Delivering and Taking Receipt [Exhibit 335.1 (p. 1 and 2)]	53
335.2	Leaving Notice	55
336	Return Receipt	55

Contents

337	Government Checks and Bonds	56
338	Delivery Confirmation	56
338.1	Delivering	56
338.2	Leaving Notice	56
34	Notice 11 and PS Form 3521	57
341	Notice 11 — Information for Apartment House Customers	57
342	PS Form 3521, House Numbers and Mail Receptacles Report	57
35	Answering Complaints and Inquiries	58
36	Undeliverable Items	58
361	Undeliverable Mail	58
362	Articles Loose in Mail	58
37	Collection of Mail	58
38	Receipting for Registers From Contract Stations and Branches	58
4	Office Time — Return	61
41	Use of Timecards	61
411	Non-PSDS Offices	61
412	PSDS Offices	61
42	Disposition of Collected Mail	61
43	Clearance for Accountable Items	61
431	Keys	61
432	Registered and Certified	61
433	Insured Mail	62
434	CODs	62
435	Customs Duty Mail	63
436	Postage Due	64
44	Undelivered Mail	64
441	Processing Undelivered Mail	64
442	Completing PS Form 1571	64
45	Expedited Preferential Mail System	66
46	Answering Official Communications	66
47	Ending Tour of Duty	66
5	Collections	67
51	Timecards	67
52	Care of Keys and Locks	67
53	Collection Schedules	67
531	Importance of Schedules	67
532	Use of Schedules	67
532.1	In the Office	67
532.2	On the Route	68

54	Collection Rules	68
541	Basic Rules	68
542	Collecting Mail as Scheduled	68
543	Handling of Mail Matter	68
544	Examining and Locking Boxes	68
55	Motorized Routes	69
6	Parcels.....	71
61	Time Recording	71
611	Timecards (Non-PSDS/ETC Offices)	71
611.1	Reporting at Delivery Unit	71
611.2	Reporting at Garage Other than Delivery Unit	71
612	PS Form 1234, Utility Card	71
612.1	Recording Time for Each Trip	71
612.2	Recording Type of Service	71
613	PS Form 4570, Vehicle Time Record	72
62	Office Procedures Before Leaving	72
621	Obtaining and Inspecting Truck	72
622	Systems Used	72
622.1	Hamper System	72
622.2	Sack System	72
623	Loading Truck	72
623.1	Parcels	72
623.2	Parcels and Relay Combined	73
624	Preparing Parcels for Delivery	74
625	Damage Control of Parcels	74
63	Route Procedures	75
631	Delivery of Parcels	75
632	Relay and Collection Schedule	75
633	Delivering Relays and Collecting Mail	75
634	Delivery of First-Class to Firms	75
635	Undeliverable Parcels	75
64	Office Procedures on Return	76
641	Clearance for Accountable Items	76
642	Use of Curtailment Form - PS Form 1571	76
643	Servicing of Truck	76
7	Special Delivery Service	77
71	Timecards	77
72	General	77
721	Categories of Special Delivery	77
722	Rules of Delivery	77
723	Who May Deliver	77

Contents

73	Office Work Before Leaving	77
74	Street Work	78
741	Delivery to Apartments, Residences, and Businesses	78
742	Delivery to Out-of-Bounds Boxes	78
75	Office Work After Return	79
8	Vehicle Operations	81
81	Vehicle Regulations and Safety Practices	81
811	Vehicle Regulations	81
811.1	Responsibility of Carrier	81
811.2	Authorized Riders	81
812	Safety Practices	81
82	Postal Security	82
83	Vehicle Assignment Procedures	83
831	Obtaining Vehicle	83
832	Inspecting Vehicle	83
833	PS Form 4570, Vehicle Time Record	84
84	Vehicle Maintenance	86
841	Servicing	86
842	Repairs	86
842.1	Reporting Defects	86
842.2	Preparation of PS Form 4565	86
842.3	Disposition of PS Form 4565	86
85	Accidents	88
851	Accident Report Kit	88
852	Action to Be Taken at Scene of Accident	88
9	Mail Count and Route Inspection	89
91	Introduction	89
911	Definition and Purpose	89
912	Frequency	89
913	Advance Notice	89
914	Absences	89
915	Inspection Day	89
916	Cancellations	90
917	Dry-Run Count	90
918	Special Route Inspections	90
918.1	When Required	90
918.2	Manner in Which Conducted	91
92	Letter Routes	91
921	Basic Requirements	91
921.1	Coverage	91
921.2	Schedule	91

921.3	Casing Mail by Carrier	92
922	PS Form 1838-C Worksheet — Preparation	92
922.1	Use of Form	92
922.2	Making Descriptive Entries [Exhibit 922.11 (p. 1 and 2)]	97
922.3	Recording Time Clock Rings	97
922.31	Foot and Bicycle Routes	97
922.32	Motorized Routes	97
922.4	Recording Count Data	98
922.41	Letter Size — Line 1	98
922.42	Mail of All Other Sizes — Line 2	99
922.43	Accountable and Signature Mail — Line 3	99
922.44	Parcels — Line 5	99
922.45	Marked Up Mail — Lines 1; 3; 5; and First-Class, Standard Mail (A), and Standard Mail (B)	99
922.46	Changes of Address Recorded — Line 12	99
922.47	Insured Receipts — Line 13	99
922.5	Making Time Entries	100
922.51	Actual Time Entries	100
922.52	Street Time Waiting for Relays, Transportation, Other (Comment Section)	101
922.6	Totaling	102
922.7	Disposition of PS Forms 1838-C	102
923	Providing Carrier With Summary	102
924	Expedited Preferential Mail Delivery — Special Instructions	102
924.1	Description and Use of PS Form 1838-C Worksheet	102
924.2	Prior P.M. Duties	102
924.3	A.M. Duties	102
924.31	Office Functions	102
924.4	Return from Street Delivery	103
924.5	P.M. Duties	103
924.51	Office Functions	103
924.6	Markup Mail	103
93	Parcels and Combination Services Routes	103
931	Schedule	103
932	Forms Used	103
932.1	Regular Routes	103
932.2	Auxiliary Assistance	107
933	PS Form 1838-A Worksheet - Preparation [Exhibit 932.11 (pp. 1 and 2)]	107
933.1	Clock Rings	107
933.2	Type of Service	107
933.3	Mileage	107
933.4	Elapsed Time	107

Contents

933.5	Number of Stops, Deliveries, Etc.	107
933.51	Relays, Collection, Firm, Inter- and Intra-City Service	107
933.52	Parcel Post Delivery	108
933.53	Totaling Columns	108
933.6	General Comments (Blank Side of PS Form 1838-A)	109
934	PS Form 1838-B — Preparation [Exhibit 932.11 (p. 3)].	109
935	Disposition of PS Forms 1838-A and 1838-B.	109
936	Distribution of Forms.	109
Glossary	111

This page intentionally left blank

1 General Information

11 Responsibilities of Carrier

111 **Scope of Responsibilities**

Every carrier is responsible for the items listed under [112](#). However, the carrier's responsibilities are not limited to those specific items.

112 **General Responsibilities**

112.1 **Efficient Service**

Provide reliable and efficient service. Federal statutes provide penalties for persons who knowingly or willfully obstruct or retard the mail. The statutes do not afford employees immunity from arrest for violations of law.

112.2 **Diligence and Promptness**

- 112.21 Obey the instructions of your manager.
- 112.22 Report for work promptly as scheduled.
- 112.23 Complete time records to accurately reflect the hours employed each day.
- 112.24 Display a willing attitude and put forth a conscientious effort in developing skills to perform duties assigned.
- 112.25 Be prompt, courteous, and obliging in the performance of duties. Attend quietly and diligently to work and refrain from loud talking and the use of profane language.
- 112.26 Do not report at cases or racks before tour of duty is scheduled to begin or linger about cases or racks after tour has ended.
- 112.27 Do not move mail from place to place on or adjacent to your case. Do not engage in any time wasting practices before placing mail in the proper separation.
- 112.28 Do not loiter or stop to converse unnecessarily on your route.
- 112.29 Return to the delivery unit immediately on completion of assigned street duties and promptly clock in on arrival. A motorized carrier unloads his vehicle and then immediately records returning time.

112.3 **Security**

- 112.31 Protect all mail, money, and equipment entrusted to your care.
- 112.32 Return all mail, money, and equipment to the Post Office at the end of the workday.

112.33 Do not place mail in your pockets or clothing, lockers or desks, or in parcels, hand grips, lunch containers, or other luggage.

112.4 **Safety**

Conduct your work in a safe manner so as not to endanger yourself or others (see [133](#) for general safety practices and [812](#) for vehicle safety practices).

112.5 **Neatness and Example**

112.51 Maintain a neat, clean and generally creditable appearance.

112.52 Conduct affairs of personal life in a way that will reflect creditably on both you and the Postal Service.

112.6 **Courtesy to Public**

112.61 Do not engage in controversies with customers or other members of the public when on duty.

112.62 When requested, furnish customers with postal and other reasonable information and provide change of address cards and other postal forms.

112.7 **Proper Vehicle Operation**

(See [81](#))

12 Basic Carrier Duties

121 **Office Duties**

121.1 **Time Allowances**

121.11 Route or case all classes of mail (exception, DPS mail will be cased only when management requires) in sequence of delivery along one or more established routes (see [Exhibit 121.11](#) for maximum time allowances). The accurate and speedy routing of mail is one of the most important duties of a carrier; you must be proficient at this task.

121.12 Time standards for carrier office work (see [Exhibit 121.12](#)) represent the minimum acceptable performance standards.

Exhibit 121.11

Maximum Time Allowance For Routing Mail

Column (A): Letter-size (ordinary letters, cards, and circulars).

Column (B): Mail of all other sizes and insured.

1 and 2 Trip Routes			1 and 2 Trip Routes			1 and 2 Trip Routes			Strapping All Mail	
(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	Pieces	Time (Min.)*
18	1	8	864	48	384	1710	95	760	70	3*
36	2	16	882	49	392	1728	96	768	140	3**
54	3	24	900	50	400	1746	97	776	210	3*
72	4	32	918	51	408	1764	98	784	280	4*
90	5	40	936	52	416	1782	99	792	350	5*
108	6	48	954	53	424	1800	100	800	420	6*
126	7	56	972	54	432	1818	101	808	490	7*
144	8	64	990	55	440	1836	102	816	560	8*
162	9	72	1008	56	448	1854	103	824	630	9*
180	10	80	1026	57	456	1872	104	832	700	10*
198	11	88	1044	58	464	1890	105	840	770	11*
216	12	96	1062	59	472	1908	106	848	840	12*
234	13	104	1080	60	480	1926	107	856	910	13*
252	14	112	1098	61	488	1944	108	864	980	14*
270	15	120	1116	62	496	1962	109	872	1050	15*
288	16	128	1134	63	504	1980	110	880	1120	16*
306	17	136	1152	64	512	1998	111	888	1190	17*
324	18	144	1170	65	520	2016	112	896	1260	18*
342	19	152	1188	66	528	2034	113	904	1330	19*
360	20	160	1206	67	536	2052	114	912	1400	20*
378	21	168	1224	68	544	2070	115	920	1470	21*
396	22	176	1242	69	552	2088	116	928	1540	22*
414	23	184	1260	70	560	2106	117	936	1610	23*
432	24	192	1278	71	568	2124	118	944	1680	24*
450	25	200	1296	72	576	2142	119	952	1750	25*
468	26	208	1314	73	584	2160	120	960	1820	26*
486	27	216	1332	74	592	2178	121	968	1890	27*
504	28	224	1350	75	600	2196	122	976	1960	28*
522	29	232	1368	76	608	2214	123	984	2030	29*
540	30	240	1386	77	616	2232	124	992	2100	30*
558	31	248	1404	78	624	2250	125	1000	2170	31*
576	32	256	1422	79	632	2268	126	1008	2240	32*
594	33	264	1440	80	640	2286	127	1016	2310	33*
612	34	272	1458	81	648	2304	128	1024	2380	34*
630	35	280	1476	82	656	2322	129	1032	2450	35*
648	36	288	1494	83	664	2340	130	1040	2520	36*
666	37	296	1512	84	672	2358	131	1048	2590	37*
684	38	304	1530	85	680	2376	132	1056	2660	38*
702	39	312	1548	86	688	2394	133	1064	2730	39*

Exhibit 121.11

Maximum Time Allowance For Routing Mail

Column (A): Letter-size (ordinary letters, cards, and circulars).

Column (B): Mail of all other sizes and insured.

1 and 2 Trip Routes			1 and 2 Trip Routes			1 and 2 Trip Routes			Strapping All Mail	
(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	Pieces	Time (Min.)*
720	40	320	1566	87	696	2412	134	1072	2800	40*
738	41	328	1584	88	704	2430	135	1080		*
756	42	336	1602	89	712	2448	136	1088		*
774	43	344	1620	90	720	2466	137	1096		*
792	44	352	1638	91	728	2484	138	1104		*
810	45	360	1656	92	736	2502	139	1112		*
828	46	368	1674	93	744					*
846	47	376	1692	94	752					*

* Minimum allowance 3 Minutes

Exhibit 121.12

Time Allowances for Carrier Office Work

TIME ALLOWANCES FOR CARRIER OFFICE WORK			
Form 1838		Pieces Per Minute	
Line No.	Work Function	1-Trip	2-Trip
1	Routing letter-size mail	18	18
2	Routing all other size mail. (Use Notice 26, Maximum Time Allowance for Routing Mail, to convert pieces to minutes.)	8	8
			Minutes
4.	Strapping mail in bundles or placing in trays, preparing relays and placing mail into satchels; for each 70 pieces regardless of character (minimum allowance 3 minutes). Strapping mail in bundles for markup at computerized forwarding unit. Lines 1-2-3 combined mail volume (strapping out pieces and markup pieces) is used in determining time allowance at 70 pieces per minute.....		1
8.	For each 10 pieces of all classes of mail separated for forwarding or return.....		1
9	Periodicals marked up (for each 2 pieces handled for forwarding or return).....		1
10	For each Form 3579, Undeliverable Periodical, Standard A & B or Controlled Circulation Matter		2
11	For each 4 pieces marked up (mail marked Deceased, Temporarily Away, Refused, Vacant (Occupant mail of obvious value) or No Mail Receptacle).		1
12	For each change of address, including Form 3546, recorded on Forms 1564-B and 3982.....		2
13	Insured receipts turned in		1
14	Registered, Certified, COD, Express Mail, Customs and Postage-Due; Keys, Form 3868, signing for, returning funds or receipts, and for partial completion of Form 3849 (name or address for identification). Base minimum allowance is 6 minutes.		*
15	Withdrawing mail where applicable (from distribution cases, trays, sacks, and/or hampers). Base minimum allowance is 5 minutes		*
16	Sequencing and collating by-pass mail. (Representative time in minutes will be allowed for work function.)		
17	Strapping out time (when mail must be placed in order of delivery) see 922.51b . (Representative time in minutes will be allowed for the work function.)		
18	break (local option).		
19	Vehicle inspection see 922.51f . Base minimum allowance is 3 minutes.		*
20	Personal needs, etc. (Time allowances are printed on the form for each trip, and must not be changed.)		
21	Office work not covered by form. (Work functions must be identified and approved as being necessary and of a continuing nature.) (Use "Comments" section.) Base minimum allowance is 9 minutes		*
22	Waiting for mail (office) and all other office activities not performed on a continuing basis which are excluded in computing net office time. (Use "Comments" section.)		
23	Counting Mail and filling out Form 1838-C worksheet.		

Note: ...For piece items, grant the next higher allowance in minutes for fractional units. Use actual times for Lines 14 through 19 and Lines 21 through 23 when those functions are performed.

* Computing Standard Office Time Under Columns (e), (f), and (g) on Form 1838: If the actual time for each of Lines 14, 15, 19, and 21 is less than the base minimum and the carrier performs the function the base minimum must be entered for the Line Item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.

121.2 Case Duties

- 121.21 Relabel cases if local management so desires, as required by route adjustments and changes in delivery.
- 121.22 Obtain mail and prepare it in sequence for efficient delivery by yourself or a replacement along an established route.
- 121.23 Prepare and separate all classes of mail to be carried by truck to relay boxes along route for subsequent delivery.
- 121.24 Check cases, vehicle, and equipment to make certain that no mail has been left behind, or fallen into or behind cases, under shelves, etc.

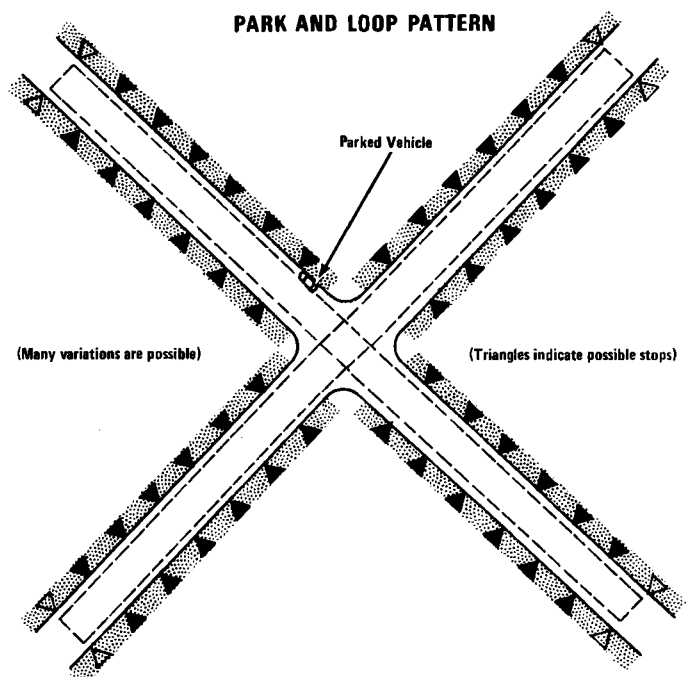
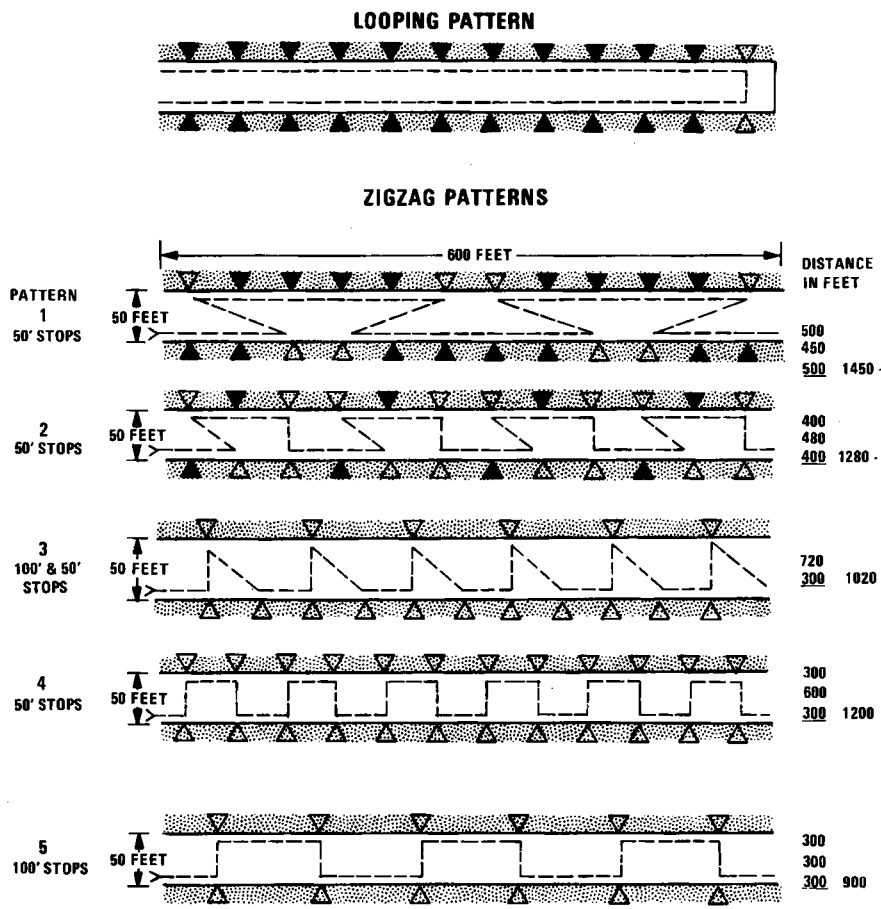
121.3 Change of Address Orders

- 121.31 Review change of address order for completeness and accuracy of old address information.
- 121.32 Enter change of address orders on appropriate forms.
- 121.33 Follow local procedures developed for handling Computerized Forwarding System (CFS) mail.

122 Street Duties**122.1 Delivery and Collection**

- 122.11 Deliver mail along a prescribed route, on a regular schedule (see [Exhibit 122.11](#)).
- 122.12 Collect mail from street letterboxes and accept letters for mailing from customers.
- 122.13 Such service may be rendered on foot or by vehicle and in some instances may consist exclusively of parcel delivery, collection of mail, or combination of duties.
- 122.14 Deposit mail collected as instructed.

Exhibit 122.11
Travel Patterns



TRAVEL PATTERNS

122.2 **Special Services**

- 122.21 Deliver and collect charges on Customs, postage-due, and COD mail.
- 122.22 Deliver and obtain date, time of event, and signature receipts for registered, certified, Priority Mail Express, insured, and other special services mail. Use scanning device where appropriate.
- 122.221 Receipt for such matter, except insured and Delivery Confirmation™ mail, at the Post Office before beginning route.
- 122.222 If applicable, account for it on return by payment of the amounts collected, delivery of receipts received, or return of the article.
- 122.223 If Extra Services mail is first identified while performing street duties, the carrier will need to have the customer sign for the items on the data collection device at the delivery point. If the customer cannot sign on the data collection device for any reason, complete a PS Form 3849, *Delivery Notice/Reminder/Receipt*, to ensure proper recording of these items when the carrier returns to the office.

123 **Other Duties**

123.1 **Mailing Cards**

Check, correct, and sequence (if necessary) mailing cards assigned by managers bearing names and addresses of customers or former customers of the route.

123.2 **Reports**

Report to unit manager all unusual incidents of conditions relating to mail delivery, including mail found trapped behind wall-mounted and wall-recessed apartment house mailbox units, condition of street letterboxes and relay boxes (e.g., unanchored boxes and schedules).

124 **Part-Time Flexible City Carriers**

These carriers may be assigned to perform clerical duties and may be required to pass examinations on schemes of city primary distribution if their assignment anticipates use of scheme knowledge.

13 Delivery and Collection Rules

131 **Delivery on Letter Routes**

131.1 **Security of Mails**

- 131.11 Keep the mail in your possession or locked in a relay box or vehicle. All equipment and undeliverable mail must be returned to the Post Office at the end of each trip.
- 131.12 If the use of a satchel cart is authorized, exercise reasonable care to prevent any attempted theft from the cart while delivering your route.
- 131.13 When leaving the route for lunch, lock undelivered registered and COD mail in a designated relay box or vehicle in accordance with existing practices.

Make a simple record of registered, COD, and other more-than-ordinary value items which are left. On return from lunch, check to insure that no pieces are missing.

- 131.14 Do not remove stamps from mail or throw away or improperly dispose of mail. Line through uncanceled stamps (except on philatelic mail) to prevent re-use. Delivery Point Sequence mail may contain uncanceled stamps that will not be identified until the mail is being readied while performing street duties. These stamps should also be lined through (except on philatelic mail) to prevent re-use.

131.2 **General Precautions**

- 131.21 Do not deliver mail that has not passed through a proper delivery unit.
- 131.22 Do not place letters, large flats, and other mail within the pages of magazines, catalogs, etc., at any time. Whenever letters and flats are cased together, care must be exercised to avoid having letters fall between pages of magazines, etc.
- 131.23 When you find in a mail receptacle mailable matter on which postage has not been paid, addressed to, or intended for the person in whose receptacle it is deposited, take the matter to the Post Office™ for treatment as provided in 146.2, *Postal Operations Manual*. If general distribution of the same bill, circular, or other matter has been made on the route, return only 2 with a statement of the number of similar pieces without postage.

131.3 **Actual Delivery**

- 131.31 Do not deviate from your route for meals or other purposes unless authorized by your manager or if local policies concerning handling out of sequence mail permit minor deviations.
- 131.32 Enter premises for official duty only — except for authorized lunch periods.
- 131.33 Unless otherwise instructed by a unit manager, deliver all mail distributed to your route prior to the leaving time for that trip and complete delivery within scheduled time. It is your responsibility to inform management when this cannot be done.
- 131.34 Exhibit mail to the addressee only. Delivery may be made to a customer on the street if it does not delay the carrier unreasonably.
- 131.35 Deliver mail according to the instructions or known desire of the addressee. Otherwise, deliver as addressed if the addressee has not moved. Make inquiry, if necessary, and return the mail to the Post Office if still in doubt.
- 131.36 Deliver First-Class Mail® undeliverable as addressed when you know the customer's correct address on your route — unless other delivery instructions are specified on the piece of mail.
- 131.37 Where an unaddressed merchandise sample received for delivery with address card is too large for a customer's mailbox, leave it outside of the box provided adequate protection is afforded:
- a. In case of a sample too large for delivery into approved apartment house receptacle, deposit in rack underneath the boxes or on a nearby table or other location provided by building management.

- b. If outside mailbox delivery is made, use a rubber band to hold sample and address card together.
 - c. Whenever delivery is not accomplished, complete and leave PS Form 3849, *Delivery Notice/Reminder/Receipt*, and return sample and card to delivery unit.
- 131.38 Arrange with business firms to make delivery at or near the front door. Do not accept keys to private buildings and offices, except as provided in A.1.3 of Publication 17, *Apartment House Mail Receptacles, Regulations, and Instructions*.
- 131.39 Make deliveries to all floors of office and business buildings if there is an elevator and if the offices are open to receive the mail or if a door slot is provided:
- a. If there is no elevator in buildings with more than three (3) floors, make delivery of mailpieces, including accountable mailpieces, to the first floor; make deliveries to the second and third floors if they are occupied primarily by business offices and if the service is requested. For addresses above the third floor, delivery of accountable mailpieces and/or pieces that do not fit into the mailbox or parcel locker (if available) will be made to one (1) authorized, designated location on the first floor, or PS Form 3849 will be completed and left in the customer's mailbox.
 - b. Do not withdraw service previously inaugurated in order to comply with these instructions. For VIM installations, follow local instructions.

131.4 **Reporting Requirements**

- 131.41 It is your responsibility to verbally inform management when you are of the opinion that you will be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete delivery of all mail.
- 131.42 Inform management of this well in advance of the scheduled leaving time and not later than immediately following the final receipt of mail. Management will instruct you what to do.
- 131.43 Complete applicable items on PS Form 3996, *Carrier-Auxiliary Control*, if overtime or auxiliary assistance is authorized in the office or on the street.
- 131.44 Report on PS Form 1571 all mail undelivered - including all mail distributed to the route but not cased and taken out for delivery. Estimate the number of pieces of mail.
- 131.45 Do not curtail or eliminate any scheduled delivery or collection trip unless authorized by a manager, in which case you must record all facts on PS Form 1571.
- 131.46 Before you leave the office, enter on PS Form 1571 the mail curtailed; when you return, add any mail which was not delivered and which was returned to the office. Follow any special local procedures set up to identify errors and corrective actions for mail returned because it was out of sequence.
- 131.47 Complete portions of the Edit Book, as required by management, or PS Form 1621, *Delivery Management Report*, according to instructions on reverse of form.

132 **Collection on Letter Routes**

132.1 **Collection from Customers**

- 132.11 Accept letters handed to you by customers for mailing, providing that postage is affixed. Go to the porch or door to receive this mail from the customer.
- 132.12 Collect prepaid letters placed next to, in, or on private mail receptacles when delivery is being made at that point.
- 132.13 Accept for mailing prepaid small articles; but you may refuse to accept articles when to do so would seriously interfere with your scheduled deliveries or collections.
- 132.14 Do not accept money for payment of postage except postage due mail, with due stamps or statement attached.
- 132.15 Motorized carriers: collect from curbside boxes (on your route) letters with postage affixed if the signal flag is raised, even though there is no mail for delivery to that box.

132.2 **Collection from Boxes and Racks**

- 132.21 Collect mail from designated street letterboxes, cooperative mailing racks, and mail chute receiving boxes. Avoid standing in the street when loading or emptying these boxes.
- 132.22 Collect mailable matter placed on top of or adjacent to a collection box. Report to your supervisor the name of the customer who left this mail so that action may be taken to preclude recurrence.
- 132.23 Give preference to First-Class Mail when the contents of a collection box are more than you can carry. Report the incident to your manager.
- 132.24 Report to manager any person who tampers with or deliberately damages mailboxes or takes mail from them without authority.

132.3 **Handling Collected Mail**

- 132.31 Do not return collected mail to any customer. Refer the customer to the unit where the mail is deposited.
- 132.32 Keep mail collected from boxes designated for different levels of service separate at all times (e.g., starred, local delivery, etc.).
- 132.33 Face or separate mail as directed and to the extent practicable at the time of collection or while returning to the office. All carriers may be required to face or separate collections on return from their routes if this is the policy of the local management.

133 **Safety Practices**

- 133.1 Always exercise care to avoid personal injury and report all hazardous conditions to the unit manager (see [812](#) for vehicle safety).
- 133.2 Do not finger mail when driving, or when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to the carriers or to the public.

- 133.3 Use crosswalks when crossing busy streets, and following traffic signals or the direction of traffic control personnel.
- 133.4 Do not litter streets with twine or facing slips used in relay of mail. Deposit litter in street trash receptacles or return to office for proper disposal.
- 133.5 Do not antagonize or attempt to pet dogs. Use animal repellent on attacking animals. Carriers are not required to deliver mail where dogs or other animals interfere. Report interference to manager. If service is withdrawn, use PS Forms 3982 or 1564-B to record special instructions.
- 133.6 Report immediately when you are being followed. A number of important arrests have resulted from such reports.
- 133.7 Handle mail containing biological specimens, blood samples, dry ice, and other potentially hazardous material (HAZMAT) carefully. Careful attention should be paid to mail that is addressed to and from a laboratory or chemical company, since it suggests that the mail may contain HAZMAT. Additionally, package markings such as "ORM-D" (Other Regulated Material Class D) also indicate HAZMAT. Do not throw, drop, or slide packages containing HAZMAT, or handle them in such a way that they could be crushed or overlooked pending delivery or dispatch. Special attention should be paid to HAZMAT that has the sound of broken glass, a stain on the package, an unusual odor, or signs of damage or tampering. Report all such material to your supervisor immediately.

14 Equipment and Supplies

- 141 All necessary equipment and supplies required will be furnished by the U.S. Postal Service®.
- 142 Keep desk drawers neat and clean and free from extraneous matter. Keep ink pad, straps, hand stamp, etc., in the drawer, not on the case.
- 143 Maintain satchel, with attached forms pouch (Item 1200-D), in good order and place it in the hamper or suspend it from a case hook when not in use. Check the forms pouch several times each week to be sure all necessary forms are there when needed.
- 144 DPS mail presented in trays may have marker cards included in the trays to identify relay points. All marker cards must be returned to the designated location in the Post Office each day so they can be re-used. Marker cards must not be left in relay boxes, vehicles, etc., overnight.

15 Restricted Activities

151 **Outside Employment**

Carriers when on or off duty shall not engage in any business that interferes with their official duties or that involves soliciting or canvassing. Neither shall they engage in business, that, by reason of their official employment, will give them advantage over others not in the Postal Service who are engaged in a similar business.

152 Service Changes

Carriers must not circulate or encourage the circulation of petitions for changes in the service. Questions relating to changes in service will be referred to the unit manager.

153 Directories and Mailing Lists

Carriers shall not directly or indirectly cooperate with or assist publishers or others in obtaining the names and address or patronage of persons on the route.

154 Political Activities

For information regarding political activity, refer to 442.311, *Postal Operations Manual*.

16 Supervision

Carriers may expect to be supervised at all times while in performance of their daily duties.

This page intentionally left blank

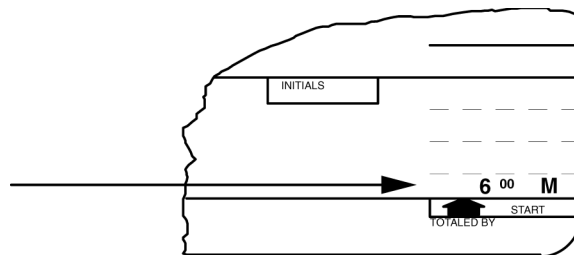
2 Office Time – Preparation

21 Timecards

211 Reporting for Work

211.1 Non-PSDS Offices

Record starting time as scheduled at bottom space of day, and return card to timecard rack.



211.2 PSDS Offices

211.21 Badge Reader

- a. Select the proper transaction code by pressing one button in each of two rows.
- b. Insert employee badge so that slanted corner is down and to the right. This starts transaction.
- c. On-line light goes on and message is transmitted.
- d. On-line light goes out.
- e. If the repeat light does not go on, operator can remove his badge. Transaction is complete.
- f. If the repeat light goes on, push release button and remove badge. To repeat transaction, repeat all steps in this procedure.

211.22 Transacter

- a. Set the transaction code dial (first dial) to the specific code to be transmitted.
- b. Insert the employee badge and authorizer badge (or route badge) so that the slanted corner of the badges are placed down and to the right. The correct badges light will go on if the badge combination is consistent with transaction code.

- c. Enter the appropriate information using the variable dials. The correct dials light will go on if the dials have been set properly.
- d. Press the transmit bar. If the correct badge and the correct dial lights go on, the badges will be lowered to the reading position inside the transacter.
- e. The ready light will go on when the badges are in proper reading position.
- f. The on-line light will go on when the message is being transmitted.
- g. As soon as the message has been transmitted, the on-line light will go out.
- h. The badges will be automatically returned if the message is successfully transmitted. If the teleconcentrator receives an erroneous message, the badges will not be automatically returned and the repeat light will go on.
- i. If the message is successfully transmitted, remove the badges.
- j. If the repeat light is on due to an error, the badges are not automatically released. Press the transmit bar again. If the repeat light remains on, the release button can be pressed to release the badges. Report this to your manager.

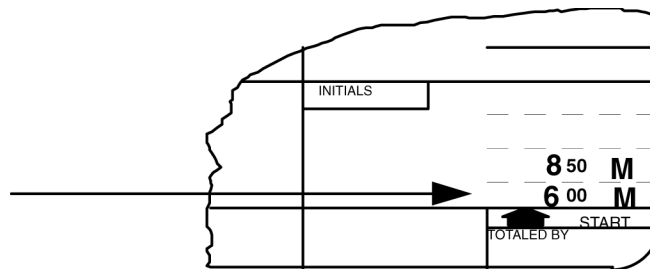
211.23 Dial Setting

When reporting to work, set dials to "B.T." *Begin Tour*.

212 Leaving for Route

212.1 Non-PSDS Offices

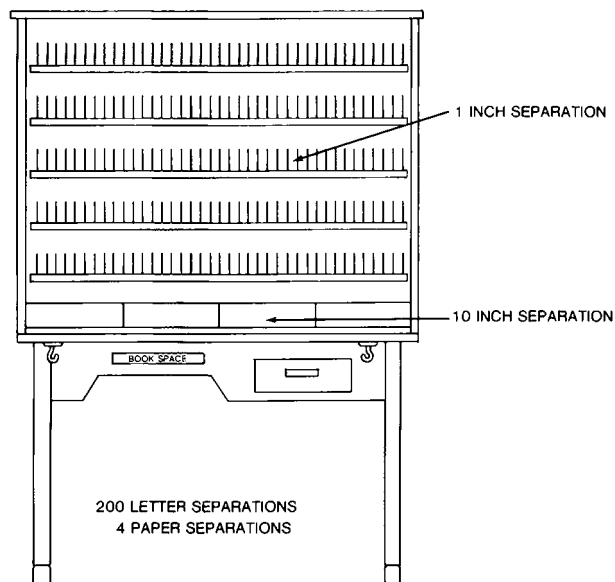
Record the time leaving the office and return card to timecard rack.



212.2 PSDS Offices

Follow instructions in [211.2](#) except set dials to indicate "B.S." *Begin Street*.

22 Casing and Preparing Mail



221 Carrier Cases

221.1 Description

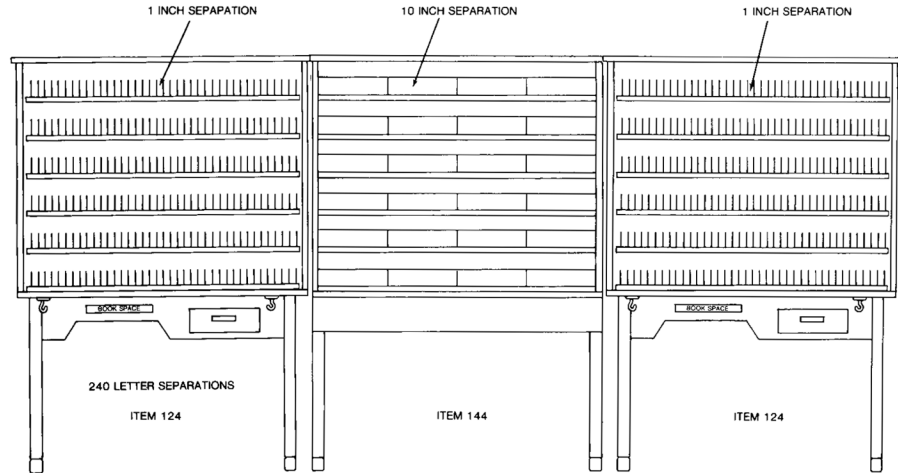
- 221.11 Small separations (1" or 2" wide) are for letters.
- 221.12 Wide separations (approximately 10" wide) are for magazines, papers, and large flats.
- 221.13 The street numbers on a carrier case are placed in the order carrier serves his route.
- 221.14 The first delivery on the route is at the left side of the lowest shelf for letters and flats.
- 221.15 The numbers run from left to right with the last delivery at the right side of the uppermost shelf for letters and flats.

221.2 Arrangements of Separations

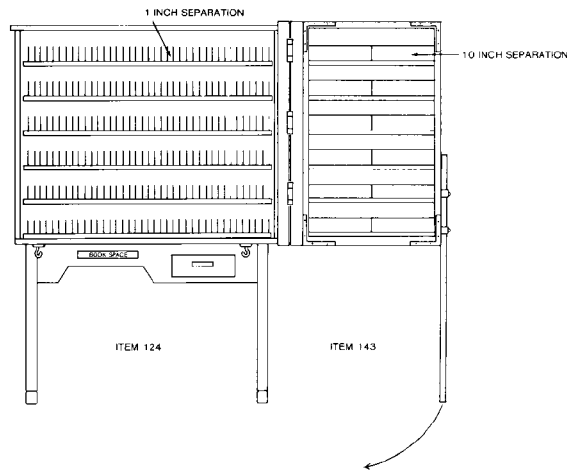
The standard city carrier case normally may utilize four, five, or six evenly spaced shelves with 40 one-inch separations in each. The individual dividers are removable so that the separations can be widened when necessary. Management will determine the number of shelves and separations to be used for each route. The basic case may be further modified by adding wings, to provide for greater capacity.

221.3 Modified Carrier Cases

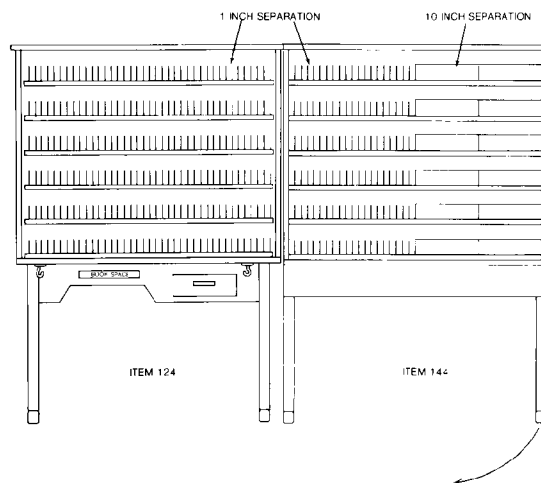
- 221.31 This case is arranged to provide for 240 one-inch separations for letter-size mail and 24 separations for flat mail. Twelve separations may be used for flats by one carrier and twelve by the adjoining carrier.



221.32 This case provides 6 shelves for letter mail and the entire flat paper wing case (12 separations) for flats.

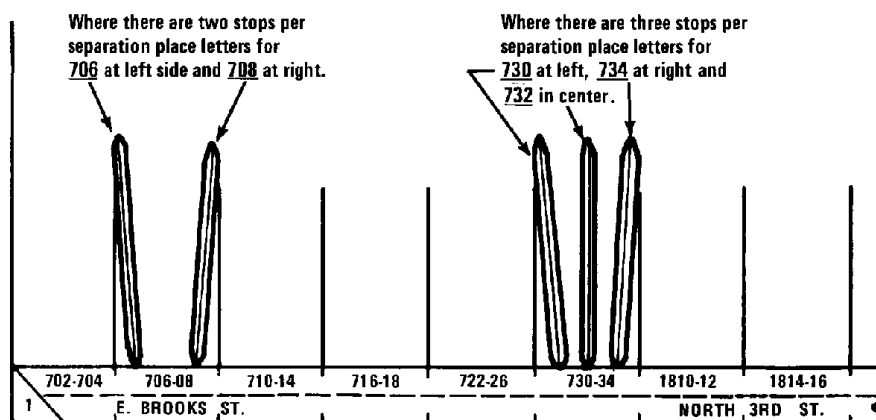


221.33 This case, with wing, shows how the separations may be arranged when more than 6 rows of separations are needed for letters. When so arranged, all are within reach and mail will not have to be rehanded.



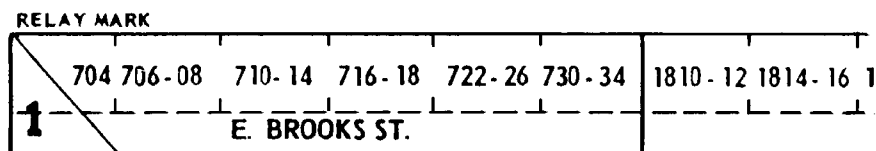
221.4 **Letter Separations**

- 221.41 If possible, letter separations should contain not more than two numbers of deliveries, particularly on motorized routes, so mail can be distributed in the order of delivery. This is done by placing mail for one number at the left side of separation and one at the right side.
- 221.42 When necessary to use three numbers per separation, mail for the middle address should protrude from the case in order to sequence without rehandling.



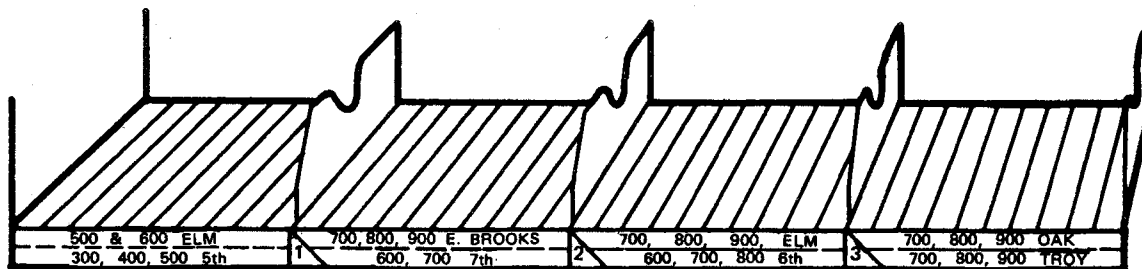
221.5 **Identifying Relays**

Each *relay* is identified by a number on the label of the letter separations. The number is placed under a diagonal line directly under the first street number of the relay to be served.



221.6 **Number Arrangement for Flat Separations**

Each wide or flat separation contains a series of street numbers which generally embraces the carry-out and relays. The first separation is the carry-out, and subsequent separations are for relays that cover the same territory as the letter separations and in the same order from lower left to upper right. To the extent possible, these flat separations should embrace the same territory as for each *relay* on the letter case and, therefore, should bear the relay number of the related letter separation and the streets and block numbers included in each relay.



- 221.7 Flat cases may be configured to accommodate Vertical Flat Casing (VFC). The use of four and five shelf cases is permitted under the VFC method. VFC guidelines issued in January 1990 provide additional information concerning this matter.
- 221.8 When the Vertical Flat Case (VFC) DPS work method is used, letters may be sorted into four, five, or six shelves. In non-DPS environments using one, two, or modified two-bundle systems, and in DPS environments where the composite bundle work method is used, agreement between the local parties is necessary before four or five shelf letter cases may be used.

222 Systems for Casing and Preparing Mail

As a general rule, three basic systems are commonly used for casing and preparing mail for delivery in a non-DPS environment. Management may prescribe any one of these methods, but for efficiency and economy, some degree of uniformity should be maintained. However, more than one casing system at an installation may be used for the particular type of route served.

The three basic systems are:

- a. One-Bundle System: Arrange all separations on case(s) for letter mail. Case magazines, newspapers, and flats with letter-size mail. Withdraw and strap out letter and flat mail together. **Note:** When a one-bundle system is used, sequenced mailings shall not be cased but shall be handled as additional bundles. When directed by management to deliver sequenced mailings, handle mailings as follows:
 - (1) Carriers serving foot or park and loop deliveries will not be required to carry more than three bundles.
 - (2) Carriers serving other types of deliveries are not limited to three bundles of mail.
- b. Two-Bundle System: Case letter-size and other mail separately. Withdraw and strap out in separate bundles.
 - (1) Carriers serving foot or park and loop deliveries will not be required to carry more than three bundles.
 - (2) Carriers serving other types of deliveries are not limited to three bundles of mail.
- c. Modified Two-Bundle System: Arrange all separations on case for letter mail. Case newspapers, magazines, and flats first in letter separations and withdraw and strap out before casing and tying out letter-size mail. Do this only when First-Class Mail, including markups, will not be delayed.

- (1) Carriers serving foot or park and loop deliveries will not be required to carry more than three bundles.
- (2) Carriers serving other types of deliveries are not limited to three bundles of mail.

In addition to the systems described in a, b, and c, above, there are options concerning how residual mail in a Delivery Point Sequencing environment is to be cased and handled. Listed below are the two approved methods; management will select one of these methods for each route.

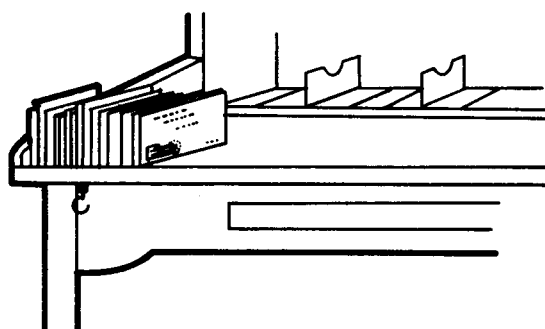
- d. Composite Bundle: Residual mail is cased and strapped out separately. For each relay, street, block etc., the residual bundle of letter mail is carried along with the DPS letter mail bundle. Flats are carried separately from these letter bundles.
- e. Casing Letters in the Vertical Flat Case: Residual mail is cased in the same case with the vertically cased flats. Letters and flats are withdrawn and strapped out together in a single bundle. The DPS letter mail is carried separately as a second bundle.

Note: In both DPS methods (d and e), carriers serving foot or park and loop deliveries may carry up to three bundles of mail. Carriers serving curblines, central, or dismount deliveries are not restricted to a specific number of bundles of mail.

223 Pre-Casing Procedures

223.1 Letter-Size Mail

- 223.11 Withdraw letter mail from city distribution cases unless mail has already been placed on carrier's case ledge by a mail handler or clerk.
- 223.12 Place letter mail on carrier case ledge with stamps down, facing to the right side of ledge.



- 223.13 Obtain mail from tray cart or hamper when mail is so provided.
- 223.14 If mail is received in bundles, open the bundles and place mail on ledge. Deposit facing slips and twine in waste receptacles.
- 223.15 Keep First-Class separate from Periodicals, *but make no attempt to separate them if they are mixed.*
- 223.16 In offices under *expedited preferential* mail system, a city carrier normally sorts only preferential and time-value mail before leaving to serve his route. Casing of non-preferential mail is done in the afternoon when he returns to the delivery unit.

223.2 **Magazines, Papers, and Other Flat Mail**

- 223.21 Withdraw magazines, papers, and other flat mail from flat cases and place neatly in basket or on floor at case when they are not at carrier case upon reporting. Don't obstruct aisle space or create a tripping hazard.
- 223.22 If the flats for your route are received in sacks, remove the flats promptly, and stack neatly on the floor or in hampers when provided. Examine sacks after dumping to insure that sacks are empty. Place empty sacks in the designated receptacle after removing sack labels.

224 **Casing Letter-Size Mail**

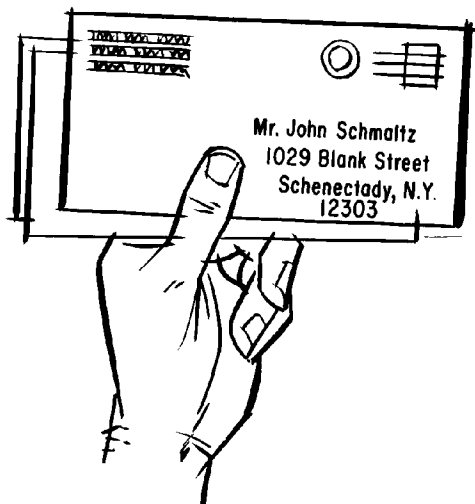
224.1 **Learning Carrier Line of Travel**

- 224.11 Study for a few minutes the streets and numbers in the order the route is served, from left side of lowest shelf of letter separations to right side of top shelf.
- 224.12 Memorize the line of travel for the first two rows (three rows, if case is a simple one). Memorize the line of travel by using blocks instead of numbers:
- a. For example, the carrier serves Main Street from 1 to 399 on the odd side of the street, then the even side from 398 to 2, next the odd side of State Street, 1 to 299, and the even, 298 to 2.
 - b. This can best be remembered as follows: Up the odd side and down the even side of Main Street 1 through the 300 block — up the odd side and down the even side of State Street 1 through 200 block.
- 224.13 Determine if the street is *looped* or *criss-crossed* (see [Exhibit 122.11](#)).
- 224.14 After 5 or 10 minutes study, with the delivery pattern fixed in mind, sort the mail for the rows learned and separate the balance on the case ledge by streets or blocks — each street or block of street in a separate pile.
- 224.15 After all the letter mail has either been distributed in the rows, and/or sorted on the ledge, sort the mail for the next street which appears on the separations of the next row. Repeat this procedure, street by street and row upon row, until all the mail has been distributed.
- 224.16 Continue the memorizing and learning process until the entire case is learned.
- 224.17 Hold to one side — letters for streets and block numbers of streets which do not appear on the case. These are probably intended for other routes but have been missorted:
- a. Return missorts to the distribution case before leaving on any trip and as far in advance of leaving time as possible.
 - b. However, misthrows that can be handed to a nearby carrier should not be returned for distribution.
- 224.18 Endorse mail not deliverable at your unit (if known) with your route number and initials. **Exception:** To avoid defacement of philatelic mail, place your initials and route number on a facing slip and attach to letter.

224.2 **Coordinating Eyes and Hands**

- 224.21 Pick up a solid handful of mail with the left hand. Since the stamps are down and facing to the right, the mail will be in the proper reading position when picked up.

- 224.22 Push the top letter slightly forward with the left thumb so that the right thumb and index finger can grasp the outer edge of letter. The left thumb serves as a feeder.



- 224.23 Read the address only. Develop sight recognition of addresses as whole units.
THIS: 11958 State Street or 482 West Main
NOT THIS: 1-1-9-5-8 State Street; 4-8-2 West Main
- 224.24 Recall the correct separation and place the letter on shelf at right or left side of separation to correspond with number.
- 224.25 As letter is pushed fully into separation, position eyes on next letter and push next letter forward with left thumb. The right hand then returns to pick up this letter for placing into the proper separation.
- 224.26 Follow the same procedure in the distribution of each letter, and coordination of eyes, hands, fingers, and memory will improve until the process becomes automatic.

225 Casing Magazines, Papers, Flats, etc.

225.1 Two-Bundle System

- 225.11 Review line of travel for as many flat separations as correspond with two or three rows of letter separations.
- 225.12 Sort the flats into the proper separations — the memorized streets and numbers — and sort the balance by streets, on the ledge.
- 225.13 Next sort the mail separated by streets, starting with the street not yet learned. Repeat this procedure street by street, until all mail has been distributed.
- 225.14 Continue the memorizing and learning process until all separations are learned.
- 225.15 Starting with the first separation, withdraw mail from case and place it in sequence of delivery — the same order of delivery as the letter mail. Route mail for remaining separations in order of delivery.
- 225.16 Sort stiff cardboard articles (X-ray pictures, etc.) and large newspapers and magazines on ledge, usually by relays; then route them in sequence of delivery. A letter may be reversed in the letter separation for a customer receiving a parcel or odd-sized article that cannot be routed in the flat

separations. This will serve as a reminder when on the route that there is a large or odd-sized piece for the customer.

- 225.17 Route and strap separately quantity mailings of addressed merchandise samples and similar items, if these cannot fit in the case separations. Motorized carriers may place this type of mail in trays or cartons instead of using straps.
- 225.18 Observe following procedures in handling address cards received for delivery of merchandise samples:
- a. Foot Carriers
 - (1) Separate address cards to normal number of relay points, removing undeliverable cards, and notify unit manager of the total number of deliverable address cards.
 - (2) After unit manager determines the total number of cards to be delivered on individual routes each day, remove from relay stacks the quantity of cards for delivery so that each relay will have approximately the same number of samples.
 - (3) Route the selected address cards in the proper letter case separations.
 - (4) Withdraw the cards with other cased letter-size mail, making no attempt to keep address cards separate.
 - (5) Repeat steps (2), (3), and (4) until all cards and samples are delivered.
 - b. Motorized Carriers
 - (1) After unit manager determines the number of cards to be delivered on individual routes each day, route the same number of cards in the letter case separations, removing undeliverable cards. Notify manager of the number of deliverable cards.
 - (2) Withdraw cards with other cased letter-size mail, making no attempt to keep address cards separate.
 - (3) Continue this procedure until all cards and samples are delivered.

225.2 Modified One-Bundle System

- 225.21 Fold all mail (except stiff cardboard articles, X-ray pictures, large greeting cards, and large newspapers and magazines) and sort it in letter separations.
- 225.22 Sort stiff cardboard articles, X-ray pictures, etc., and large newspapers and magazines on ledge, usually by relays on foot routes, and then route them in sequence of delivery. A letter may be reversed in the letter separation for a customer receiving a parcel or odd-sized article which cannot be routed in the letter separations. This will serve as a reminder when on the route that there is a large or odd-sized piece for customer.
- 225.23 Route and strap separately quantity mailings of addressed merchandise samples and similar items, if these cannot fit in the case separations. Motorized carriers may place this type of mail in trays or cartons instead of using straps.
- 225.24 Observe the same procedures in handling address cards received for delivery of merchandise samples as outlined in two bundle system (see [225.1](#)).

23 Data Collection of Special Services Mail

231 Preparation — In Office

Obtain and prepare the data collection device assigned to your route as established by local policy.

232 At Delivery Point

232.1 Delivery Events

At delivery point, scan/enter mailpiece or firm sheet barcode, and enter other appropriate information into the data collection device, as required and instructed. If required, collect customer signature and address on the data collection device. If customers cannot sign on the device, collect his or her signature and printed names on PS Form 3849, *Delivery Notice/Reminder/Receipt*. The delivery address should be recorded on the barcoded side of PS Form 3849. Scan the barcode on PS Form 3849 after obtaining recipient signature and printed name.

232.2 Nondelivery Events

If the item cannot be delivered for any reason, scan the mailpiece barcode and enter other appropriate information into the data collection device as required and instructed. Leave completed PS Form 3849 for customer notification.

233 Return to Office

Return the data collection device assigned to your route as established by local office policy.

24 Undeliverable as Addressed (UAA) Mail

241 Recording Address Change Information

241.1 Entries from PS Form 3575

241.11 When PS Form 3575, *Change of Address Order*, is received, enter following data on PS Form 3982, *Changes of Address*:

- a. Effective date of change.
- b. Expiration date of change, if temporary.
- c. Customer's name.
- d. Customer's old address.
- e. Check whether family or individual.
- f. Customer's new mailing address. Carriers who receive Change of Address cards that have the request for Court Ordered Protected Individual (COPI) attached to them will log that the customer has moved, with the notation "COPI Status" in the new address block. Under no circumstances is the new address to be written or maintained at the carrier case.

- 241.12 Endorse PS Form 3575 with initials and route number.
- 241.13 Deposit all PS Forms 3575 in designated location for daily transmission to the Computerized Forwarding System (CFS) Unit. Do not hold PS Forms 3575 at the carrier's case or delivery unit until the effective date.
- 241.14 For any PS Form 3575 that may be effective on date received, place it in the COA's entry mail slot on the case along with any mail for that customer.
- 241.15 When a customer moves and does not leave a forwarding order, the carrier must hold the customer's mail for up to 10 days, pending receipt of a change of address. **(Exception:** Any mail containing specific instructions from the sender printed on the envelope must be handled in accordance with those instructions.) If a change of address is not received after 10 days, the carrier must complete a PS Form 3575-Z to indicate that the customer has moved and left no forwarding address. The held mail is bundled with the PS Form 3575-Z and placed in the COA's mail entry slot.

241.2 **Entries from PS Form 3546**

On receipt of PS Form 3546, *Forwarding Order Change Notice*, enter appropriate data from PS Form 3546 on PS Form 3982, *Changes of Address*. Place PS Forms 3546 in designated location for delivery to CFS.

241.3 **Purpose and Duration of PS Form 3982**

- 241.31 **Purpose**
- 241.311 PS Form 3982 provides a quick reference for carriers unfamiliar with customer removals from the route so the mail for these customers can be withdrawn from the case and bundled for forwarding by the CFS. **(Exception:** In a Delivery Point Sequence environment where customer removals may first be identified while performing street duties, they must be withdrawn and returned to the office for processing). Use of a PS Form 3982 or a locally developed policy to identify removals while performing street duties will be used.
- 241.312 PS Form 3982 may be used for entering special instructions such as building vacant, temporary absence-hold, etc. Enter temporary changes of address in the same way, but include inclusive dates. Hold mail held at carrier case should be verified once each week to insure that no mail designated by mailer is kept beyond its retention period. Such mail shall be endorsed, *Temporarily Away*.
- 241.313 After all appropriate mail has been cased, withdraw from the separation(s) the mail that has the same name and address of all the pertinent entries which have not been lined out. This mail should be put in the designated location for forwarding, and return all mail for other customers into the separation(s).
- 241.32 **Duration**
- 241.321 Address changes entered on PS Form 3982 are good for 18 months and should be lined out 6 months from the end of the month in which the change becomes effective. The exception is temporary changes, which are canceled when a customer returns or at the expiration of 1 year. After the deadline, line out the expired order so that the change is still legible.

- 241.322 Use only one PS Form 3982 for each row of letter separations unless a large number of removals warrant additional cards such as for military, rooming house, or apartment house areas. When all spaces on PS Form 3982 have been used, turn the form over to the markup clerk who will retain it for reference after adjustments.

242 **Procedures by Category**

242.1 **Letter-Type Mail**

242.11 **Casing**

- 242.111 Case removals to appropriate separation by size and type. Separations are COA's entry mail, machinable, and non-machinable.
- 242.112 Case removals to proper separation for mail pieces which are:
- Undeliverable As Addressed (forwarding order expired)
 - Attempted, Not Known
 - No Such Number/No Such Street
 - Other Carrier Endorsed

242.12 **Bundling CFS Mail**

- 242.121 Withdraw mail in the separations.
- 242.122 Deposit in designated location by exit for transport to CFS.

242.2 **Periodical Mail**

- 242.21 Process in similar manner to letter-type mail which is undeliverable as addressed. Place in non-machinable separation.
- 242.22 Place in designated location by exit for transport to CFS.

242.3 **Standard Mail (A)**

- 242.31 Place Undeliverable Bulk Business Mail in the designated location for review prior to disposal as waste.

242.4 **Standard Mail (B)**

- 242.41 Endorse all mail pieces with route number.
- 242.42 Deposit in designated location for delivery to Markup Unit.

242.5 **Accountable and Signature Mail**

- 242.51 Return to the accountable clerk and explain why it is undeliverable. Under no circumstances should this type of mail be obtained from or returned to the accountable clerk without establishing proper accountability.
- 242.52 **Exception:** At the largest installations receiving a large volume of accountable and signature mail for delivery, local managers may allow carriers to mark up this mail if accountable clerks are unable to expedite rehandling of the pieces in clearing carriers of proper responsibility.

242.6 **Other Undeliverable Mail**

- 242.61 When customer has moved and left no forwarding instructions, hold mail for 10 days, except Treasury checks, which are handled in accordance with the instructions on the piece. Do not endorse. If change order is not received by expiration date, complete a PS Form 3575-Z and place the PS Form 3575-Z and mail in appropriate separation of the CFS mail. Do not endorse.
- 242.62 Other types of undeliverable mail include (a) occupant mail (address correction requested, return postage guaranteed, or forwarding and return postage guaranteed) only addressed to Vacant buildings; (b) mail addressed to customers who are Temporarily Away and retention period for hold mail has expired; (c) mail addressed to customers who are Deceased, and mail is not properly deliverable to another person; (d) mail which is Refused; and (e) mail for which there is No Mail Receptacle. Manually endorse this category of mail as provided by current regulations.
- 242.63 Additional types of undeliverable mail are: (a) *Attempted Not Known*, addressee is not known at the place of address; (b) *No Such Number*, non-existent number, correct number is not known; (c) *Insufficient Address*, mail received without complete identifying address and the correct address is not known; (d) *Return to Sender*, order issued against addressee for violation of False Representation law, mail is returned to sender under a false representation order; (e) *Unclaimed*, addressee abandons or fails to call for mail; (f) *Lottery Mail, Mail to This Address Returned by Order of the Postmaster General*, mail is returned to sender under a lottery order; (g) *In Dispute*, mail is returned to sender by the order of the General Counsel when it cannot be determined which of disputing parties has better right to the mail; (h) not deliverable as addressed *Unable to Forward*; (i) *Returned for Postage*; (j) *Box Closed — No Order*; (k) *Outside Delivery Limits*. These types of undeliverable mail will be bundled by category with the carrier endorsing the top piece of each bundle with the appropriate endorsement and initial.

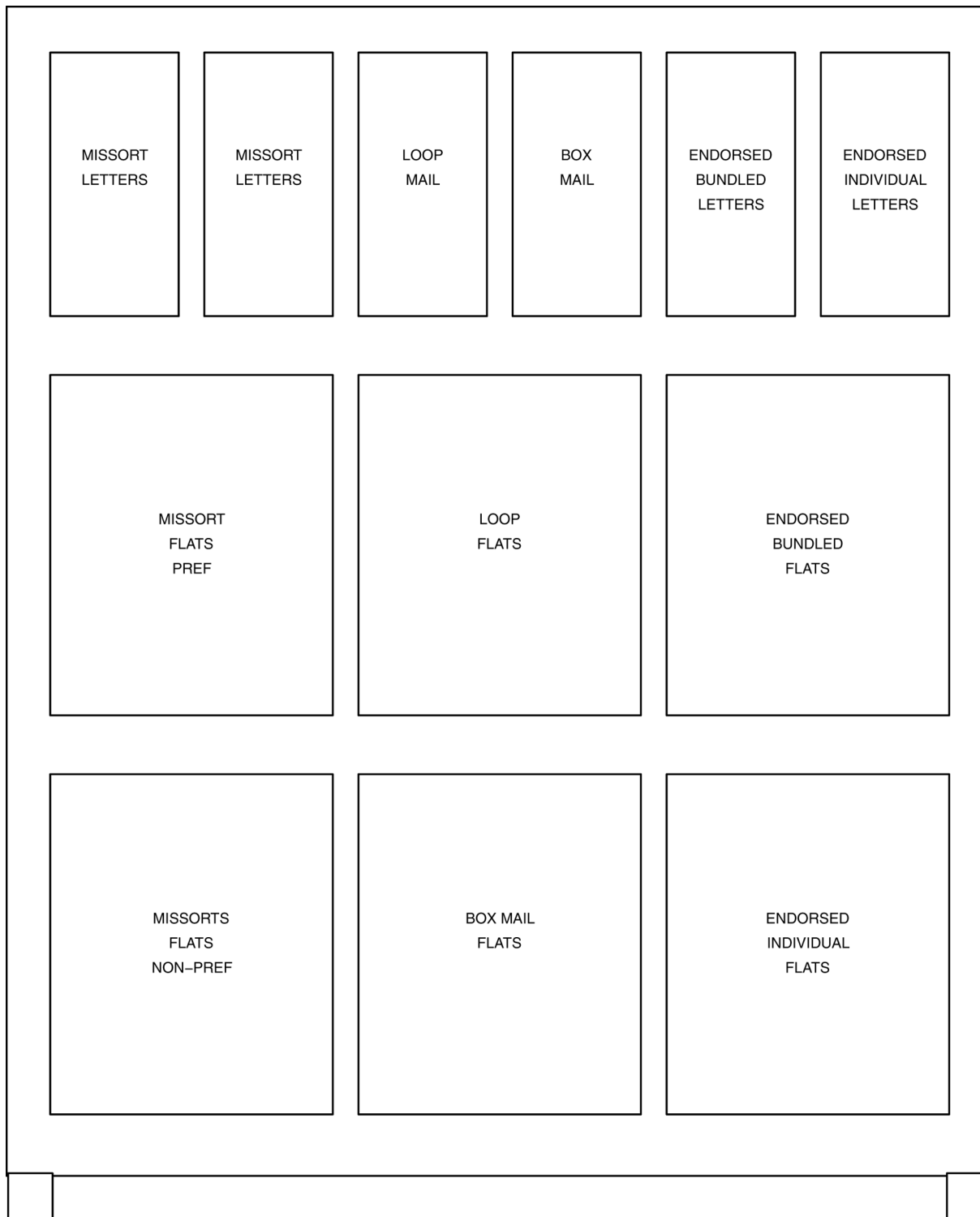
243 **Disposition of Forwardable and Undeliverable Mail, Carrier Throwback Case**

Undeliverable as addressed mail is disposed of according to separations of Carrier Throwback Case (see [Exhibit 243](#)). The delivery address should never be lined out or obscured on any mailpiece. Following are descriptions of separations in the throwback case:

- a. Missorts — First-Class Mail misthrown to the route and deliverable at the same unit.
- b. Loop Mail — Incorrectly barcoded and/or ZIP® coded mail discovered at a destination for which it is not addressed.
- c. Box Mail — Mail received at the carrier's case that belongs in the Post Office box section.
- d. Endorsed Bundles — Attempted Not Known, Insufficient Address, Undeliverable As Addressed (UAA), No Such Number.
- e. Endorsed Individual (each piece must be individually endorsed) — Deceased, Temporarily Away, Refused, No Mail Receptacle, Vacant.
- f. Missorts — Non-Pref. Flats, Standard Mail (A), other-size mail misthrown to the route and deliverable at the same unit.

Exhibit 243

Typical Labeling Pattern Carrier Throwback Case Item 129



244 **PS Form 1564-B, Order to Box Section or Other Special Orders**

244.1 **Purpose**

This form is used to record customer's request to deliver his or her mail to a lockbox or to record special orders concerning the handling of his or her mail, e.g., customer will call for his or her mail on the first trip.

244.2 **Preparation**

244.21 Enter on PS Form 1564-B orders received on PS Forms 3575 or on letters, as follows:

- a. Enter the name and old address in the columns provided.
- b. Enter the new address or special instructions in last column.

244.22 These entries are alive — valid until canceled. (The 1-year time limit does not apply.)

244.3 **Use**

244.31 Review PS Form 1564-B for names and addresses of callers, box holders, or customers for whom there are special instructions. If not familiar with box section or other special orders on file, place a colored dot or other symbol on case label at address separation involved so that PS Form 1564-B can be checked.

244.32 Withdraw mail from case at address given for each caller, box holder, or other customer listed, in the same manner described for use of PS Form 3982.

245 **PS Form 3546, Notice to Change Forwarding Order**

245.1 **Use**

This form is used to notify another postmaster or local carrier that a customer has changed address again or that customers refuse to pay postage due. PS Form 3546 is valid for 1 year from the original date of submission of PS Form 3575.

245.2 **Preparation**

245.21 At Office of Second Address. When customer has moved and left no address, withhold sending PS Form 3546 for 10 days. Enter on PS Form 1564 the date PS Form 3546 is sent to office of original address. If subsequent change of address order is received from customer, notify original office by sending an amended PS Form 3546.

245.22 At Office of Original. Enter on PS Form 1564 the date PS Form 3546 was recorded. Forward or return mail as instructed on PS Form 3546.

25 Carrier's Route Book, Instructions and Report

251 **Delivery Instructions (PS Form 1564-A — Exhibit 251)**

251.1 **Collection Points**

The locations of street letter boxes and mail chutes are listed in the order the carrier collects them on the route.

251.2 **Relay Points or Park and Loop Locations**

The relay points are listed in the order they appear on the carrier case labels. If park and loop route, park and loop points are also entered here.

251.3 **Route Schedule**

This shows the scheduled reporting, leaving, returning, and ending time on the route.

251.4 **Transportation**

The time the street car/or bus leaves and returns and the location where boarded is listed for each trip.

251.5 **Lines of Travel**

This shows lines of travel to reach the beginning of the route, reach the lunch place, return to next delivery location, and return to unit.

251.6 **Lunch Information**

This shows time of authorized lunch, location of authorized lunch stop(s), and location where carrier is authorized to leave route for lunch. (See instructions on PS Form 1564-A where this applies.) Similar information for any deviation for lunch by carrier technician is entered on the PS Form 1564-A.

251.7 **Break Information**

This shows location of authorized break stop(s). (See instructions on PS Form 1564-A where this applies.) Similar information for any deviation for break by carrier technician T-6 carrier is entered on the PS Form 1564-A.

Exhibit 251

U.S. Postal Service Delivery Instructions									
Name of Employee Joseph Thomas				ID No. 1302		Delivery Unit Main Office			
Vehicle Make LLV		Vehicle Capacity 1/2 ton	Vehicle No. 9206288	Reference Volume AM 10.25 PM 4.75 Total 15.00			Assignment No. 1302		
Date Appointed 10/15/73		Date Assigned to Route 12/26/93		Delivery Method(s) <input type="checkbox"/> Foot <input type="checkbox"/> Mounted <input checked="" type="checkbox"/> Park and Loop <input type="checkbox"/> Other (Specify) _____			Type of Route <input type="checkbox"/> Business <input checked="" type="checkbox"/> Residential <input type="checkbox"/> Mixed		
No. of Trips 1	Name of Replacement (3) Charlie Jones								
Location of Collection Points in Order of Collection		Street Corner	Arrival Time (1) Daily Sat.		Relay Location of <input type="checkbox"/> Boxes <input checked="" type="checkbox"/> Park & Loop Stops	Arrival Time (1) Daily Sat.		Possible Deliveries Per Relay, Loop, Swing, etc	
84th & Conifer		NW	10:15 AM 10:15 AM		500 Leo Lane	08:45 AM 08:45 AM		1) 21 2) 42 3) 37 4) 56	
100th Place & Melody		SW	13:00 PM 13:00 PM		700 Polaris	09:25 AM 09:25 AM		1) 53 2) 46 3) 50 4) 39	
					8761 North Star	11:15 AM 11:15 AM		1) 60 2) 70 3) 103 4) 87	
					1201 W. 92nd	13:45 PM 13:45 PM		1) 296 2) 3) 4)	
Schedule	Time	Trip 1		Trip 2		Lines of Travel (Use reverse, if necessary)			
		Daily	Sat.	Daily	Sat.	Office to Route Via	Route to Lunch Via		
	Begin	07:00 AM	07:00 AM			Pecos to 84th left on Huron to Lee	Polaris to Huron to 84th		
	Leave	08:35 AM	08:35 AM			Lunch to Route Via	Route to Office Via		
	Return	15:00	15:00			84th to Huron to 92nd to mailroom	92nd to Pecos right to Station		
	End	15:30	15:00			Authorized Lunch Period			
Transportation	Public Trans.	Location				From	To		
		Board		Leave		13:10	13:40		
	Leave					Location where authorized to leave route for lunch			
	Return					84th & Huron			
	Leave					Location of Authorized Lunch Location(s) (2)			
	Return					Regular Carrier		Replacement Carrier	
					Dairy Kings		Burger Queen		
					Burger Queen		Wishbones		
					Best Yet		Dairy Kings		
Use of Privately-Owned Vehicle Authorized <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Effective Date of Transportation Agreement (Form 1311)	Approximate Break Location(s)				Regular Carrier	Replacement Carrier		
		7-12, 92nd & Pecos				Dairy Kings			
		Gas House 84th/Huron				Gas House 84th/Huron			
		Dairy Kings				7-12 92nd & Pecos			
		Approved By (Signature and Date)				K. A. Gallo	01/04/94		
1 Arrival time shown should be earliest on a light day. Use reverse for additional remarks. 2 If one of the following conditions prevail covering travel to and from a suitable lunch location (up to 3 places) carrier will complete: (1) Reimbursed for driving own vehicle. (2) Furnished bus fare or its equivalent. (3) Provided transportation in PS vehicle. (4) Assigned a PS or Contract Vehicle. (Other carriers may at their option record similar lunch data.) 3 Enter name of regularly assigned replacement (if any). Also complete the replacement's authorized lunch and break location(s).	Title	Postmaster							

TransFORM PS Form 1564-A, March 1986

252 Route Book**252.1 Contents**

Route book in which record of removals is maintained consists of:

- a. Item 391-M, binder.
- b. PS Form 1564-A, *Delivery Instructions*.
- c. PS Form 1564-B, *Special Orders*.
- d. Edit Book and/or PS Form 1621, *Delivery Management Report*.
- e. Handbook M-41, *City Delivery Carriers Duties and Responsibilities*.

252.2 Filing

Place PS Form 1564-A in front of book, followed by PS Form 1564-B, PS Form 1621, PS Forms 1564, and Handbook M-41.

253 Delivery Management Report and Edit Book (PS Form 1621 — Exhibit 253)

- 253.1 Since the Edit Book and PS Form 1621 are two of the most important documents used by Delivery Service, it is absolutely essential that the carrier keep them accurate and up to date. Entries for new construction must be completed as soon as known by the carrier. If in doubt as to whether this particular section was entered in a previous period, ask your unit manager to examine the last three accounting period entries to be sure.
- 253.2 If entries you have made under section IV concerning the conditions of collection and relay mailboxes continue through more than one accounting period, call this to the attention of the delivery unit manager at the time the Edit Book and/or PS Form 1621 is collected.
- 253.3 Report any new buildings, conversions from single to multiple delivery or vice-versa, subdivisions, developments, or demolitions as soon as known to you. This keeps your manager informed of areas which may require his/her personal attention.

Exhibit 253

U.S. Postal Service DELIVERY MANAGEMENT REPORT				Unit Name and ZIP+4 Code MAIN OFFICE 80302								
Date 8-23-96		A/P 13	Reporter's Name Sol Leibowicz			Telephone No. 803-9559						
Section I. Construction/Demolition in Progress												
Rt. No./Bx. Sec.	Delivery Address		Res.	Apt.	Bus.	Owner or Contractor	Est. Comp. Date					
203	121 Folsom St.		X			Jimmy Jones	11/27/96					
Section II. Deliveries Added or Deducted from Route (Circle Deductions)												
Route No.	Cong. Dist.	Delivery Address	Apt./Suite No. Range	Residential				Business				Det. Box/NPU
				Other	Curb	NDCBU	Other Cent	Other	Curb	NDCBU	Other Cent	
211	1	447 STATE ST.	1-10				10					
241	1	101 JACKSON CT.						1				
207	1	43 OCEAN DR.	A-G				(7)					
Section III. Additions/Changes/Corrections to AIS Data Apts.—Buildings—Firms (Include Firm Mail Volume)												
Route No./Box Section	Delivery Address		Apt./Suite No. Range	Firm, Apt. Bldg. Name		Add Change Delete	Vol.	Sec.	Seg.			
231	1511 FOX DR.		101	CAIN & FEY INC.								
Section IV. Unit Delivery Data and Other Changes and Comments (P.O. Box, Rural Highway Contract Route, Route Adjustment, Scheme, etc. attach appropriate supporting documentation as necessary)												
Unit Name	Cong. Dist.	ZIP Code	PO Boxes Installed	PO Boxes Rented	General Delivery Customers	Caller Delivery Customers						
MAIN OFFICE	1	80302	2700	2651	75	14						
Delivery Manager's Signature Jacob Marrow		Date 8-24-96		AIS Manager's Signature Johnny White		Date 8-30-96						
Section V. AIS Use Only (Must be completed within 5 working days)												
AIS Action	Inits.	Date	AIS Action	Inits.	Date							
Received	JW	8-30-96	Notification Piece Prepared/Mailed	JD	9-4-96							
AIS Files Verified	JPC	8-30-96	Possible Delivery Maintenance Compl.	PC	9-4-96							
AIS File and Maintenance Comp.	PC	8-30-96	Growth Management Notified	PC	9-4-96							
Map Updated	J.M	9-3-96	Delivery Unit Notified	PC	9-4-96							
Scheme Verified	JD	9-4-96										

26 Accountable Items

261 Accountability Procedures

261.1 Acquiring Accountable Items

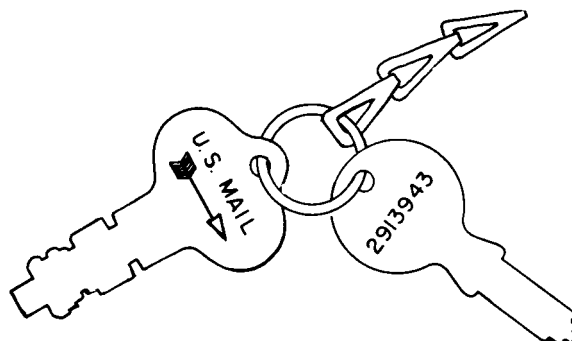
261.11 Accountable items are keys, postage due, customs duty, and special services mail.

261.12 Generally, carriers are required to call at the finance cage for accountable items. They may be called in groups by call of route numbers or by passing a paddle (see “[Paddle System](#)” in the [Glossary](#)). At some offices, the items are delivered to the carrier at his/her case.

261.2 Receipting for Accountable Items

261.21 Keys

A numbered check is issued to each employee. When you surrender the check, you will be given a set of Arrow and/or padlock, and/or truck keys. (In some instances, a signature is used in place of a numbered check.) The keys are on a chain which must be securely fastened to a belt or clothing. Keys must be returned at the end of the tour of duty. The two most common type of keys are pictured below:



261.22 Postage Due (Exhibit 261.22)

All postal employees are expected to protect postal revenue. All postage-due items found in the mail should be brought to the finance window for postage accounting. Count the amount of postage due represented by the postage-due stamps or meter strips on the envelope or on PS Form 3582-A. Give the finance clerk cash or sign PS Form 3584 for the amount due.

261.253 Verify total number of COD parcels received with the entry on PS Form 3821 and, if in agreement, sign PS Form 3821. Return both copies of the form and the delivery employee's coupons from the tags to the clerk.

Exhibit 261.25

Post Office or Station <u>Main</u>			Date <u>1/27/97</u>		
RECEIVED OF _____ the registered articles listed or total certified, COD, and Express Mail and Return Receipt Merchandise Service articles shown below; also signed receipts for such mail delivered.					
REGISTERED ARTICLE NOS.		Rtn Arts	Delivery Receipts		TOTAL
<u>124</u>	Registered	<u>1</u>	<u>0</u>		<u>1</u>
	Certified	<u>1</u>	<u>3</u>		<u>4</u>
	Express Mail	<u>1</u>	<u>1</u>		<u>2</u>
	Rtn Rec for Mdse				
	COD	<u>-</u>	Check <u>-</u>	Cash <u>-</u>	
Clearing Employee Signature <u>B Kaplan</u>	COD Funds		\$ <u>-</u>	\$ <u>-</u>	
Complete a separate form in duplicate for CODs. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified or Express Mail or Return Receipt for Merchandise Service.					

PS Form 3821, Feb. 1989

GPO : 0 - 317-665

CLEARANCE RECEIPT

262 **PS Form 3849 for Registered, Certified, Priority Mail Express, Insured, and Other Special Services Mail (Exhibit 262)**

262.1 Use PS Form 3849, *Delivery Notice/Reminder/Receipt*, for each accountable piece and numbered insured parcel or other special services item. (Minimum fee unnumbered insured parcels and Delivery Confirmation items are delivered the same as ordinary mail — no receipt is needed.) Usually prepare PS Form 3849 as you make delivery. However, enter the address in the Delivery section on the barcoded side of the form, for identification, in the office at the time articles are issued.

262.2 Place PS Form 3849 in proper separation case as a marker. Put registered articles in the pocket of satchel. DO NOT PLACE REGISTERS IN CARRIER CASE WITH OTHER MAIL OR IN RELAYS. Place insured parcels loose in satchel or in relay sack. Do not tape PS Form 3849 to mail items.

Exhibit 262

United States Postal Service		Today's Date	Sender's Name
Sorry We Missed You! We'll Deliver for You			
Item is at: <input type="checkbox"/> Post Office (See back)		Available for Pick-up After Date: _____ Time: _____	We will redeliver or you or your agent can pick up. See reverse.
<input type="checkbox"/> Letter	For Delivery: (Enter total number of items delivered by service type) For Notice Left: (Check applicable item)	<input type="checkbox"/> Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.)	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item
<input type="checkbox"/> Large envelope, magazine, catalog, etc.		<input type="checkbox"/> Registered	Article Number(s)
<input type="checkbox"/> Parcel		<input type="checkbox"/> Insured	
<input type="checkbox"/> Restricted Delivery		<input type="checkbox"/> Return Receipt for Merchandise	
<input type="checkbox"/> Perishable Item		<input type="checkbox"/> Certified	
<input type="checkbox"/> Other:		<input type="checkbox"/> Recorded Delivery	
		<input type="checkbox"/> Firm Bill	
Article Requiring Payment		Amount Due	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs		\$ _____	
<input type="checkbox"/> Final Notice: Article will be returned to sender on _____		Delivered By and Date	
PS Form 3849, November 1999		Delivery Notice/Reminder/Receipt	

We will redeliver OR you or your agent can pick up your mail at the post office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):

- a. Check all that apply in section 3;
b. Sign in section 2 below;
c. Leave this notice where the carrier can see it.
- Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You:

Delivery Section	
Signature	X
Printed Name	
Delivery Address	123 S. Main St.
- Redeliver (Enter day of week): _____

(Allow at least two delivery days for redelivery, or call your post office to arrange delivery.)

Leave item at my address

(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)

Refused Postpaid Return

USPS  5299 9880 0005 4957

PS Form 3849, November 1999 (Reverse)

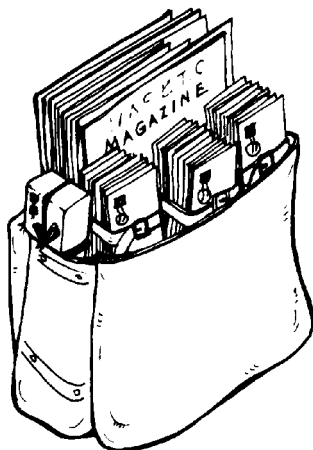
27 Preparation of Relays and Carry-Outs

271 Relays

- 271.1 Assemble necessary equipment for preparing relays, such as straps, sacks, and labels.
- 271.2 Insert label for first relay in label holder of sack. Relays are identified by number on label of letter and flat case and by location listed on PS Form 1564-A.
- 271.3 Strap bundles of flats and letter mail for first relay.
- 271.4 Number each bundle in the order of delivery, placing an "X" after the number on the last bundle for each relay.
- 271.5 Place all loose packages and rolls along with bundles of letters and flats in the same sack and verify the label before closing the sack.
- 271.6 Strap all bundles and prepare all additional relays in the same way.
- 271.7 Place all sacks in designated location for relays.

272 **Carry-Outs — Packing the Single Satchel**

- 272.1 Strap out the carry-out mail (letters and flats) as described for relayed mail, and number each bundle.
- 272.2 Place registered and other special articles in pocket of satchel.
- 272.3 Pack the bundles bearing highest numbers at bottom of satchel and work up so that number one bundle will be on top. The mail will then be packed in the order of delivery.
- 272.4 Pack the bottom of satchel solid and stand first bundles of flats on end, on top of bottom row, with addresses on top so they can be easily read when carrying the satchel.



273 **Carry-Outs — Packing the Double Satchel**

When using the Double Satchel in a configuration with the waist belt, the satchel must be put on first and then loaded with mail. Carriers are required to carry the appropriate amount of mail, up to the 35 pound limit, to complete each assigned relay without additional trips to the vehicle or relay box. Carriers should use their discretion in arranging mail in the Double Satchel to ensure the most efficient methods and comfortable weight distribution.

274 **Motorized Routes**

All mail on a motorized route is carry-out mail (see [322](#)).

28 **Carrier-Auxiliary Control**

Prepare PS Form 3996, *Carrier-Auxiliary Control* (see [Exhibit 28](#)) as follows:

- a. *Items C, D, and E.* Enter the date (C); route number and name (D); lunch place and time, if applicable (E).
- b. *Item F.* Place an X in the space below the number indicating the case shelf containing the mail for which assistance is being requested. The bottom shelf of the letter separations is designated No. 1. When assistance is required for less than a full shelf of mail, enter the portion

- of shelf in fractions. The portion should be identified as follows: L 1/2, R 1/4; M 1/2; (L-Left, R-Right, M-Middle of the shelf).
- c. *Items G, H, and I.* Indicate if keys and/or carfare are required and if there is accountable mail for delivery on the route.
 - d. *Item J.* Show the reason in detail for requesting assistance. The phrase “Heavy Mail” is not suitable explanation. (Omit reason for requesting assistance during the Christmas period.)
 - e. *Item K.* Under *Estimated Work*, the carrier must enter the estimated hours and minutes of the amount of assistance being requested.
 - f. Present form to manager.
 - g. *Item L — Auxiliary Assistance.* If assistance is approved the manager shall initial PS Form 3996 and return it to the carrier for completion of route information.
 - h. *Overtime.* If overtime is approved, the manager shall initial the form and enter near his initials the amount of overtime in minutes. After advising the carrier, the form is then deposited in a designated place for use later when the timecard or printout is verified.
 - i. *Street Assistance.* When street assistance is approved, the regular carrier shall complete the additional sections of the form as follows.
 - j. *Item M.* Show transportation information as indicated.
 - k. *Item N.* Indicate the delivery starting point and the blocks on each street to be delivered.
 - l. *Item O.* List the points where relays will be found.
 - m. *Item P — Carrier Assistant.* Before leaving, enter name and time beginning and ending office work if auxiliary assistance is given in office. Enter begin and end travel to time for street assistance. Enter the begin and end delivery time used to actually deliver all of the assistance. *After completing actual assistance*, enter the begin and end travel from time in the appropriate spaces. Deposit the form in designated place or give it to the manager.

Exhibit 28

United States Postal Service Carrier - Auxiliary Control									
A. Delivery Unit <i>Atlantic St... Station</i>				B. Telephone <i>268-3684</i>		C. Date <i>11/12/97</i>			
D. Carrier's Name and Route No. <i>J. Long 0105</i>				E. Lunch Place and Time					
F. Indicate entire or portion of the case shelves covering mail to be given as street auxiliary assistance <small>Consider the bottom shelf as number 1.</small>						G. Keys Required? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			
1	2	3	4	5	6	H. Carfare Required? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
				<i>R 112</i>	X	I. Accountable Mail? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
J. Reason For Use of Auxiliary <i>2 Sets of sequenced mail and day after holiday and Saturday business mail for closed business.</i>									
K. Estimated Work		L. Management Action. Check and initial all appropriate actions.							
Hours	Minutes	Auxiliary Assistance			Hours	Minutes	Overtime	Hours	Minutes
1	30	Approved <input checked="" type="checkbox"/> <i>T.G.</i>			1	30	Approved <input type="checkbox"/>		
		Disapproved <input type="checkbox"/>					Disapproved <input checked="" type="checkbox"/> <i>T.G.</i>		
M. Transportation (If drive-out, show parking location(s) on reverse)									
Transportation Mode to and from route:		Postal owned: <input checked="" type="checkbox"/>		Drive-out: <input type="checkbox"/>		Contract: <input type="checkbox"/>		Public: <input type="checkbox"/>	
N. Starts Delivery at: <i>550 Grove St.. apartment house</i>					* Collect mail from all collection boxes on your part of the route, unless instructed otherwise.				
Deliver <i>562-551 Grove St..</i>					Collection boxes locations:				
<i>545-548 Grove St..</i>					1 <i>550 Grove St..</i>				
<i>780-779 Bedford St..</i>					2 <i>780 Bedford St..</i>				
<i>781-783 Bedford St..</i>					3				
					4				
					5				
					6				
O. Find Relays At:									
1 <i>Grove St.. and Bedford St..</i>				4					
2 <i>780 Bedford St..</i>				5					
3				6					
P. Assistance Completed By (Carrier Name and regular route number if assigned): <i>L. Cantos 0122</i>									
Office Time		Street Time						Total Auxiliary Time 1:45	
Begin Time	Time Used	Begin Travel To	Begin Delivery	Begin Travel From	Travel To				
		<i>2:45</i>	<i>2:55</i>	<i>4:20</i>	<i>:10</i>				
End Time		End Travel To	End Delivery	End Travel From	Delivery				
		<i>2:55</i>	<i>4:20</i>	<i>4:30</i>	<i>:10</i>				
					Total Street				
					<i>1:45</i>				

PS Form 3996, November 1997

29 Before Leaving for Route

291 **Withdrawal of Mail**

Withdraw preferential mail from final case when leaving office on each trip. This mail is to be routed in delivery sequence as deliveries are made.

Delivery Point Sequence mail will be withdrawn in accordance with local procedures.

292 **Data Collection Devices**

292.1 Under most circumstances, these pieces of equipment will have a unique serial number affixed to or engraved in their casing. In the event that a piece of equipment does not have such a number, local managers may assign/affix a unique number as long as it is permanently assigned to a specific piece of equipment and not duplicated on other pieces of similar equipment.

292.2 Verify the serial number appearing on the piece of equipment is the device scheduled for your route.

293 **Timecards**

Record the time leaving the office as explained in [212](#).

This page intentionally left blank

3 On Route

31 Use of Transportation

311 **Bus and Street Car**

Proceed to location designated on PS Form 1564-A to board bus or street car. Do not loiter en route. If you miss the scheduled transportation, it may be several minutes before the next one arrives, causing a delay in the delivery of mail.

312 **Private Car and Motorized Routes**

If you are authorized to use your own car or are provided a vehicle, drive to the first delivery point without delay.

32 Delivery of Ordinary Mail Matter

321 **Foot Routes**

321.1 Unstrap the first bundle of mail.

321.2 Verify the street, block, and number with street sign and number on first house.

321.3 Peel off the letters and circulars for the first house from bundle carried in the hand, and the flat mail from bundle standing on end in satchel.

321.4 Place mail well into receptacle. If a rack is available for magazines, place them in the rack. Do not place fingers into door slots. Do not place mail on steps, porches, etc.

Note: Customers must provide receptacles or door slots for mail delivery unless a business place is open when carrier arrives.

If a parcel does not fit completely within the mail receptacle or parcel locker (when available), determine if someone is available at the address by ringing the doorbell or knocking on the door. If no one is available to receive the parcel, follow the procedures in [322.311](#) and [322.312](#).

321.5 *Finger* mail between delivery stops placing it in order of delivery (see [133.2](#)). When withdrawing flats from satchel, observe and remember address of next piece to avoid back-tracking.

321.6 Deliver all mail carried; then pick up mail for the next part of route from the relay box. If more than one relay is in relay box, take next numbered bundles up to and including the one containing an X. Follow the same delivery procedure.

322 **Motorized Routes (See also Chapter 8)**

322.1 **Letter-Size Mail Delivery**

322.11 Letter-size mail for the entire route may be placed in suitable trays or boxes rather than being strapped out. These may be used for working the mail rather than a strap. Place the container of mail in the vehicle's tray so the letter mail faces the driver. When serving house boxes, withdraw sufficient letter mail before dismounting to allow fingering to determine the next delivery stop (see [133.2](#)).

322.12 Any sequenced mailing received by a motorized curb delivery route shall be handled as separate bundles, unless the Delivery unit manager authorizes the casing and/or collating of the mailings.

322.2 **Flat Mail**

322.21 For other than one bundle system, flat mail should be strapped out, limiting the thickness of bundles to conform to the vehicle tray size and to allow good visibility through the windshield.

322.22 Flats may be worked from a loosened strap placed to the right of the letter tray or box.

322.23 Any sequenced mailing received by a motorized curb delivery route shall be handled as separate bundles, unless the Delivery unit manager authorizes the casing and/or collating of the mailings.

322.3 **Parcels**

322.31 Load parcels directly into the vehicle from hampers or sacks. Normally separate the parcels in delivery sequence. Make a mental note of the first parcel delivery point. When this parcel has been delivered, make mental note of the next, and so on, until all parcels have been delivered. For any parcel that does not fit into the customer's mailbox or parcel locker (when available), an attempt to deliver must be made at the customer's door. If no one is available to receive the parcel, follow the procedures in [322.311](#) and [322.312](#).

322.311 **When the Carrier Is Authorized to Leave Parcels**

- a. Uninsured parcels or parcels that do not require a signature may be left in an unprotected location such as a stairway or uncovered porch when the mailer participates in the Carrier Release Program by endorsing the parcel "Carrier — Leave If No Response" or the addressee has given written directions for an alternate delivery location. PS Form 3849, *Delivery Notice/Reminder/Receipt*, with the "It Is Located: _____" block completed, must be left in the mail receptacle notifying the addressee of the mail left in the authorized alternate location.

- b. By following the mailer's or addressee's instructions, the Postal Service provides customers with a more convenient way to receive parcels. Carriers are not liable for loss or theft where these instructions and postal regulations are followed.
- c. Mailers who participate in the Carrier Release Program understand that there are unsecured areas where the Postal Service will leave parcels and also that carriers will leave packages without protection from inclement weather.

322.312 **When the Carrier Is Not Authorized to Leave Parcels**

- a. *When someone is usually available to receive parcels.* When an uninsured parcel, a parcel not requiring a signature, or a parcel that is not part of the Carrier Release Program is not delivered on the first attempt and the carrier knows that someone at the address is usually available to receive parcels, do not leave PS Form 3849, *Delivery Notice/Reminder/Receipt*. Write the date and the carrier's initials and route number near the address and return the parcel to the office. Place the parcel in the gurney at the carrier's case. Attempt a second delivery on the next delivery day. If the parcel is not delivered after the second attempt, complete and leave PS Form 3849. Legibly endorse the form with the following information:
 - (1) Article number (if applicable).
 - (2) Date.
 - (3) Sender's name.
 - (4) Type of mail.
 - (5) Article requiring signature at time of delivery (if applicable).
 - (6) Addressee's name and address.
 - (7) Amount due (if applicable).
 - (8) Date and time customer can pick up article at Post Office.
- b. *When someone is not usually available to receive parcels.* If no one is available to receive the parcel, the carrier knows that someone at the address is *not* usually available to receive parcels, or the parcel is insured, requires a signature, or is not part of the Carrier Release Program, complete and leave PS Form 3849 (see Exhibit 322.312) after the first attempt. When the carrier does not know if someone is usually available to receive parcels, PS Form 3849 should be left after the first attempt if the parcel is insured, requires a signature, or is not part of the Carrier Release Program. Endorse the parcel near the address, showing the reason for nondelivery (e.g., "No Response"), date delivery was attempted, and the carrier's initials and route number. Upon returning to the office, deposit the parcel in the designated place for undelivered parcels.

Exhibit 322.312
PS Form 3849

United States Postal Service		Today's Date	Sender's Name
Sorry We Missed You! We'll Deliver for You		2/12/00	
Item is at:	Available for Pick-up After	We will redeliver or you or your agent can pick up. See reverse.	
<input checked="" type="checkbox"/> Post Office (See back)	Date: 2/12		
	Time: 3:00 pm	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item	
<input type="checkbox"/> Letter <input type="checkbox"/> Large envelope, magazine, catalog, etc. <input checked="" type="checkbox"/> Parcel <input type="checkbox"/> Restricted Delivery <input type="checkbox"/> Perishable item <input type="checkbox"/> Other:	For Delivery: (Enter total number of items delivered by service type) For Notice Left: (Check applicable item) <input type="checkbox"/> Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.) <input type="checkbox"/> Registered <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Certified <input type="checkbox"/> Recorded Delivery <input type="checkbox"/> Firm Bill		
Article Requiring Payment		Amount Due	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs		\$	
<input type="checkbox"/> Final Notice: Article will be returned to sender on		Delivered By and Date	
PS Form 3849, November 1999		Delivery Notice/Reminder/Receipt	

322.32 **Redelivery of Parcels**

Except as provided in [322.312a](#), make a second attempt only if requested by the addressee. If the redelivery request is made using PS Form 3849, take the form back to the office and give it to the accountable mail clerk. The carrier will receive the parcel from the accountable mail clerk on the day the addressee requested redelivery. If delivery is not made on the second attempt and the addressee did not authorize the parcel to be left, leave PS Form 3849, with the *Final Notice* block checked. Endorse the parcel to show a final notice was left and return the parcel to the designated place for holding undelivered parcels.

323 **Park and Loop Routes**

323.1 **Description**

Delivery of mail on park and loop routes is *basically* the same as for foot routes with relays. The vehicle is used as a movable relay box from which the carrier withdraws a substantial amount of mail, placing the mail into his satchel before beginning the route. Delivery is then made to one side of the street up to a certain location, and then on the other side of the street (looping) back to the vehicle for additional relays, parcels and/or moves to the other park points.

323.2 **Parking Points and Route Patterns**

323.21 Route patterns are set up to provide for as few vehicle moves as possible. The ideal location for parking points is at an intersection of two streets where four relays may be carried without the need for a vehicle move. Many variations are possible depending on mail volumes, terrain, curb line boxes, traffic, safety, average lot frontage, and eliminating deadheading.

323.22 Due to many variables, many route patterns or combination of patterns are possible. The most efficient method should be authorized by the unit manager with involvement of the carrier serving the route.

323.3 Parcels

Many parcels may be carried with the relays. If no one is available to receive a parcel that is too large for the mail receptacle or parcel locker (when available), follow the procedures in [322.311](#) and [322.312](#).

For heavy parcels, the following systems may be used:

- a. Begin the loop at the point of the parcel delivery.
- b. Bypass the stop until the loop is complete, then drive to the delivery point with both the mail and the parcel.
- c. If a parcel is heavy, will not fit into your satchel, or requires a signed receipt, determine if someone is available at the address by ringing the doorbell or knocking on the door at the time of delivery of the rest of the mail. If no answer, follow the procedures in [322.311](#) and [322.312](#). If someone is available to receive the parcel, return with it after completing the loop.

33 Delivery of Special Services Mail

331 General

When delivering special services mail, make every reasonable effort to deliver; ring the bell or knock on the door in order to make hand-to-hand delivery to addressee, except for Waiver of Signature articles. You may tell or show the addressee the name and address of sender and the amount of the charges to be collected if COD, Customs, or postage due. You may not, however, surrender the mail for examination or for any other purpose until all charges have been paid and/or a receipt has been signed if required. For Waiver of Signature articles, carriers will sign the PS Form 3849 to document delivery of the article to the addressee mail receptacle or other secure location. When the article cannot be delivered, you must leave a notice that bears the location of the delivery unit where the article may be called for.

332 Postage Due

- 332.1 Deliver the article after the specified amount due has been paid.
- 332.2 When delivery cannot be made for any reason, complete and leave PS Form 3849. Endorse the article with the reason for non-delivery, such as, *No Response*, enter the date and your initials, and return it to the delivery unit (see [Exhibit 332.2](#)).

Exhibit 332.2
PS Form 3849

United States Postal Service		Today's Date	Sender's Name
Sorry We Missed You! We'll Deliver for You		2/12/00	
Item is at: <input checked="" type="checkbox"/> Post Office (See back)	Available for Pick-up After	We will redeliver or you or your agent can pick up. See reverse.	
	Date: 2/12	Time: 3:00 pm	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item
<input checked="" type="checkbox"/> Letter	For Delivery: (Enter total number of items delivered by service type)	Article Number(s)	
<input type="checkbox"/> Large envelope, magazine, catalog, etc.	For Notice Left: (Check applicable item)		
<input type="checkbox"/> Parcel	<input type="checkbox"/> Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.)		
<input type="checkbox"/> Restricted Delivery	<input type="checkbox"/> Registered		
<input type="checkbox"/> Perishable Item	<input type="checkbox"/> Insured		
<input type="checkbox"/> Other:	<input type="checkbox"/> Return Receipt for Merchandise		
	<input type="checkbox"/> Certified		
	<input type="checkbox"/> Recorded Delivery		
	<input type="checkbox"/> Signature Confirmation		
	<input type="checkbox"/> Firm Bill		
Article Requiring Payment	Amount Due	Notice Left Section	
<input checked="" type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs	\$.34	Customer Name and Address	
<input type="checkbox"/> Final Notice: Article will be returned to sender on		B. Albert	
		Delivered By and Date	

PS Form 3849, November 1999

Delivery Notice/Reminder/Receipt

- 332.3 Ordinary postage due mail mixed in with DPS mail and identified while performing street duties will have a PS Form 3849 completed at the delivery point, to ensure proper recording of these items when the carrier returns to the office. The carrier should attempt delivery and have these items listed upon return to the office. Funds are to be turned in to the accountable clerk along with funds for any other postage due mail.
- 332.4 Business Reply Mail (BRM) mixed in with DPS mail and identified while performing street duties is to be returned to the office for proper handling by the accountable clerk. This mail must be rated for the exact postage due before it can be delivered.

333 **Customs Duty Mail**

- 333.1 Collect duty (amount shown on U.S. Customs Form 3419) plus any postage due indicated on parcel.
- 333.2 Have addressee sign on bottom line of original U.S. Customs Form 3419, sign his or her name, and provide an address on the data collection device. If the customer cannot sign on the device, have him or her sign and print his or her name on PS Form 3849. See [23](#) for appropriate scanning procedures.
- 333.3 When delivery cannot be made for any reason, complete and leave PS Form 3849 (see [Exhibit 333.3 \(p. 1\)](#)). See [23](#) for appropriate scanning procedures. Endorse the articles with the reason for nondelivery such as "No Funds," enter the date and your initials on the article, and return it with both copies of U.S. Customs Form 3419 (see [Exhibit 333.3 \(p. 2\)](#)) to delivery unit.

Exhibit 333.3 (p. 1)
PS Form 3849

United States Postal Service
Sorry We Missed You! We'll Deliver for You

Today's Date: 2/12/80 Sender's Name: _____

Item is at: Post Office (See back) Available for Pick-up After: _____
 Date: 2/12 Time: 4:00 pm **We will redeliver or you or your agent can pick up. See reverse.**

Letter Large envelope, magazine, catalog, etc. Parcel

For Delivery: (Enter total number of items delivered by service type) _____
 For Notice Left: (Check applicable item)

Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.) Registered Insured Return Receipt for Merchandise Delivery Confirmation Signature Confirmation Firm Bill

Article Requiring Payment: Postage Due COD Customs \$ 6.20

Final Notice: Article will be returned to sender on _____

Article Number(s): 47814302892

Notice Left Section: Customer Name and Address: Jane Brown

Delivered By and Date: _____

PS Form 3849, November 1999 Delivery Notice/Reminder/Receipt

Exhibit 333.3 (p. 2)
Customs Form 3419

INSPECTOR	REM	ITEM CODE	VALUE	RATE	QUANTITY	RATE	AMOUNT	
1616380A5	A	2922196000	12.00	.1000	12.00		1.20	
Customs Processing Fee (Pub. L. 99-272) (Does not include Postal handling fee)							5.00	
DATE INSPECTED	MAIL ENTRY #						POSTMASTER COLLECT	\$ 6.20
10/21/1999	ORIGIN						SHIP TO	
	SENDER						WASHINGTON, DC 20010-0000	
	ADDRESSSEE RECEIVED ARTICLES						U.S. CUSTOMS MAIL FACILITY	
	SIGNATURE						180 EAST KELLOG BLVD RM#506	
	DATE						ST. PAUL, MN 55101	
POSTMASTER: RETURN THIS FORM WITH REMITTANCE TO ADDRESS SHOWN ON BACK OF ORIGINAL.				SEND PROTEST TO THE ADDRESS BELOW (IMPORTANT - SEE REVERSE)				
ME#				AMT				

INSPECTOR: 1616380A5
 DATE INSPECTED: 10/21/1999
 MAIL ENTRY #: 12900020688
 ORIGIN: SWITZERLAND
 SENDER: JOHN SMITH
 ADDRESSSEE RECEIVED ARTICLES: X
 SIGNATURE: [Signature]
 DATE: _____
 POSTMASTER COLLECT: \$ 6.20
 SHIP TO: JANE BROWN, 123 FIRST STREET, WASHINGTON, DC 20010-0000
 U.S. CUSTOMS MAIL FACILITY, 180 EAST KELLOG BLVD RM#506, ST. PAUL, MN 55101


ORIGINAL MAIL ENTRY

334 **CODs**

- 334.1 Detach COD tag, PS Form 3816, *COD Mailing and Delivery Receipt*, if addressee has indicated he or she will pay for and accept the COD parcel, and have addressee sign on the data collection device. If the customer cannot sign on the device, use PS Form 3849, *Delivery Notice/Reminder/Receipt*. See [23](#) for appropriate scanning procedures.
- 334.2 Deliver parcel after money has been received and PS Form 3816 has been signed. If there is a difference between the amount of charges shown on the tag, and that shown on the package, collect the higher amount. If the money order fee is incorrectly stated on the tag, correct the fee and report the error to your unit manager.
- 334.3 Complete PS Form 3816 showing the date of delivery and your initials, and return with funds to delivery unit (see [Exhibit 334.3](#)).

Exhibit 334.3

DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery

Collect the amount shown below if customer pays by CHECK made payable to the mailer.		Collect the amount shown below if customer pays in CASH (includes MO fee).		 * M 0 0 2 5 8 2 7 9 4 *	
Check Amount \$	20.45	Cash Amount \$	21.25		
1 - DELIVERY UNIT COPY PS Form 3816, August 1993 UNITED STATES POSTAL SERVICE	To:	K. Andrew 101 S. Main St. Boulder CO 80311		<h1>COD</h1>	
	From:	ABC Company PO Box 12 Stone Falls SD 57101			
	<input type="checkbox"/> Registered Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Form 3849-D Requested				<input type="checkbox"/> Remit COD Charges to Sender via Express Mail
	Date of Mailing	2/10/2000			EMCA No Date Payment Sent to Mailer Date Form 3849-D Sent Check Number MO Number Delivered By Date Delivered
			Signature of Addressee/Agent		

1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment.
 2. DO NOT deliver this article until payment is collected.
 3. If payment is by check, enter check number above.

334.4 When delivery cannot be made for any reason, complete and leave PS Form 3849. See 23 for appropriate scanning procedures. Endorse the article with the reason for nondelivery, enter the date and your initials on the article, and return the parcel with tag intact to the delivery unit (see Exhibit 334.4).

Exhibit 334.4

United States Postal Service		Today's Date	Sender's Name
Sorry We Missed You! We ⁴ Deliver for You		2/12/00	
Item is at:	Available for Pick-up After	We will redeliver or you or your agent can pick up. See reverse.	
<input checked="" type="checkbox"/> Post Office (See back)	Date: 2/12		
<input type="checkbox"/> Letter <input type="checkbox"/> Large envelope, magazine, catalog, etc. <input checked="" type="checkbox"/> Parcel <input type="checkbox"/> Restricted Delivery <input type="checkbox"/> Perishable Item <input type="checkbox"/> Other:	For Delivery: (Enter total number of items delivered by service type) For Notice Left: (Check applicable item) <input type="checkbox"/> Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.) <input type="checkbox"/> Certified <input type="checkbox"/> Recorded Delivery <input type="checkbox"/> Firm Bill <input type="checkbox"/> Registered <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Merchandise Delivery Confirmation <input type="checkbox"/> Signature Confirmation	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item Article Number(s) M002582794	
Article Requiring Payment	Amount Due	Notice Left Section Customer Name and Address K. Andrew	
<input type="checkbox"/> Postage Due <input checked="" type="checkbox"/> COD <input type="checkbox"/> Customs	\$ 20.45		
<input type="checkbox"/> Final Notice: Article will be returned to sender on		Delivered By and Date	
PS Form 3849, November 1999		Delivery Notice/Reminder/Receipt	

335 **Insured, Registered, Certified, Priority Mail Express, and Other Special Services**

335.1 **Delivering and Taking Receipt [Exhibit 335.1 (p. 1 and 2)]**

- 335.11 Deliver numbered insured parcels, registered articles, certified letters, and other special services items to addressee or anyone authorized to receive mail for addressee:
- a. Require the person to show identification, if not known, and sign his or her name and print address on the data collection device. If the customer cannot sign on the data collection device, have him or her sign and print his or her name on PS Form 3849, *Delivery Notice/Reminder/Receipt*, before delivery, when applicable.
 - b. Deliver articles entered on PS Form 3883, *Firm Delivery Receipt for Accountable Mail and Bulk Delivery Mail*, after obtaining a signature of addressee or agent on the data collection device. PS Form 3849 can be used if the customer cannot sign on the device. (Deliver the duplicate PS Form 3883 with the articles.)
 - c. Prepare PS Form 3883 for numbered insured and other special services items only when there are six or more articles for the same addressee. Include Delivery Confirmation on PS Form 3883 if the six-article requirement has already been met.
 - d. Deliver minimum fee unnumbered insured and Delivery Confirmation articles the same as any ordinary mail. No receipt is needed.
 - e. See [23](#) for appropriate scanning procedures.
- 335.12 Deliver articles endorsed, *Restricted Delivery* to addressee appearing on the article. *No other person may receive and sign for these articles unless the addressee authorizes in writing an agent to receive his restricted delivery mail.* PS Form 3849 can be used for this authorization.
- 335.13 Articles not endorsed *Restricted Delivery* may be delivered to an adult member of the family or agent or hotel clerk whose name appears on PS Form 3801-A, *Agreement by Hotel, Apartment House, or the Like*.
- 335.14 When other than addressee signs for article, he/she should enter the name of addressee on line *Received* and his/her own name on line *By*.
- 335.15 Complete PS Forms 3883 and 3849 (when unable to obtain a signature on the data collection device) showing the date of delivery and your signature (surname and initials).
- 335.16 Certified mail mixed in with Delivery Point Sequence (DPS) mail and identified while performing street duties is to be handled in the same manner as certified mail that is issued in the office by the accountable clerk. Customers must sign for this mail on the data collection device at the delivery point. If for any reason the customer cannot sign on the collection device, PS Form 3849 must be completed at the delivery point and delivery should be attempted. Receipts are to be turned in and the collection device presented to the accountable clerk along with receipts for any other certified mail.

Exhibit 335.1 (p. 1)

United States Postal Service		Today's Date	Sender's Name
Sorry We Missed You! We'll Deliver for You		2/12/00	
Item is at:	Available for Pick-up After	We will redeliver or you or your agent can pick up. See reverse.	
<input checked="" type="checkbox"/> Post Office (See back)	Date:		
<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Large envelope, magazine, catalog, etc. <input type="checkbox"/> Parcel <input type="checkbox"/> Restricted Delivery <input type="checkbox"/> Perishable Item <input type="checkbox"/> Other:	For Delivery: (Enter total number of items delivered by service type)	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item Article Number(s) RR 7654321US	
	For Notice Left: (Check applicable item)		
Article Requiring Payment		Amount Due	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs		\$	
<input type="checkbox"/> Final Notice: Article will be returned to sender on		Delivered By and Date CB 2/12/00	
PS Form 3849, November 1999		Delivery Notice/Reminder/Receipt	

We will redeliver OR you or your agent can pick up your mail at the post office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):

1. a. Check all that apply in section 3; b. Sign in section 2 below; c. Leave this notice where the carrier can see it.	CLIFF AVENUE ANNEX - 57104 620 S CLIFF AVE M-F 8:00 A.M. - 5:00 P.M., SAT 8:00 A.M. - 11:30 A.M. 1-800-555-0000
2. Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You:	Delivery Section
3. <input type="checkbox"/> Redeliver (Enter day of week):	Signature X <i>Jane Doe</i>
(Allow at least two delivery days for redelivery, or call your post office to arrange delivery.)	Printed Name Jane Doe
<input type="checkbox"/> Leave item at my address	Delivery Address 425 Main St.
(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)	USPS
<input type="checkbox"/> Refused <input type="checkbox"/> Forwarded <input type="checkbox"/> Return	
PS Form 3849, November 1999 (Reverse)	5299 9880 0005 4865

Exhibit 335.1 (p. 2)

United States Postal Service
Firm Delivery Receipt for Accountable and Bulk Delivery Mail

5199 9990 0002 3862 5971

Certified Delivery Confirmation Service Express Mail Recorded Delivery Return Receipt for Merchandise
 COD Insured Registered Signature Confirmation Service

Mail for/Bill No. *US International*

Article Number	Code	Office of Origin (International)	Article Number	Code	Office of Origin (International)
1. <i>RR123456745</i>	<i>R</i>		11.		
2. <i>Em 76523812345</i>			12.		
3. <i>70124567328052136681</i>	<i>R</i>		13.		
4. <i>VV63820176245</i>			14.		
5. <i>70364215680353217302</i>			15.		
6. <i>M603128057</i>			16.		
7. <i>R138</i>		<i>London, England</i>	17.		
8.			18.		
9.			19.		
10.			20.		

* CODE: DC = Received in Damaged Condition. OS = Officially Scaled. R = Return Receipt Requested. RE = Re-enveloped. RW = Returned to Writer.

Date of Delivery: *2/12/00* Received the _____ pieces described above Received By: (Print Name) _____ Signature of Addressee/Agent: *X* Postmark - Delivery Office _____

Form 3849 Barcode Number (if delivered using scanning option) _____ If using handheld scanner option, have recipient sign Form 3849.

PS Form 3883, November 1999 162985-00-B-0737

1- Delivery

335.2 **Leaving Notice**

When delivery of numbered insured, registered, certified, or other special services articles cannot be made for any reason, complete and leave PS Form 3849, *Delivery Notice/Reminder/Receipt*. Endorse the article with the reason for nondelivery, such as "No Response"; enter route number and the date; initial on article; and return it to the delivery unit.

336 **Return Receipt**

- 336.1 Obtain on PS Form 3811 the signature of person receiving the registered, certified, or numbered insured mail when the form is attached and/or the article is endorsed, *Return Receipt Requested*. Enter date of delivery in the space provided. See that the address side of PS Form 3811 is completed (see [Exhibit 336.1](#)).
- 336.2 If the article is endorsed, *Return Receipt Requested – Showing Address Where Delivered*, enter the address where the article was delivered in space provided.
- 336.3 If the article is endorsed to indicate delivery is restricted, it should be treated in accordance with [335.12](#).

Exhibit 336.1

Is your RETURN ADDRESS completed on the reverse side?	SENDER: • Complete items 1 and/or 2 for additional services. • Complete items 3, and 4a & b. • Print your name and address on the reverse of this form so that we can return this card to you. • Attach this form to the front of the mailpiece, or on the back if space does not permit. • Write "Return Receipt Requested" on the mailpiece below the article number. • The Return Receipt will show to whom the article was delivered and the date delivered.		I also wish to receive the following services (for an extra fee): 1. <input type="checkbox"/> Addressee's Address 2. <input type="checkbox"/> Restricted Delivery Consult postmaster for fee.
	3. Article Addressed to: BMR Enterprise 200 W. Central Ave Kalamazoo MI 49006	4a. Article Number P228467920	4b. Service Type <input type="checkbox"/> Registered <input type="checkbox"/> Insured <input checked="" type="checkbox"/> Certified <input type="checkbox"/> COD <input type="checkbox"/> Express Mail <input type="checkbox"/> Return Receipt for Merchandise
	5. Signature (Addressee)	6. Signature (Agent) B. Logan	7. Date of Delivery 10/20/96
	8. Addressee's Address (Only if requested and fee is paid)		Thank you for using Return Receipt Service.
PS Form 3811, December 1991 • U.S. GPO: 1992-323-402			DOMESTIC RETURN RECEIPT

337 **Government Checks and Bonds**

- 337.1 Government checks and bonds include those issued by states, counties, and cities; and those issued for welfare assistance.
- 337.2 Make sure checks are placed in the correct receptacles and, if practicable, behind other mail matter.
- 337.3 Do not leave checks outside of receptacles at any time.
- 337.4 Do not attempt *Trial Deliveries* under any circumstances.
- 337.5 Dispose of undeliverable checks according to instructions.
- 337.6 If mail cannot be left in a reasonably safe place, return checks or bonds to delivery unit leaving PS Form 3849 in the mailbox. This mail is held at your unit awaiting pickup by the customer, or notification by the customer as to the date he wishes to meet you to effect delivery.

338 **Delivery Confirmation**

338.1 **Delivering**

Scan Delivery Confirmation items, and deliver them the same as ordinary mail items. See [23](#) for appropriate scanning procedures.

338.2 **Leaving Notice**

When delivery of a Delivery Confirmation item cannot be made for any reason, complete and leave PS Form 3849, *Delivery Notice/Reminder/Receipt*, and endorse the mail item. If a data collection device is available, see [23](#) for appropriate scanning procedures. If a data collection device is not available, write the event, date, and time on the mailpiece, and return it to the appropriate location when you return to the office.

34 Notice 11 and PS Form 3521

341 Notice 11 – Information for Apartment House Customers

This notice shall be placed in apartment house letter boxes for customers who have moved into the building.

Exhibit 341

INFORMATION FOR APARTMENT HOUSE CUSTOMERS

The following information is intended to help prevent the possible delay, non-delivery, misdelivery, or loss of your mail:

1. The names of all persons receiving mail through your mailbox should appear either on the outside or inside of the box.
2. Advise correspondents to use the apartment number and ZIP Code on all mail addressed to you, and include both in your return address.
3. Mail receptacles and contents are protected by Federal law, and this law prohibits attempts to pry boxes open or otherwise tamper with them. If you lose your key, apply to the building owner or manager for another one.
4. Failure to keep the letterbox locked at all times may result in suspension of delivery service. It is contrary to postal regulations to deliver mail, including check letters, into unlocked or defective apartment mailboxes.

Postmaster

Notice 11
March 1972

342 PS Form 3521, House Numbers and Mail Receptacles Report

Use PS Form 3521 to report irregularities — mailboxes, house numbers and other items, which affect the prompt and proper delivery of mail to private residences and apartment house, giving the name of customer or owner and/or manager (see [Exhibit 342](#)).

Exhibit 342

U.S. POSTAL SERVICE HOUSE NUMBERS AND MAIL RECEPTACLES REPORT		
Customer's/Owner's Name J. Cain	Address (Include Apt./Suite No.) 2650 Broadway Boulder CO 80311	
<input checked="" type="checkbox"/> Residence <input checked="" type="checkbox"/> Existing	<input type="checkbox"/> Apartment House <input type="checkbox"/> Under Construction	<input type="checkbox"/> Business Building <input type="checkbox"/> Being Remodeled
IRREGULARITY		
<input checked="" type="checkbox"/> No Receptacle	<input type="checkbox"/> Unsatisfactory Receptacle	<input type="checkbox"/> Receptacle Unlocked
<input type="checkbox"/> No Name on Receptacle	<input type="checkbox"/> No Lock on Receptacle	<input type="checkbox"/> Unanchored Receptacle
<input type="checkbox"/> Other Deficiency (Specify)	<input type="checkbox"/> No House Number	
Carrier's Signature B. Logan	Printed Name B. Logan	Date 8/20/97

PS Form 3521, Dec. 1987

*U.S. Government Printing Office: 1994 — 368-540

35 Answering Complaints and Inquiries

Answer all inquiries courteously. If the inquiry or complaint cannot be answered or settled to the customer's satisfaction, or if it is contrary to instructions to give the information, courteously direct the person to the office of the official in charge for further attention.

36 Undeliverable Items

361 **Undeliverable Mail**

Accept all mail handed back by customers and pickup undeliverable mail. If undeliverable, return it to the delivery unit for proper handling. If the mail was misdelivered on the route, see that proper delivery is effected.

362 **Articles Loose in Mail**

Return to the delivery unit all articles found loose in mail or in collection and relay boxes. Return also any envelope or wrapper which may pertain to the loose article.

37 Collection of Mail

- 371 Collect prepaid mail from house receptacles when making deliveries.
Collect prepaid mail from curb boxes when flag is raised even if there is no mail for delivery to these boxes.
- 372 Accept prepaid First-Class Mail (except mail for registration) from customers.
- 373 Collect mail from all collection boxes designated on PS Form 1564-A.
When a plastic collection test card has been deposited at any collection point, withdraw the plastic card from the mail during collection and hand to your designated manager on arrival at the office.
- 374 Face or separate mail as directed and place a strap around all collected mail, holding out special delivery and priority mail separately if local policy applies.

38 Receipting for Registers From Contract Stations and Branches

- 381 When obtaining registers, verify the numbers appearing on the registered articles with the numbers listed on PS Form 3854 (see [Exhibit 381](#)).
- 382 Count the number of registers, and if this agrees with the number entered on PS Form 3854, enter the number and sign. Take the original of PS Form 3854 along with the registered articles.
- 383 Place the registered articles and one copy of PS Form 3854 in the pocket of the satchel. Deliver both to finance clerk at delivery unit.

This page intentionally left blank

432.2 Complete PS Form 3821 showing the number of receipts and undeliverable articles returned to the clerk. Ensure that any accountable items found in the DPS mail are added to the total accountable pieces included on the form. If form is properly completed, clerk will sign and return it to you. This is your receipt, keep it for a 2-year period (see [Exhibit 432.2](#)).

Exhibit 432.2

Post Office or Station Boulder Main			Date 9/26/96		
RECEIVED OF I.M. Gorge the registered articles listed or total certified, COD, and Express Mail and Return Receipt Merchandise Service articles shown below; also signed receipts for such mail delivered.					
REGISTERED ARTICLE NOS.		Rtn Arts	Delivery Receipts		TOTAL
R123123321	Registered	2	-		2
R30393425	Certified	-			-
	Express Mail	-			-
	Rtn Rec for Mdse	-			-
	COD	-	Check -	Cash -	-
Clearing Employee Signature J.B. Bishop	COD Funds	-	\$ -	\$ -	-
Complete a separate form in duplicate for CODs. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified or Express Mail or Return Receipt for Merchandise Service.					

PS Form 3821, Feb. 1989 GPO : 0 - 317-665 CLEARANCE RECEIPT

432.3 Enter the date of delivery and your signature in the spaces provided on PS Form 3849 — if you didn't do this when you delivered the article (see [335.1](#)). Deposit PS Form 3849 in the designated receptacle or give it to the finance clerk for clearance.

433 **Insured Mail**

Put all PS Forms 3811 which were requested by senders of insured mail in designated places. Complete PS Form 3849 as specified for registered and certified mail. If the customer signed for an article on the data collection device, present the device to the finance clerk showing the articles delivered. The supervisor may also print an electronically generated report showing all items signed for on the data collection device.

434 **CODs**

434.1 Surrender to clearance clerk COD tags and the money for all delivered COD parcels. Return all undelivered CODs for clearance.

434.2 If PS Form 3821 is used at your office, verify the entries after clerk has entered the amount of funds and the number of parcels accounted for (see [Exhibit 434.2](#)). Carrier must place original of PS Form 3821 in locked receptacle provided and keep the duplicate for 3 months from last day of month issued. (Clerk may not do this.) The supervisor may also print an electronically generated report showing all items signed for on the data collection device.

Exhibit 434.2

Post Office or Station Main Office		Date 9/20/96		
RECEIVED OF E. Condon the registered articles listed or total certified, COD, and Express Mail and Return Receipt Merchandise Service articles shown below; also signed receipts for such mail delivered.				
REGISTERED ARTICLE NOS.	Rtn Arts	Delivery Receipts		TOTAL
Registered				
Certified				
Express Mail				
Rtn Rec for Mdse				
COD		Check #1356	Cash	
Clearing Employee Signature C. Fisher	COD Funds	\$34.00	\$	

Complete a separate form in duplicate for CODs. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified or Express Mail or Return Receipt for Merchandise Service.

PS Form 3821, Feb. 1989 GPO : 0 - 317-665 CLEARANCE RECEIPT

434.3 If PS Form 3821 is not used at your office, clerk will initial and return delivery employee coupon to you. Keep this coupon for 2 years.

435 **Customs Duty Mail**

435.1 Turn in to cage clerk Customs PS Forms 3419 and money collected for all custom duty mail.

435.2 After the clerk has entered the amount of funds and the number of parcels on PS Form 2944, verify the entries. Sign on line opposite the clerk's name (see [Exhibit 435.2](#)).

Exhibit 435.2

U. S. POSTAL SERVICE RECEIPT FOR CUSTOMS DUTY MAIL		LIST OF DUTIABLE ARTICLES
UNIT OR STATION Main	DATE 7/26/96	MAIL ENTRY NUMBER 265433
RECEIVED FROM (Name) A. Taylor	SIGNATURE OF CARRIER R. Dominic	
NUMBER OF ARTICLES		
WITH CUSTOMS ENTRY one ① (Forms attached)	SIGNED CUSTOMS MAIL ENTRY FORMS one ① (From delivering employee)	
NO. ARTICLES RETURNED	AMT. OF DUTY COLLECTED \$ 26.50	
DELIVERING EMPLOYEE (Signature) R. Dominic	CLEARING EMPLOYEE (Signature) A. Taylor	

PS Form 2944 June 1971 *U.S. G.P.O.: 1993-342-723/83795

- 435.3 Place first copy of PS Form 2944 in locked receptacle provided and keep second copy for 3 months from last day of issuance.

436 **Postage Due**

- 436.1 Return all undeliverable postage due mail and funds collected on postage due mail delivered.
- 436.2 The clearance clerk will sign PS Form 3584 if postage-due collected and returned articles agree with amount shown on PS Form 3584. You will be reimbursed for the amount due on the returned articles if you paid for the postage due articles in cash (see [Exhibit 261.22](#)).

44 Undelivered Mail

441 **Processing Undelivered Mail**

Follow procedures listed in [24](#) to process *forwardable and undeliverable mail* (1) that you didn't process before leaving the office and/or (2) that you picked up on route. After processing, place this mail in throwback case, as explained in [24](#).

442 **Completing PS Form 1571**

- 442.1 After return from trip, obtain PS Form 1571, *Undelivered Mail Report*, (see [Exhibit 442.1](#)) from unit manager.
- 442.2 Add any mail which was not delivered but was returned to the office.
- 442.3 Sign the form and give it to a unit manager.

Exhibit 442.1

U.S. Postal Service UNDELIVERED MAIL REPORT		
Delivery Unit Sterling Station	Route No. 6483	Date 3/19/97

TO: Delivery and Collection Superintendent

The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

NOTE: If mail left undelivered by carrier is later delivered on the same day, the manager should explain the action taken.

	Preferential	Other
Letters		480
Newspapers		
Magazines		
Flats		230
Samples		
Other Pieces		

For Use By Parcel Post Carrier Only

Parcel Post Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

Sacks	Outside Pieces
-------	----------------

Remarks: (Reasons for nondelivery. Report of trips omitted or curtailed. Note any other matter of which record should be made.)

Assisted casing 6489

Reg. <input checked="" type="checkbox"/>	Tech or Util. <input type="checkbox"/>	Part Time <input type="checkbox"/>	Signature R. Wanty
Action Taken (Manager)			
Manager's Signature			Date

PS Form 1571, June 1988 (July 1977 edition usable)

45 Expedited Preferential Mail System

- 451 Complete PS Form 1571 in the morning for undelivered preferential and time-value mail.
- 452 Record non-preferential mail which you don't case in the afternoon before the end of your tour on PS Form 1571.
Note: If time permits during the following morning to distribute and deliver this uncased mail, advise your supervisor so that he/she can make a notation on the PS Form 1571 for the prior afternoon.
- 453 Normally, place flats in delivery sequence in the afternoon; then during the following morning, insert preferential flats in proper sequence.

46 Answering Official Communications

Whenever an inquiry requires a written or oral reply, furnish the information concisely and inclusively.

47 Ending Tour of Duty

Perform such other work as the manager may direct or as is required to maintain the case and route book in good condition. Record ending time on timecard as explained in [41](#).

5 Collections

51 Timecards

See [21](#), [41](#), and [61](#).

52 Care of Keys and Locks

- 521 Obtain keys (Arrow and/or padlock) at unit or garage when so designated.
- 522 Attach key chain to belt or clothing. Do not detach keys from chain. Keep in pocket when not in use. Dangling or swinging key chains are dangerous.
- 523 Insert keys straight into locks. If lock is frozen or stuck, do not force key to turn as it may break. Report all frozen or stuck locks to a manager on return on PS Form 1571.

53 Collection Schedules

531 **Importance of Schedules**

- 531.1 Collection of mail is an important function. It is the first step in getting letters in the mail stream for processing and dispatch to their destination.
- 531.2 Collections are scheduled so there is adequate time to process the mail to connect with a dispatch of value or delivery trip.
- 531.3 Carriers must not skip collection boxes. If an emergency occurs and boxes must be skipped, report it to a manager on PS Form 1571 as soon as possible.
- 531.4 Deposit mail in unit at the place shown on collection schedule.

532 **Use of Schedules**

532.1 **In the Office**

- 532.11 Carriers unfamiliar with the route should obtain and review collection schedule to determine the starting time and point.
- 532.12 Carriers unfamiliar with the route should check collection schedules for additional special instructions, such as pickup of registers at contract stations and branches.

532.2 **On the Route**

- 532.21 Leave office on scheduled time, and collect boxes in the order listed.
- 532.22 Observe the time each box is scheduled to be collected, and do not collect before that time. Many customers schedule the deposit of their mail with the time stated on the collection schedule. If mail is picked up ahead of schedule, some mail may miss connection and this may result in justified complaints.
- 532.23 Observe the returning time of the collection. The returning time is fixed to allow time to process the mail and connect with a dispatch of value or delivery trip.
- 532.24 Avoid standing in the street when emptying or loading collection or relay boxes.

54 Collection Rules

541 **Basic Rules**

The basic rules for the collection of mail are the same whether performed by a foot or motorized carrier or whether collections are made from street or building boxes. Therefore, the general rules that apply to all are given; exceptions are stated separately.

542 **Collecting Mail as Scheduled**

- 542.1 Collect boxes in order and not earlier than the time shown on the schedule.
- 542.2 Do not skip any collection boxes, except in emergency. In this case, a report listing each box skipped should be made to the manager on PS Form 1571.

543 **Handling of Mail Matter**

- 543.1 Use hoop sack, pouch, or satchel when removing mail from collection boxes. Remove old labels from all pouches and sacks.
- 543.2 Keep mail collected from boxes in clusters segregated. Be sure that the mail is placed in the proper sack and that the sack or pouch is properly labeled.
- 543.3 Keep mail that is in a faced condition faced. Do not break open bundles of mail as this causes additional work.
- 543.4 Collect mailable matter placed on top or near collection boxes. Accept letters and other prepaid small articles tendered by customers for mailing.
- 543.5 Do not return any mail to a customer. Refer the customer to the unit where the collection mail is deposited.
- 543.6 Protect the mail at all times. Do not leave mail unguarded.

544 **Examining and Locking Boxes**

- 544.1 After emptying box, examine inside of box for possible *trapped* mail, especially in motorist deposit boxes (snorkels).
- 544.2 Make note of and, on return to unit, report missing or illegible time schedules, faulty doors or boxes, or defective locks. When a plastic

collection test card has been deposited at any collection point, withdraw the plastic card from the mail during collection and hand to your designated manager on arrival at the office.

- 544.3 Check doors and locks after closing boxes to assure both work properly and give adequate protection to mail.

55 Motorized Routes

For motorized delivery and/or collection routes, see [831](#) for obtaining a vehicle; [832](#) for inspecting vehicle; [833](#) for completing time record; and [842](#) for reporting defects.

This page intentionally left blank

6 Parcels

61 Time Recording

611 Timecards (Non-PSDS/ETC Offices)

611.1 Reporting at Delivery Unit

C	CTN. CODE	HT	OT	WOP	OL	SL	AL	SCHED.	INITIALS
									1550 M
									700 M

If lunch period is scheduled at office, record in middle spaces.

Record on Forms 1230 and 1234, Trip Card, the starting and ending time of tour.

611.2 Reporting at Garage Other than Delivery Unit

Record on Form 1232 when starting and/or ending at other than delivery unit.

OT	WOP	OL	SL	AL	SCHED.	INITIALS
						1552 Tu
						700 Tu

Record time on Form 1234 for each trip same as explained in 612.1 below.

612 PS Form 1234, Utility Card

612.1 Recording Time for Each Trip

DATE	TIME	DATE	TIME
	1250 Tu		
	1200 Tu		
	1045 Tu		
	1030 Tu		
	1015 Tu		
	852 Tu		
	825 Tu		
	825 Tu		
	700 Tu		
	700 Tu		

Time starting in office each trip.

Time leaving the office.

Time returning to office.

Time ending each trip.

612.2 Recording Type of Service

Enter the type of service performed, such as C for collection, R for relays, RC for relay and collection, and PP for parcel post. (When more than one

collection run is made or the tour consists of a series of collection runs and there is little or no office time before or after each run, only two recordings - leaving and returning — are necessary for each run.)

613 **PS Form 4570, Vehicle Time Record**

(See [833](#).)

62 Office Procedures Before Leaving

621 **Obtaining and Inspecting Truck**

- 621.1 The manager in charge or the dispatcher will indicate the vehicle to be used when he/she assigns the route to be served (see [831](#)).
- 621.2 Check trucks for defects. See [832](#) for inspection procedures and [842](#) for reporting defects.

622 **Systems Used**

622.1 **Hamper System**

Parcels are distributed into hampers. Each hamper covers a prescribed area. The delivery employee sets up the parcels in order of delivery as he/she loads the truck.

622.2 **Sack System**

- 622.21 Sacks are numbered consecutively in order of delivery, and each sack contains all sackable parcels for a prescribed area.
- 622.22 Parcels too large or too heavy to be placed in sacks are termed *outsides* and are numbered to correspond with sacks containing parcels for the same area.

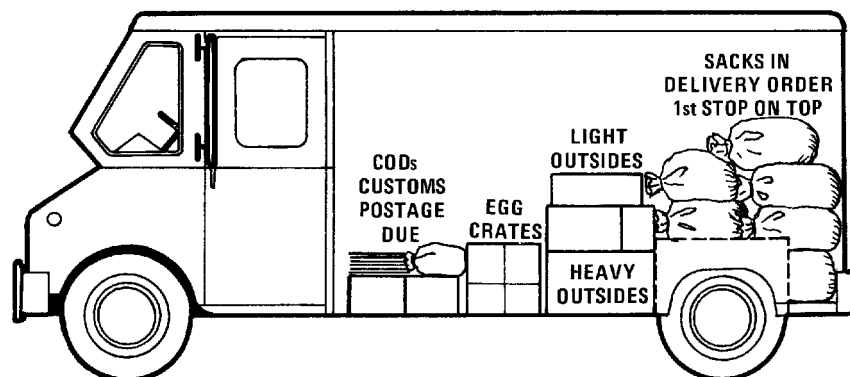
623 **Loading Truck**

623.1 **Parcels**

Sacks of parcels, outside pieces, and extra services items should be loaded in the vehicle so as to facilitate delivery in the following way:

- a. Place outsides, CODs, Customs and postage due, registers on inside floor of truck, directly behind driver's partition (see [Exhibit 623.1](#)).

Exhibit 623.1



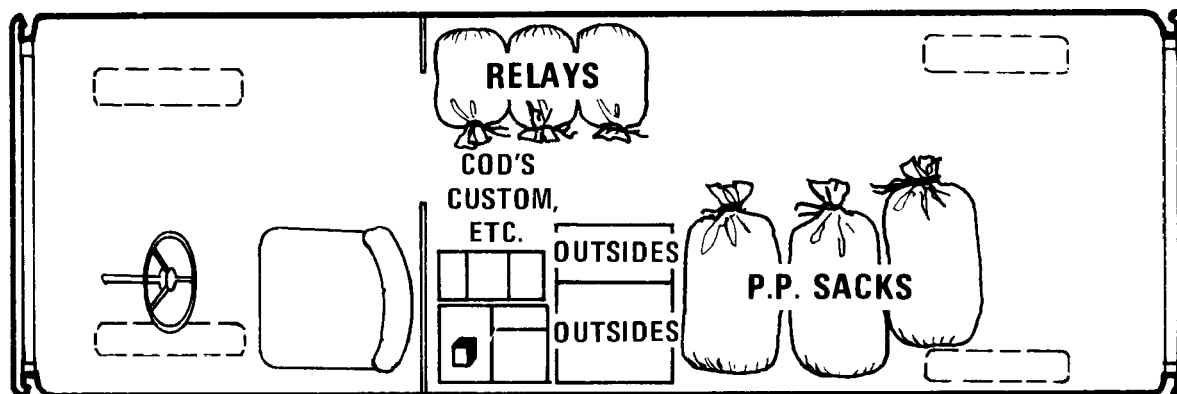
- b. Place egg crates flat and heavy *outsides* on the floor.
- c. Put fragile and lighter *outsides* on top of pile.
- d. Load sacks flat, behind *outsides*.
- e. Keep butt ends of sacks toward the tail gate.
- f. Place sacks on top of each other in delivery order, first sacks to be delivered on top.
- g. Keep a free work space directly behind the sliding door.
- h. Check and remove sack label, empty first sack to be delivered, and combine contents with its corresponding *outside* pieces.
- i. Check to be certain that sack is empty. Fold it with cord and fastener in the fold and stack it neatly.
- j. When sack routing system is not used, place parcels on floor and stack them in order of delivery with first parcels to be delivered on top.

623.2 **Parcels and Relay Combined**

Load sacks of parcels, outside pieces, and extra services items as follows:

- a. Load *outsides*, CODs, etc., as in [623.1](#).
- b. Load parcel sacks, or loose parcels when sack routing system is not used on left half of truck with butt end against side.
- c. Load relay sacks on right-hand side of the truck, in delivery order. When relays are delivered, there will be room for dumping parcels (see [Exhibit 623.2](#)).

Exhibit 623.2



624 **Preparing Parcels for Delivery**

- 624.1 Dump Sack No. 1 *only* at the dock and arrange the parcels in order of delivery, including outside parcels and special services articles for the same area.
- 624.2 Route parcels to insure shortest distance between stops and to prevent deadheading or excessive travel distance.
- 624.3 Dump Sack No. 2, when last parcel has been delivered from Sack No. 1, and align as for Sack No. 1.
- 624.4 Remove sack label before dumping sack. Fold sacks placing cord and fastener in the fold, and pile sacks neatly.
- 624.5 When the sack routing system is not used, arrange parcels in order of delivery as they are removed from the hampers and placed in the vehicle.

625 **Damage Control of Parcels**

- 625.1 All employees engaged in the handling of parcels are responsible for insuring that parcels are distributed and delivered in good condition. Take care to avoid throwing, stepping on, or otherwise mistreating parcels. Give particular attention to fragile and perishable items.
- 625.2 If you discover a damaged parcel in the office, bring it to the attention of your manager. If you discover one on the street, make a notation on the damaged parcel; indicate - received in bad condition and cause of damage (if known). If contents are obviously damaged, return the parcel to your delivery unit for appropriate disposition.

63 Route Procedures

631 **Delivery of Parcels**

- 631.1 Determine if someone is available at the address by ringing the doorbell or knocking on the door.
- 631.2 While waiting for customer to respond, scan the parcel to verify whether:
 - a. A receipt is required.
 - b. Postage due or other charges are to be collected.
 - c. A return receipt is requested.
 - d. Delivery is restricted.
 - e. The carrier release endorsement is used.
- 631.3 Prepare receipts as explained in chapters [2](#) and [3](#).
- 631.4 Obtain receipts and collect funds and data as explained in chapter [3](#) for special services mail. If a data collection device has been assigned to your route, see [23](#) for appropriate scanning procedures.
- 631.5 If the parcel cannot be delivered for any reason, follow the procedures in chapter [3](#).
- 631.6 Endorse the article appropriately and return it to the office.
- 631.7 See [23](#) for appropriate scanning procedures.

632 **Relay and Collection Schedule**

The relay and collection schedule lists the order in which relays are delivered to relay boxes and mail is collected from street boxes, mail chutes, and other collection points. Observe schedule and report any deviations and/or curtailments on PS Form 1571.

633 **Delivering Relays and Collecting Mail**

- 633.1 Proceed to first relay point on schedule for which there is a relay.
- 633.2 Remove empty sacks from relay boxes and deposit relay. Make certain that each box is securely locked. Fold sack with cord and fastener in the fold and stack neatly in truck.
- 633.3 Proceed with your assignment according to your instructions or schedule.
- 633.4 When a plastic collection test card has been deposited at any collection point, withdraw the plastic card from the mail during collection and hand to your designated manager on arrival at the office.

634 **Delivery of First-Class to Firms**

Deliver First-Class firm mail as prescribed by local instructions.

635 **Undeliverable Parcels**

Endorse all undeliverable parcels as explained in [335.2](#).

64 Office Procedures on Return

641 **Clearance for Accountable Items**

Obtain clearance of parcels with extra services items — special request parcels, CODs, postage due, registers, customs duty, and keys — as explained in [43](#).

642 **Use of Curtailment Form - PS Form 1571**

When delivery of parcels is curtailed for any reason, prepare PS Form 1571 as explained in [442](#).

643 **Servicing of Truck**

See [841](#).

7 Special Delivery Service

71 Timecards

Special delivery messengers use PS Form 1230, *Time Card*, and PS Form 1234, *Utility Card*. Other employees use PS Form 1234, *Utility Card*. See [21](#), [41](#), and [61](#).

72 General

721 **Categories of Special Delivery**

All classes of mail may be sent special delivery. Special delivery service may be combined with other services, such as airmail, registered, COD, etc.

722 **Rules of Delivery**

The basic rules of delivery are the same as for other mail. The primary difference is in the leaving of notices.

723 **Who May Deliver**

Delivery may be made by special delivery messenger or by any other employee.

73 Office Work Before Leaving

731 Obtain all special delivery mail for your assigned district from the special delivery section or other designated place.

732 Obtain necessary mail keys and attach securely to your belt or clothing.

733 If necessary, obtain a carrier satchel for letters, flats, and small articles.

734 Arrange letters, flats and small articles in the most efficient order of delivery and deliver within the prescribed schedule.

735 Arrange parcels in delivery sequence as you place them in your vehicle.

736 Record leaving time.

737 For vehicles, see chapter [8](#).

74 Street Work

741 Delivery to Apartments, Residences, and Businesses

- 741.1 Ring bell or knock several times. If there is a response, make personal delivery to the addressee or his representative if delivery is not restricted (see [335.13](#)).
- 741.2 If there is no response and it is indicated that the occupants are only temporarily absent, place the article in the mail receptacle and leave a completed PS Form 3849 in the receptacle (see [Exhibit 741.2](#)).

Exhibit 741.2

 Sorry We Missed You! We ReDeliver For You!		Article No. _____
Item <input checked="" type="checkbox"/> Post Office (see reverse) is at: <input type="checkbox"/> _____		Today's Date 12/1/96 Sender's Name _____
We ReDeliver or you can pick up, see back		
IF CHECKED, YOU MUST BE PRESENT AT TIME OF DELIVERY TO SIGN FOR ITEM.		
<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Large envelope, magazine, catalog, etc. <input type="checkbox"/> Parcel <input type="checkbox"/> Delivery Restricted to Addressee <input type="checkbox"/> Perishable Item <input type="checkbox"/> _____	<input type="checkbox"/> Express Mail (redelivery next delivery day unless you call to hold at post office) <input type="checkbox"/> Certified <input type="checkbox"/> Insured <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Recorded Delivery (International) <input checked="" type="checkbox"/> Special Delivery	Article Requiring Payment: <input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs Amount Due: \$ _____ Addressee Name (Print) S. Lynn Address 14 Taft Court Received By (Print Name and Sign) X
Delivered By _____	Date _____	Customer: Describe any Visible Damage _____
PS Form 3849 , December 1994		Delivery Notice/Reminder/Receipt

- 741.3 Do not pass the article through a door slot of an obviously vacant address.
- 741.4 Leave only ordinary special delivery articles. If articles are accountable mail such as registered, insured, COD, etc., (see [33](#)) or if the article is too large to be placed in the mail receptacle, return it to the Post Office and leave a completed PS Form 3849. Place the notice in the receptacle.

742 Delivery to Out-of-Bounds Boxes

- 742.1 Make delivery to residence of customers served through a box erected on the boundary line (i.e., out-of-bounds box) if the customer does not reside more than three blocks beyond and if there is a passable walk or street.
- 742.2 If there is no response, place a completed PS Form 3849 in the mailbox and leave the article in the box (except accountable mail) if the box will accommodate it. Otherwise, leave a completed notice and return the article to the Post Office.

75 Office Work After Return

- 751 Record returning time.
- 752 Return all undelivered articles, endorsed to show reason for non-delivery, all receipts taken, money collected for accountable mail, and keys.
- 753 Obtain proper clearance for all accountable items (see [43](#)).
- 754 Return all equipment to its proper place.
- 755 Record ending time at unit. Return truck to garage, inspect it, and prepare required reports (see [84](#)).

This page intentionally left blank

8 Vehicle Operations

81 Vehicle Regulations and Safety Practices

811 Vehicle Regulations

811.1 Responsibility of Carrier

- 811.11 Be sure you are qualified to drive the vehicle assigned to you; maintain a valid state driver's license.
- 811.12 Advise your immediate manager of suspension or revocation of your state license.

811.2 Authorized Riders

- 811.21 Postal employees with proper identification may ride in motor vehicle when necessary to perform their official duties. Unauthorized riders in postal vehicles are prohibited.
- 811.22 Employees may not ride in postal vehicles when off duty, nor when on duty unless riding is essential to the duty being performed.
- 811.23 All employees, including route examiners and officials, are forbidden to ride on powered industrial mobile equipment as passengers.
- 811.24 Route examiners may use a separate motor vehicle for which they have been qualified and authorized when making light delivery vehicle route inspections.

812 Safety Practices

- 812.1 Practice safety in the office and on the route.
- 812.2 Observe all traffic regulations prescribed by law. Rules applying to the public also apply to operators of postal vehicles.
- 812.3 Seatbelts must be worn at all times the vehicle is in motion. Exception for Long Life Vehicles: In instances when the shoulder belt prevents the driver from reaching to provide delivery or collection from curbside mailboxes, only the shoulder belt may be unfastened. The lap belt must remain fastened at all times the vehicle is in motion.
- 812.31 When traveling to and from the route, when moving between park and relay points, and when entering or crossing intersecting roadways, all external vehicle doors must be closed. When operating a vehicle with sliding driver's cab doors on delivery routes and traveling in intervals of 500 feet (1/10 mile) or less at speeds not exceeding 15 MPH between delivery stops, the right-hand sliding cab door may be left open.

- 812.32 For vehicles with separate driver and cargo compartments, only working mail should be kept in the driver's compartment while performing delivery and collection duties. Interior cargo doors (if any) may be kept in the "open" position to accommodate authorized passengers being transported in auxiliary seating, operator use of cargo area windows (if any), or to aid airflow. Consider the nature of mail or equipment being transported and use good judgment in deciding when an open internal door is suitable and will not interfere with the safety of vehicle operations. Internal cargo doors must be closed and locked when the vehicle is parked (see [822e](#)).
- 812.4 Do not finger mail while driving or hold mail in your hands while the vehicle is in motion. You must use mirror to check for pedestrians ahead, in back, and on both sides before placing the vehicle in motion.
- 812.5 Arrange letter mail, flat mail, and small parcels in the work tray provided on the ledge behind the windshield so as not to obstruct vision or use of the vehicle controls. Trays must not be piled on top of other trays on the ledge behind the windshield.
- 812.6 Any authorized sticker placed on the windshield or on other glass of the vehicle must not hinder your vision.
- 812.7 Only authorized passengers are permitted to ride in postal-owned, GSA-owned, rental, or contract vehicles (including employees' privately owned vehicles when used in postal operations). All passengers must use seatbelts. Where conventional passenger seats have not been provided in the vehicle, an approved auxiliary seat, facing forward, and equipped with a backrest and seatbelts must be used. Sitting in other than an approved seat or standing in a postal vehicle while such vehicle is in motion is prohibited.

82 Postal Security

- 821 Always keep the rear door and/or tailgate of the vehicle locked, except when loading or unloading the vehicle.
- 822 Whenever the driver leaves the vehicle, the vehicle must be parked. To park the vehicle:
- Apply the foot brake and place automatic transmissions in the park position. Place manual transmissions in gear.
 - Turn the vehicle's front wheels toward the curb if you are on a flat surface or when the vehicle is facing downhill. If the vehicle is parked facing uphill, turn the front wheels away from the curb.
 - Set the hand-parking/emergency brake.
 - Turn off the engine and remove the key.
 - Lock any sliding door(s) between the truck body and cab.
 - Lock the doors if you will be out of direct sight of the vehicle.
- 823 Inspect the inside of the vehicle for mail matter after completing street duties.

83 Vehicle Assignment Procedures

831 Obtaining Vehicle

Use locally prescribed procedures for obtaining assigned vehicle and keys. The manager in charge or the dispatcher will indicate the vehicle to be used when he/she assigns the route to be served; and may assign a different vehicle whenever the need arises.

832 Inspecting Vehicle

- 832.1 Inspect vehicle as described on Notice 76, *Expanded Vehicle Safety Check* (see [Exhibit 832.1](#)) for deficiencies, body damage, or inoperable items. See [842](#) for reporting defects.
- 832.2 Check for mail or equipment which may have been left by previous driver.
- 832.3 Make sure truck is equipped with necessary collection equipment, hoop sack, if available, and satchels, trays, and sacks as needed.

Exhibit 832.1

**U.S. POSTAL SERVICE
EXPANDED VEHICLE SAFETY CHECK**

1. Look under body for oil and water leaks.
2. Inspect two front tires for inflation and wear.
3. Check hood latches.
4. Check front for body damage.
5. Check left side for body damage.
6. Check left door lock.
7. Check for rear end leaks.
8. Check all rear tires for inflation and wear.
9. Check rear for body damage.
10. Check rear door lock.
11. Check right side for body damage.
12. Check right door lock.
13. Open door and move into driving position.
14. Start engine. (If in enclosed area, wait until after step 21.)
15. With assistance — adjust pot-lid and left front mirror.
16. With assistance — check headlights, tail lights, brake lights, 4-way flashers, and directional signals, front and rear.
17. Adjust right side rear view mirror.
18. Adjust center rear view mirror.
19. Check steering wheel play.
20. Check accident report kit.
21. Check window locks.
22. Check windshield wipers and washers.
23. Check horn.
24. Check gages (gas gage requires 30 seconds for “warm-up”).
25. Check foot brake (no more than 2 inches free play).
26. Check hand brake.
27. Check seat belt and fasten.

Note: This check list has been programmed to take the driver in a logical sequence around the RHD vehicle with a minimum of lost motion. For LHD vehicles - work from right side to rear to left side beginning at Item 5. Items 15 and 16 - if no assistance readily available, handle personally.

SEE ADDITIONAL INSTRUCTIONS ON REVERSE

Notice 76
Feb. 1975

833 PS Form 4570, Vehicle Time Record

- 833.1 Dispatcher will hand out PS Form 4570 (see [Exhibit 833.1](#)) with the necessary keys at the time of assigning vehicles to drivers.
- 833.2 Document each vehicle use on PS Form 4570.
- 833.3 Make necessary clock rings and enter your name, run or route number, total daily miles, and odometer reading.
- 833.4 PSDS offices may use an alternate system.

84 Vehicle Maintenance

841 Servicing

- 841.1 Return truck to garage or delivery unit on completion of route, or when so directed.
- 841.2 Inspect truck to determine if any damage has occurred while truck was in your custody. If damage has occurred, complete forms as outlined in [842](#).
- 841.3 Have fuel, oil, and water replenished by garage or station attendant as scheduled. However, you may be required to fuel vehicles at postal facilities having bulk fuel tanks (and no vehicle maintenance personnel on site), or at commercial self service stations and islands.
- 841.4 In addition, delivery personnel will be required to fuel vehicles at all postal facilities where automated fueling systems are installed and appropriate identification cards or operator's badges have been issued.
- 841.5 Complete PS Form 4570, *Vehicle Time Record*, and put in designated place.

842 Repairs

842.1 Reporting Defects

Driver must (a) report all mechanical defects or failures and major body damage on PS Form 4565, *Vehicle Repair Tag* (see [Exhibit 842.1](#)) as soon as noted, and (b) immediately turn in the completed form to a dispatcher or manager. Minor body damage can sometimes await repair until the next regular inspection and need not be reported more than once.

842.2 Preparation of PS Form 4565

Whenever a motor vehicle requires repairs, complete PS Form 4565 in triplicate as follows:

- a. Enter vehicle number and the hour and date vehicle was checked in.
- b. Put check mark opposite item requiring repair, or, if not listed, enter opposite *Other Repairs*.
- c. Describe details of repair under *Remarks*. For example, if brake block is checked, state: *pulls to the right, brakes fading, etc.*

842.3 Disposition of PS Form 4565

- 842.31 Deliver to the garage dispatcher or manager for initialing. Driver copy will be returned to you and should be kept as proof that damage was reported.
- 842.32 Attach dispatcher copy to PS Form 4570.
- 842.33 Mechanic copy is sent to the garage with vehicle.

Exhibit 842.1

U.S. Postal Service VEHICLE REPAIR TAG		Date	
Vehicle No.	Mileage	Type of Vehicle <input type="checkbox"/> Postal <input type="checkbox"/> Leased	
<p>Mechanical irregularities must be reported immediately on this form to the dispatcher or supervisor when vehicle is checked in. Initials are required for valid tag report.</p>			
Check repairs needed and explain under remarks			
Accident		Springs	
Engine		Windshield Wipers	
Body		Radiator	
Brakes		Differential	
Horn		Clutch	
Steering		Lights	
Transmission		Tires	
Carburetor		Other Repairs (Specify)	
Glass			
<p>Indicate Possible Trouble (If not corrected on first tag, Supervisor to consult garage foreman or contractor)</p>			
Missing	Grab	Leaks	
Heats Up	Fade	Slips	
Pull	Broken	Short Out	
Remarks			
Name of Station Branch			
Driver's Check-In Time (Hour) <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.		Driver's Signature	
Driver's Receipt for Reporting Defect (Signature of Lessor or Supervisor)			
TO BE COMPLETED BY SUPERVISOR			
Person Notified	Notified <input type="checkbox"/> VMF <input type="checkbox"/> Lessor	Date	
Signature of Supervisor	Time Notified (Hour) <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.		
Person notified vehicle repaired for service		Date	
Time Notified (Hour) <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	Vehicle Defect Report Required <input type="checkbox"/> Yes <input type="checkbox"/> No		
Signature of Supervisor Reporting Vehicle Ready for Service		Date	

PS Form 4565, June 1984

MECHANIC/LESSOR COPY 1

85 Accidents

851 **Accident Report Kit**

Each vehicle used on official business is furnished with an Accident Report Kit (Supply Item 87H). Check to be sure the envelope is sealed. If not, obtain a sealed replacement from the manager.

852 **Action to Be Taken at Scene of Accident**

- 852.1 Operators involved in accidents, regardless of the cause or the amount of damage, injury or death, shall remain at the scene until they have:
- a. Obtained aid and assistance for any injured person.
 - b. Safeguarded the scene against further accident.
 - c. Secured and protected the mail.
 - d. Notified postmaster or his designee.
 - e. Notified local or State police as required.
 - f. Provided other drivers or principal parties to the accident the information required by law, using PS Form 4585, *Postal Driver Accident Information*.
 - g. Obtained so far as practicable the names and addresses of all principals and witnesses, using PS Form 4586, *Accident Information*. Operators shall not make any statements admitting personal or postal liability or criminal negligence or attempt to negotiate an agreement or settlement with anyone.
 - h. Recorded the other driver's license or other valid identification and obtained the name and address of the other driver(s) involved.
 - i. Complied with local postal instructions.
 - j. Used the chalk or crayon (in Accident Report Kit) to mark on the pavement the paths and final locations of each of the vehicles involved.
 - k. Completed SF 91, *Operator's Report of Motor Vehicle Accident*. This report may be prepared at the scene of the accident or immediately thereafter and must be submitted, before going off duty on the day of the accident, to the employee's superior. Accidents, regardless of the amount of damage, injury or deaths caused, must be reported on SF 91, even though the other principals involved state that no claim will be filed for or against the Postal Service or its employees or even if only postal personnel, equipment, vehicles, or property are involved.
- 852.2 If an operator is physically unable to comply with the preceding instruction, the postal official in charge shall see that the required investigations and reports are made.

9 Mail Count and Route Inspection

91 Introduction

911 **Definition and Purpose**

- 911.1 Count of mail is the physical counting and recording of the number of pieces of mail delivered or collected on a city delivery route.
- 911.2 The count of mail is used to gather and evaluate data to adjust routes fairly and equitably to insure that the workload for each route will be as near as possible to an 8-hour workday for the carrier.
- 911.3 The data obtained during the count and inspection period, along with current management records, and the manager's knowledge of the route, are the basis for making route adjustments.

912 **Frequency**

Counts of mail shall be conducted on one or more routes when it is determined to be operationally necessary. These inspections will be conducted between the first week of September and May 31, excluding December. A physical inspection of the route shall be made on one or more days during the count week by a route examiner who accompanies the carrier during his or her full tour.

913 **Advance Notice**

A notice giving schedule of a count week and proposed day of inspection for each route shall be posted at the delivery unit not later than 5 working days preceding start of count. One day's advance notice will be given if a decision is made to inspect on days other than the scheduled date.

914 **Absences**

Absences, for other than emergency, will not be granted during the week of count and inspection.

915 **Inspection Day**

In order that a fair and reasonable evaluation may be made by management, carriers must perform their duties and travel their routes in *precisely* the same manner on inspection day as they do throughout the year.

916 **Cancellations**

- 916.1 When continuation of any inspection would serve no useful purpose, the inspection may be canceled, at management's discretion. A cancellation may apply to an entire delivery unit or to one or more routes of a group of routes being inspected.
- 916.2 Some items which could bring about consideration for cancellation are:
- a. Natural disasters or extreme weather conditions.
 - b. Unscheduled extended absence of the full-time carrier coupled with the absence of a qualified replacement. To the extent reasonable and practicable, the regular carrier assigned to the route shall undergo the inspection.
 - c. Unrealistic mail volume, either abnormal or subnormal, which could prohibit a fair evaluation of the route(s).
 - d. Unavailability of transportation for carriers.
- 916.3 Any cancellation made will be discussed with carrier(s) concerned, giving the reasons for the cancellation. When the cancellation is for the entire unit, the discussion will be with the unit steward(s).

917 **Dry-Run Count**

- 917.1 A review of count procedures shall be made within 21 days prior to the start of the count and route inspection.
- 917.2 The sample dry-run count items, forms, and completion instructions are furnished to each carrier concerned early enough to assure that the dry-run can be completed and reviewed before scheduled count and inspection period.
- 917.3 An instruction period is held following issuance of the dry-run materials but before completion of the dry-run exercise.
- 917.4 A manager will review each completed dry-run form for accuracy. Errors and/or omissions are discussed and explained to the carrier. When necessary, the manager may require a second completion of the form to assure that the carrier is thoroughly familiar with its completion.

918 **Special Route Inspections**

918.1 **When Required**

Special route inspections may be required when any of the following conditions or circumstances is present:

- a. *Consistent use of overtime or auxiliary assistance.* (When X-Route concept is utilized and routes may be "built up" to no more than 8 hours and 20 minutes during interim period, see *Memorandum of Understanding* dated September 17, 1992.)
- b. Excessive undertime.
- c. New construction or demolition which has resulted in an appreciable change in the route.
- d. A simple adjustment to a route cannot be made.

- e. A carrier requests a special inspection and it is warranted.
- f. Carrier consistently leaves and/or returns late.
- g. If over any 6 consecutive week period (where work performance is otherwise satisfactory) a route shows over 30 minutes of overtime or auxiliary assistance on each of 3 days or more in each week during this period, the regular carrier assigned to such route shall upon request, receive a special mail count and inspection to be completed within 4 weeks of the request. The month of December must be excluded from consideration when determining a 6 consecutive week period. However, if a period of overtime and/or auxiliary assistance begins in November and continues into January, then January is considered as a consecutive period even though December is omitted. A new 6 consecutive week period is not begun.
- h. Mail shall not be curtailed for the sole purpose of avoiding the need for special mail counts and inspections.

918.2 **Manner in Which Conducted**

When special inspections are made because of conditions mentioned in [918.1](#), they shall be conducted in the same manner as the annual count and inspection.

92 Letter Routes

921 **Basic Requirements**

921.1 **Coverage**

- 921.11 For the purpose of mail counts, all classes of mail available to the carrier (see [921.13](#)) must be routed and delivered every day of the count period.
- 921.12 Each replacement carrier assigned to regular, full, and part-time routes shall count the mail and enter the data on the prescribed forms in the same way as the full-time carrier.
- 921.13 The mail of all classes available to the carrier is (a) that mail distributed and placed on carrier case ledges, in hampers, trays, or on the floor beneath the carrier case, and (b) that mail which is in distribution cases up to the cut-off or final withdrawal time prior to departure to serve the last delivery trip of the week of count. *This does not include the mail distributed following the scheduled cut-off or final withdrawal time.*

921.2 **Schedule**

- 921.21 The count of mail period on all letter delivery routes, both regular and auxiliary, shall be (a) for 6 consecutive delivery days on one-trip routes and (b) for 5 consecutive delivery days, exclusive of Saturday, on multi-trip routes or one-trip routes with abbreviated or no delivery on Saturday.
- 921.22 It is not mandatory that mail counts begin on Monday and continue through Saturday but they must be made on consecutive delivery days.

921.23 Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier starting time to count the mail.

921.3 **Casing Mail by Carrier**

Do not case any mail on return to the office on the day before the first day of the count period. However, if you are regularly scheduled throughout the year to case mail on return from the street, continue to do so during the count period; but do not case any mail for delivery after returning from the street on the last day of the count period *until* you have rung off the PS Form 1838-C worksheet for the day. (For exceptions, see instructions for expedited preferential mail delivery, [924.](#))

922 **PS Form 1838-C Worksheet – Preparation**

922.1 **Use of Form**

922.11 The count of mail is recorded on PS Form 1838-C (see [Exhibit 922.11](#) (p. 1, 2, 3, and 4)).

Exhibit 922.11 (p. 1)

PS Form 1838-C, Carrier's Count Mail – Letter Carrier Routes Worksheet

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office <i>Mytown</i>		Delivery Unit <i>Main Office</i>		Route No. <i>1357</i>					
AM		PM		Actual Time Entries					
1. Letter-Size				Carrier Marked-up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
<i>527</i>					<i>37</i>		E		
<i>291</i>					<i>2</i>		B		
<i>154</i>				<i>4</i>	<i>12</i>		E		
<u><i>972</i></u>					<u><i>51</i></u>		B		
2. Mail of All Other Sizes							E		
<i>563</i>							B		
<i>192</i>				<i>1</i>	<i>15</i>		E		
<i>87</i>							B		
<u><i>842</i></u>							E		
3. Accountable and Signature Mail							B		
Registered/Certified <i>7</i>							E		
COD/Customs <i>1</i>							B		
Postage Dues <i>-</i>							E		
Express Mail <i>12</i>							B		
5. All parcel Post over 2 lbs.							E	<i>2:51</i>	<i>1</i>
<i>14</i>						<i>23</i>	B	<i>2:50</i>	
6. Sequenced and Collated							E	<i>2:50</i>	<i>2</i>
Letter Size						<i>14</i>	B	<i>2:48</i>	
Other Size <i>385</i>							E		
							B		
						<i>21(b)</i>	E	<i>9:43</i>	<i>2</i>
						<i>21(a)</i>	B	<i>9:41</i>	
							E	<i>9:33</i>	<i>5</i>
							B	<i>9:28</i>	
9. 2nd-Class Marked up (exclude Form 3579)						<i>23</i>	E	<i>8:37</i>	<i>4</i>
							B	<i>8:33</i>	
10. Mail with Form 3579 attached						<i>15</i>	E	<i>8:33</i>	<i>1</i>
							B	<i>8:32</i>	
12. Change of Address Recorded <i>1</i>						<i>14</i>	E	<i>8:16</i>	<i>4</i>
							B	<i>8:12</i>	
13. Insured Receipts Turned In <i>2</i>						<i>23</i>	E	<i>7:23</i>	<i>7</i>
							B	<i>7:16</i>	
						<i>15</i>	E	<i>7:16</i>	<i>1</i>
							B	<i>7:15</i>	
						<i>23</i>	E	<i>6:20</i>	<i>17</i>
							B	<i>6:03</i>	
						<i>19</i>	E	<i>6:03</i>	<i>3</i>
							B	<i>6:00</i>	
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838 <u><i>853</i></u>		Comments		Begin Here		TOTAL <i>47</i>	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		<i>Line 21(a) - Weekly safety talk</i> <i>Line 21(b) - Trip to throwback case</i>		E		Time Clock Rings	
Withdrawal of mail		15				R			
Sequencing and collating By-Pass Mail		16				L			
Actual Strapping out time		17				B			
Break (local option)		18				E		<i>15.00 TU</i>	
Vehicle inspection		19				R		<i>14.75 TU</i>	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21				L		<i>09.75 TU</i>	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22				B		<i>06.00 TU</i>	
Counting mail and filling out form 1838 worksheet		23				E			
Signature of Carrier (or Examiner) <i>7 Gallo</i>		I certify the above information recorded by me is correct.		Day of Week <i>Tues.</i>		Date <i>4/11/96</i>		Reg. - Repl. <i>Reg.</i>	
						Lunch From <i>11:45</i> To <i>12:15</i>			

Exhibit 922.11 (p. 2)

PS Form 1838-C, Carrier's Count Mail – Letter Carrier Routes Worksheet

United States Postal Service		Carrier's Count Mail - Letter Carrier Routes Worksheet				Route No.			
Post Office <i>Mytown</i>		Delivery Unit <i>Main Office</i>				1357			
AM		PM		Carrier Marked-up	CFS	Actual Time Entries			
						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size	<i>743</i> <i>218</i> <i>112</i> <u><i>1073</i></u>			<i>3</i>	<i>85</i>		E		
2. Mail of All Other Sizes	<i>484</i> <i>315</i> <i>72</i> <u><i>871</i></u>				<i>17</i>		B		
3. Accountable and Signature Mail							E		
Registered/Certified	<i>5</i>						B		
COD/Customs	<i>1</i>						E		
Postage Dues							B		
Express Mail							E		
5. All parcel Post over 2 lbs.	<i>19</i>			<i>1</i>		<i>23</i>	E	<i>2:58</i>	<i>1</i>
							B	<i>2:57</i>	
6. Sequenced and Collated						<i>14</i>	E	<i>2:57</i>	
Letter Size	<i>425</i>						B	<i>2:55</i>	<i>2</i>
Other Size						<i>21(b)</i>	E	<i>8:55</i>	
							B	<i>8:52</i>	<i>3</i>
9. 2nd-Class Marked up (exclude Form 3579)						<i>21(a)</i>	E	<i>8:25</i>	
							B	<i>8:22</i>	<i>3</i>
10. Mail with Form 3579 attached						<i>23</i>	E	<i>8:20</i>	
							B	<i>8:16</i>	<i>4</i>
12. Change of Address Recorded	<i>3</i>					<i>15</i>	E	<i>8:16</i>	<i>1</i>
							B	<i>8:15</i>	
13. Insured Receipts Turned In						<i>23</i>	E	<i>7:40</i>	
							B	<i>7:33</i>	<i>7</i>
Enter Line Number in Explanation Column	LINE	DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838 <u><i>943</i></u>					E	<i>7:32</i>	
Registered-Certified-COD-Customs Postage Due-Form 3866-signing for, returning funds and receipts.	14	Comments					B	<i>7:29</i>	<i>3</i>
Withdrawal of mail	15	<i>Line 21(a) - Official communications with window clerk related to general delivery</i>					E	<i>7:28</i>	
Sequencing and collating By-Pass Mail	16						B	<i>7:25</i>	<i>3</i>
Actual Strapping out time	17	<i>Line 21(b) - Trip to throwback case</i>					E	<i>6:21</i>	
Break (local option)	18						B	<i>6:04</i>	<i>17</i>
Vehicle inspection	19					<i>19</i>	E	<i>6:04</i>	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21						B	<i>6:00</i>	<i>4</i>
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22						TOTAL		<i>48</i>
Counting mail and filling out form 1838 worksheet	23						Time Clock Rings		
Signature of Carrier (or Examiner)			Day of Week	Date	Reg. - Repl.	Lunch			
<i>R Andrew</i>			<i>Wed.</i>	<i>4/2/96</i>	<i>Reg</i>	From	To		
		I certify the above information recorded by me is correct.				<i>11:40</i>	<i>12:10</i>		

Exhibit 922.11 (p. 3)

PS Form 1838-C, Carrier's Count Mail – Letter Carrier Routes Worksheet

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office		Delivery Unit		Route No.					
<i>Hometsum</i>		<i>Applegate Station</i>		<i>1357</i>					
AM		PM		Carrier Marked-up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME (GUIDE)	WRITE IN TIME	ELAPSED TIME
621							E		
<u>271</u>		142		2	45		B		
892							E		
							B		
2. Mail of All Other Sizes							E		
378							B		
<u>66</u>		315			28		E		
444							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified 8							B		
COD/Customs 2							E		
Postage Dues 1							B		
Express Mail 1						21(d)	E	3:29	1
							B	3:28	
5. All parcel Post over 2 lbs.							E	2:53	5
12				1		23	B	2:48	
							E	2:47	2
						14	B	2:45	
6. Sequenced and Collated							E		
Letter Size							B		
						21(c)	E	9:14	2
							B	9:12	
						21(b)	E	8:50	5
							B	8:45	
						14	E	8:04	6
							B	7:58	
						23	E	7:55	7
							B	7:48	
						15	E	7:48	3
							B	7:45	
						21(a)	E	7:34	2
							B	7:32	
						22(a)	E	7:17	2
							B	7:15	
						23	E	6:22	17
							B	6:05	
						19	E	6:04	4
							B	6:00	
							TOTAL		56
							Time Clock Rings		
							E		
							R		
							L		
							B		
							E		15.52 FR
							R		14.72 FR
							L		09.94 FR
							B		06.00 FR
Enter Line Number in Explanation Column		LINE	DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838		987		Begin Here		
Registered-Certified-COD-Customs Postage Due-Form 3866-signing for, returning funds and receipts		14	Comments						
Withdrawal of mail		15	<i>Line 22(A) - review 3982</i>						
Sequencing and collating By-Pass Mail		16	<i>Line 21(a) - Official Communication with supervisor regarding customer</i>						
Actual Strapping out time		17	<i>Line 21(b) - Verifying hold mail</i>						
Break (local option)		18	<i>Line 21(c) - Trip to throwback case (AM)</i>						
Vehicle inspection		19	<i>Line 21(d) - Trip to throwback case (PM)</i>						
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21							
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22							
Counting mail and filling out form 1838 worksheet		23							
Signature of Carrier (or Examiner)				Day of Week	Date	Reg. - Repl.	Lunch		
<i>S Lynn</i>				<i>Fri.</i>	<i>4/4/96</i>	<i>Repl.</i>	From	To	
				I certify the above information recorded by me is correct.			<i>12:15</i>	<i>12:45</i>	

Exhibit 922.11 (p. 4)

PS Form 1838-C, Carrier's Count Mail – Letter Carrier Routes Worksheet

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office <i>Hometown</i>		Delivery Unit <i>Applegate Station</i>			Route No. <i>1358</i>				
AM		PM		Carrier Marked-up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
<i>419</i>					<i>1</i>		E		
<i>172</i>		<i>286</i>		<i>1</i>	<i>14</i>		B		
<i>591</i>					<i>15</i>		E		
2. Mail of All Other Sizes							B		
<i>348</i>							E		
<i>117</i>		<i>215</i>			<i>19</i>		B		
<i>465</i>							E		
3. Accountable and Signature Mail							B		
Registered/Certified <i>4</i>							E		
COD/Customs							B		
Postage Dues							E		
Express Mail <i>1</i>							B		
5. All parcel Post over 2 lbs.							E		
<i>7</i>				<i>1</i>			B		
6. Sequenced and Collated						<i>21(c)</i>	E	<i>2:52</i>	<i>1</i>
Letter Size						<i>23</i>	B	<i>2:51</i>	<i>7</i>
							E	<i>2:17</i>	
						<i>14</i>	B	<i>2:10</i>	<i>1</i>
							E	<i>2:08</i>	
Other Size <i>496</i>							B	<i>2:07</i>	
9. 2nd-Class Marked up (exclude Form 3579)						<i>21(b)</i>	E	<i>9:06</i>	<i>2</i>
							B	<i>9:04</i>	
						<i>22(a)</i>	E	<i>8:22</i>	<i>4</i>
							B	<i>8:18</i>	
10. Mail with Form 3579 attached						<i>21(a)</i>	E	<i>8:07</i>	<i>3</i>
							B	<i>8:04</i>	
12. Change of Address Recorded <i>2</i>						<i>23</i>	E	<i>7:59</i>	<i>5</i>
							B	<i>7:54</i>	
13. Insured Receipts Turned In <i>1</i>						<i>15</i>	E	<i>7:54</i>	<i>2</i>
							B	<i>7:52</i>	
						<i>14</i>	E	<i>7:51</i>	<i>4</i>
							B	<i>7:47</i>	
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a)		To be added to line 7a on PS Form 1838		<i>1153</i>			
Comments									
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14							
Withdrawal of mail		15							
Sequencing and collating By-Pass Mail		16							
Actual Strapping out time		17							
Break (local option)		18							
Vehicle inspection		19							
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21							
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22							
Counting mail and filling out form 1838 worksheet		23							
Signature of Carrier (or Examiner) <i>B Albert</i>		I certify the above information recorded by me is correct.		Day of Week <i>Sat.</i>	Date <i>4/5/96</i>	Reg. - Repl. <i>Reg.</i>	Lunch From <i>11:25</i> To <i>11:55</i>		
								TOTAL <i>46</i>	
								Time Clock Rings	
								E	
								R	
								L	
								B	
								E <i>15.00 SA</i>	
								R <i>14.08 SA</i>	
								L <i>09.24 SA</i>	
								B <i>06.00 SA</i>	

- 922.12 Use a separate form to record each day's count. Make and record the count on the worksheet in duplicate (using carbon paper) - except on the day of inspection when the count is made and recorded, in duplicate, by the route examiner or manager making the route inspection. In cases where it is not practicable for you to report early enough to make the count, it may be made by the manager or other competent employee.
- 922.13 The worksheet is used to record preliminary data for totaling and later transfer to PS Form 1838 by management. Lines on the worksheet correspond with lines on PS Form 1838. Space is provided for entering starting and ending time of all actual time items which are included or excluded from net and/or standard office time allowances. In addition, notations and comments pertaining to the mail count or route conditions should be made on the worksheet which will be helpful in later preparing the summary and making proper and realistic route adjustments. Report unusual conditions under Carrier's Comments. If this space is inadequate, enter additional comments on blank side of PS Form 1838-C.
- 922.14 The worksheet PS Form 1838-C (not a separate sheet of paper) must be used to record the mail count each time a withdrawal of mail is made from the distribution cases, sacks, hampers, trays, etc., and must be used to show actual time entries on the side of the form in the columns headed, Actual Time Entries, for each type of work performed.

922.2 **Making Descriptive Entries [Exhibit 922.11 (p. 1 and 2)]**

At top of the form, enter the name of the Post Office, branch or station, and the route number. At bottom of form, record the day of the week, date, signature, regular or replacement, and lunch time. On the day of inspection, when the form is completed by the manager, the name of the carrier is entered in the space provided and the examiner signs the form below the carrier's name. When a manager or other competent employee counts the mail because it is not practicable for the carrier to report early enough to do the counting, the manager will enter and circle his/her initials by the figures recorded on the worksheet.

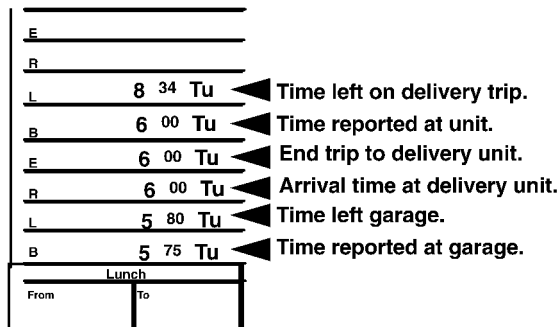
922.3 **Recording Time Clock Rings**

922.31 **Foot and Bicycle Routes**

Clock in, or enter beginning time, on the line marked "B." Enter leaving, returning, and ending times ("L," "R," "E") upwards in the order listed. Make these time recordings in the same manner as the entries on the current timecards, *i.e.*, from bottom to top.

922.32 **Motorized Routes**

Motorized carriers who report at the garage to pick up their vehicle; use the first group of time recording blocks to record travel time from the garage to the office.



The end of travel time and beginning of office time recorded in block “B” of the next group should be the same unless the carrier is required to swing. When returning the vehicle to the garage, after completion of entries for delivery trips, use the next unused group of blocks in the same manner.

922.4 **Recording Count Data**

922.41 **Letter Size – Line 1**

922.411 Letter size (ordinary letters, cards, and circulars) includes all mail that can be cased into the normal evenly spaced 6-shelf letter separation without bending or folding as well as mishthrows of all classes and types of mail as outlined in the Memorandum of Understanding dated September 17, 1992, related to Case Configuration. It does not include newspapers, rolls, small parcels, flats, magazines, or catalogs even though they are intended for casing with letters mail:

- a. For motorized curb-delivery routes, do not include mailings designated for third-bundle delivery.
- b. In offices using a one-bundle system, do not include sequenced mailings designated for second-bundle delivery.
- c. Letter routes receiving Delivery Point Sequence mail should not record the pieces of DPS mail in this section. The DPS volume is recorded on Line 7(a) PS Form 1838-C.

922.412 Count letter-size mail standing a letter on end as a marker after each 100 pieces.

922.413 Carriers on motorized curb-delivery routes and those using a one-bundle system must enter in line 6, Sequenced and Collated Mail, the number of pieces of mail made up in carrier delivery sequence by the mailer. Do not case these pieces; and handle them as second or third bundle on the route. Do not include these pieces in the upper portion of column 1 with the mail that must be cased.

- a. Carriers on motorized curb-delivery routes will take credit in *Parcel* column for each separate bundle.
- b. Routes using a one-bundle system and motorized curb-delivery routes will collate additional sequenced mailings into second or third bundles. (See [222a](#) and [b](#)) Record actual time for collating.

922.414 Total the column after each trip (on multi-trip routes).

- 922.42 **Mail of All Other Sizes – Line 2**
- 922.421 This includes all mail not covered in line 1; e.g., newspapers, flats, magazines, small parcels, catalogs and rolls.
- 922.422 Count other than letter-size mail, and enter in line 2 so that pieces subsequently handled may be added.
- 922.423 Bundled mailings of other than letter size, made up in sequence of delivery, are handled for second or third bundle delivery. Make count the same as explained in [922.41](#) and record count in column 2 (under 6, Sequenced and Collated Mail).
- 922.424 Total the column after each trip (on multi-trip routes).
- 922.43 **Accountable and Signature Mail – Line 3**
- Enter the total number of registered, certified, COD, customs, postage due, and Priority Mail Express under appropriate headings of column. Any accountable mail identified and delivered by the carrier while performing street duties should be listed upon return to the office.
- 922.44 **Parcels – Line 5**
- Enter number of parcels over 2 pounds (including insured) handled for delivery in line 5. Total this column.
- 922.45 **Marked Up Mail – Lines 1; 3; 5; and First-Class, Standard Mail (A), and Standard Mail (B)**
- 922.451 **Carrier Mark-Ups – Individually Endorsed**
- Enter the number of pieces manually endorsed (1) Deceased, (2) Temporarily Away (retention period for hold mail has expired), (3) Refused, (4) No Mail Receptacle or (5) Vacant (Occupant Mail Only endorsed *address correction requested, return postage guaranteed, or forwarding and return postage guaranteed*).
- 922.452 **Carrier Mark-Ups – Bundle Endorsed**
- Also enter one piece for each bundle of carrier-endorsed undeliverable pieces identified as (1) Undeliverable As Addressed, (2) Attempted Not Known, (3) No Such Number, (4) Insufficient Address, and (5) Undeliverable Bulk Business Mail (UBBM), which is Standard Mail (A) not deliverable as addressed and is not endorsed *address correction requested, return postage guaranteed, or forwarding and return postage guaranteed*.
- 922.453 **Computerized Forwarding System Mark-Ups**
- Enter the number of pieces of mail sent to the Computerized Forwarding System unit and those pieces not personally marked up in the carrier endorsed bundles of undeliverable pieces.
- 922.46 **Changes of Address Recorded – Line 12**
- Each change of address order should be counted as *only* one item even though the change is recorded on PS Form 1564 as well as on PS Form 3982.
- 922.47 **Insured Receipts – Line 13**
- Enter the total number of insured receipts turned in.

922.5 Making Time Entries**922.51 Actual Time Entries**

Lines 14 through 23 correspond with those on PS Form 1838. Enter the line number for the function in the *Explanation* column, and in the *Write-In Time* column, show starting and ending time for office functions for lines 14 through 23 (except line 20). Compute *elapsed time* for each office function performed and record actual time in minutes. If the time items recorded for lines 14 through 23 appear unrealistic - inflated or deflated - the items will be discussed with you. Be guided by the following in making entries:

- a. Line 14, Registered, Certified, COD, Customs, Priority Mail Express, and Postage-Due; Keys; PS Form 3868; Signing For, Returning Funds and Receipts. Record the combined time (1) to travel from the carrier case to the place within the work unit where registered, certified, postage-due, COD, and customs mail is obtained - unless these articles are brought to you; (2) to sign for these items and make returns of receipts or funds; and (3) to return to the carrier case or (where local conditions warrant) to return to the vehicle from this location. If the locations where these various kinds of mail are processed are widely separated, total the time required at each location and record on line 14. Also include in the total on this line the time for obtaining and returning keys. If accountable mail is delivered at the carrier case, record the time used to accept and sign for the articles. If accountable mail is identified while performing street duties, whether it is delivered or returned, the carrier will receive the actual time for clearance of the piece.
- b. Line 15, Withdrawing Mail. As much as possible, clerks or mail handlers withdraw mail (especially that mail received early in the morning) from distribution cases and place it on your desk. If it is necessary for you to withdraw mail from distribution cases or to remove mail from sacks, trays, or hampers, record the time. Two withdrawals of letter mail and one of papers for each trip, with a final pull just prior to leaving time, are generally sufficient. In units where local policy requires the carrier to withdraw Delivery Point Sequence mail while on office time, the time to actually withdraw this mail will be recorded. On the day of inspection, the actual time used by the examiner in withdrawing mail (1) is recorded - if the carrier normally pulls his/her own mail and (2) is added to the net office time.
- c. Line 16, Sequencing and Collating By-Pass Mail. When any portion of by-pass mail prepared in delivery sequence is rehandled and placed in delivery order, or collated with additional bundles, record actual time for performing this function.
- d. Line 17, Actual Strapping-Out Time. Item 17 is to be used on those motorized curb delivery routes where the majority of the case separations contain more than two numbers per separation. In these cases, record the time used to place the mail in the exact sequence of delivery. Consistent with the efficiency of the operation, mail shall be placed in delivery sequence in a bundle(s) during strapping out.

- e. Line 18, Break (Local Option). Enter the scheduled office break period, if applicable.
Note: At the option of the local union, the carriers at the delivery unit will receive one 10-minute break period in the office (rather than two such 10-minute breaks on the street). Such break will be scheduled by the employer.
- f. Line 19, Vehicle Inspection. (1) Only those routes assigned a postal vehicle or a commercial contract vehicle will record this time. Generally, vehicle inspection is made promptly after recording your reporting time. If you inspect the vehicle during the morning office timeclock rings, record the time on line 19. (2) However, if you pick up the vehicle at the garage and inspect it at that point, the time required is part of the garage time and is not recorded on line 19. (3) Vehicle inspection time is not allowed for a carrier who has a drive-out agreement or uses his/her own vehicle under contract.
- g. Line 20, Personal Needs, etc. An allowance of 5 minutes is permitted on the first trip for personal needs, obtaining hat and coat from wall racks before leaving office, visiting swing room to obtain rain gear from locker, etc. An additional 2 minutes is allowed on the second trip, and an additional 2 minutes is allowed on the third trip. Do not record this item on PS Form 1838-C; it is recorded on PS Form 1838.
- h. Line 21, Recurring Office Work Not Covered by Form (Use Comment section to identify each activity. Describe activity performed and time spent.) Record time necessary for miscellaneous office activities that cannot be included on lines 1 through 20 (such as window caller, safety talks, etc.).
- i. Line 22, Waiting for Mail (Office) and All Other Activities Not Performed on a Continuing Basis. (Use Comment section to identify each activity.) Time shown on this line is deducted from the total office time. Be aware of its purpose and impressed with the fact that a slowdown in office work to avoid waiting for mail will adversely affect the results of the count and/or inspection and may result in a showing of a poor office time record. The proper recording of time waiting for mail, including time waiting for redistributed mail, could pinpoint faulty schedules or the need for attention to distribution during your scheduled office time. *Activities that are not a part of the normal routine cannot become a part of the route office time. These items are included on this line for deduction purposes.*
- j. Line 23, Counting Mail and Filling Out PS Form 1838-C Worksheet. Record only the time required to count the mail and complete the worksheet.

922.52 **Street Time Waiting for Relays, Transportation, Other (Comment Section)**

Enter the time used on the sheet waiting for relays in the *Relay* block. Enter the time used waiting for transportation in the *Transportation* block. If breakdown occurred on a motorized route, also report the time *lost involved in the breakdown* in the *Other* block.

922.6 **Totaling**

On return to the office — except on day of inspection when the form is completed by a manager or route examiner — total volume entries on worksheet.

922.7 **Disposition of PS Forms 1838-C**

PS Forms 1838-C, including duplicates, must be kept in the delivery unit during street time. If necessary, a separate piece of paper may be used to record street comments for transfer to PS Form 1838-C. A designated place will be provided to receive PS Forms 1838-C (original and duplicate copies) on completion of tour.

923 **Providing Carrier With Summary**

923.1 A completed copy of the front of PS Form 1840, *Carrier Delivery Route — Summary of Count and Inspection*, reflecting totals and averages from PS Forms 1838, day of inspection data, examiner's comments, and analysis of office work functions and time recordings, will be furnished carrier at least 1 day in advance of consultation. Completed copies of PS Form 1838 will be given the carrier at least 5 calendar days prior to consultation.

923.2 Promptly after consultation, if the carrier requests that the reverse of his copy of PS Form 1840 be completed, he will immediately give the copy to the manager for completion and return to him no later than 7 calendar days.

924 **Expedited Preferential Mail Delivery — Special Instructions**

924.1 **Description and Use of PS Form 1838-C Worksheet**

See [922.1](#) and [922.4](#) and [Exhibit 922.11](#) (p. 3 and 4).

924.2 **Prior P.M. Duties**

On the first day of the count week, count the letters and mail of other sizes cased and routed during prior PM duties and enter in the *Carrier's Comments* section of the worksheet so that these figures can be transferred to PS Form 1838 by the manager. When the inspection is scheduled on the first day, this count is made by the manager assigned to inspect the route. These entries are for developing the *strapping out* time and daily volume analysis.

924.3 **A.M. Duties**

924.31 **Office Functions**

924.311 Clock in and record time on PS Form 1838-C.

924.312 Withdraw (if required), count, and record all preferential mails available.

924.313 Case letter-size mail. All box mail and intrastation forwards that can receive same day deliveries should be kept separate from other markups.

924.314 Record markups that can be delivered same day within the unit.

924.315 Route the preferential flats into the flats that were routed during previous P.M. duties.

924.316 Follow procedures in [922.452](#) for recording mail marked up.

- 924.317 Follow above instructions for any additional preferential mails received.
- 924.318 After clearing accountable mail cage, make final withdrawal; pull down mail for delivery. Inspect vehicle, if used, clock out, load, and leave for street delivery.
- 924.319 Enter all articles cased, routed, and marked up during A.M., in the A.M. portion of the worksheet.
- 924.4 **Return from Street Delivery**
Turn in accountable and signature items and keys. Markups left from A.M. duties must be forwarded. The totals of these markups must be entered in the P.M. portion of the worksheet.
- 924.5 **P.M. Duties**
- 924.51 **Office Functions**
- 924.511 Withdraw (if required), count, case, and route all available mail for next day delivery.
- 924.512 Complete all markups of mail received for P.M. duties.
- 924.513 Enter all functions on P.M. duties in the P.M. portion of the worksheet.
- 924.514 On the last day of the count period, record P.M. volume and all time allowances for functions performed.
- 924.6 **Markup Mail**
Follow instructions in [242](#).

93 Parcels and Combination Services Routes

- 931 **Schedule**
- 931.1 The count of mail for parcel post or combination services routes shall be conducted for 5 scheduled delivery days during a basic workweek. (**Exception** — in offices with 6-day delivery, a 6-day count is made.) The count data shall be recorded daily on PS Forms 1838-A and 1838-B and summarized on PS Form 1840-A.
- 931.2 A physical inspection of the route shall be made on one or more days during the count week by a route examiner who accompanies the carrier during his/her full tour. No separate form is used in making a physical inspection of a parcel post route.
- 931.3 On days other than inspection day, a manager makes a selected check of mail count time entries made by the carrier on PS Form 1838-A.
- 932 **Forms Used**
- 932.1 **Regular Routes**
- 932.11 Except on the day of inspection, the carrier makes the count and records it in duplicate (using carbon paper) both on the worksheet side of PS Form 1838-A and on PS Form 1838-B [see [Exhibit 932.11](#) (p. 1, 2, and 3)].

Exhibit 932.11 (p. 3)
PS Form 1838-B

U.S. Postal Service PARCEL POST FIRM DELIVERY WORKSHEET									
INSTRUCTIONS									
1. Enter name of Post Office and Delivery Unit; check the proper box to show Regular Route or Auxiliary Assistance, and indicate the Route Number. 2. Circle the day(s) of the week on which the inspection was made. 3. Enter the sack or hamper separation number, firm name and address (include Apt./Suite No.), and number of parcels received each day for all firms that received 5 or more pieces.									
Post Office Hometown		Delivery Unit Main Office			<input checked="" type="checkbox"/> Regular Route <input type="checkbox"/> Auxiliary Assistance			Route No. 1003	
Sack or Hamper No.	Firm Name	Street Address	Days of Week					Number of Parcels	
			Mon.	Tues.	Wed.	Thurs.	Fri.		
1	Saulnier's Piano, Inc	325 East 1 st Ave	5	6	5				
6	McBride and Co.	100 East 3 rd St.	6	7	6				
13	Samuel's Secretarial School	205 1/2 East 4 th Ave	8	6	6				
Comments (Use reverse if additional space is needed)									
ID No. 24		Carrier's Signature <i>E. Hernandez</i>					Date 1-21-96 to 1-26-96		

PS Form 1838-B, Jan. 1984

932.12 On the day of inspection, the manager making the inspections makes and records the count. The examiner enters the carrier's name in the space provided and signs the form below the name of the carrier.

932.2 **Auxiliary Assistance**

When necessary, the auxiliary carrier completes a separate PS Form 1838-A and/or PS Form 1838-B in duplicate (using carbon paper). The *Auxiliary Assistance* box must be checked and a separate form must be used for each route given assistance.

933 **PS Form 1838-A Worksheet - Preparation
[Exhibit 932.11 (pp. 1 and 2)]**

933.1 **Clock Rings**

Begin at bottom of *Clock Rings* column and ring up recording time for each trip.

933.2 **Type of Service**

Use following symbols to identify type of service for which time is recorded:

T	Transit or travel time
P	Parcel delivery
R	Relay only
C	Collection only
R-C-F	Combination relay, collection, and firms
I	Inter- and Intra- city

933.3 **Mileage**

933.31 Record odometer readings and type of service from bottom up for each trip in spaces provided. The trips should coincide with trips made in *Clock Rings* column.

933.32 The route examiner computes *Elapsed Miles* for parcel deliveries, relays, etc. daily, and enters and circles his/her initials by each entry.

933.4 **Elapsed Time**

The route examiner computes Elapsed Time and Total Time for day entries, garage, office, relay, firms, parcel deliveries, etc. and enters and circles his/her initials by each entry.

933.5 **Number of Stops, Deliveries, Etc.**

933.51 **Relays, Collection, Firm, Inter- and Intra-City Service**

933.511 **Trip Number**

Indicate trip number and draw a line under each trip to separate recordings.

933.512 **Truck Stops**

Tally actual number of stops made for relays, collections, firm deliveries and inter- and intra-city service. When a stop is made for more than one service, count as one stop only.

- 933.513 **Relays**
Tally actual number of carrier relay deliveries. Count one or more relays delivered to one point as one delivery.
- 933.514 **Collections**
Tally the actual number of pickups made from collection boxes. (One or more boxes at one point is considered one pickup.) When more than one service is performed, tally each separately in the appropriate column.
- 933.515 **Firms**
Tally each delivery of firm mail. Count each firm as one delivery.
- 933.516 **Inter- and Intra-City**
Tally actual deliveries at each delivery unit, station, branch, M.P.O. or depot, etc.
- 933.52 **Parcel Post Delivery**
- 933.521 **Sack or Hamper Number**
In upper triangle, record the sack separation or hamper number. Where sack routing separation system is not used, record the hamper number or area such as N.W., S.E., etc. In lower triangle, record the number of working sacks per sack separation or hampers for area covered.
- 933.522 **Number of Pieces**
Record in appropriate column actual number of ordinary and unnumbered insured parcels, accountable and signature pieces, COD, Customs, direct sacks or hampers, outside pieces, and returned parcels for the corresponding sack or hamper separations. Include outside pieces in each category.
- 933.523 **Number of Truck Stops**
Tally the truck stops made for the delivery of mail for each sack or hamper separation.
- 933.524 **Number of Deliveries**
Tally the deliveries made for the pieces of mail recorded for each sack or hamper separation.
- 933.53 **Totaling Columns**
- 933.531 **Truck Stops, Relay, Firms, Inter- Intra-City Deliveries, and Collection Pickups**
Record sub-totals in spaces provided. Record total stops in upper triangle and total relay, firm deliveries and collection pickups in lower triangle. Record inter- and intra-city total in space provided.
- 933.532 **Parcel Post**
Record total number of sack separations in upper triangle and total working sacks in lower triangle. Record total number of pieces and total number of truck stops and deliveries in spaces provided.
- 933.533 **Carrier Time for Completing Worksheet**
Record in minutes the actual time used for completing worksheet.

933.6 General Comments (Blank Side of PS Form 1838-A)

Comment on any pertinent factors or unusual conditions on the day involved that will assist in evaluating the route.

**934 PS Form 1838-B – Preparation
[Exhibit 932.11 (p. 3)]**

934.1 Enter Post Office, delivery unit, route number (check whether regular route or auxiliary assistance), signature, badge number and date.

934.2 List the firms that receive 5 or more pieces by sack or hamper number, firm name, address, and the number of pieces. Enter the number of pieces for each day.

934.3 One PS Form 1838-B may be used for the entire week; however, if more space is needed, use additional PS Forms 1838-B.

934.4 On the day of inspection, the examiner initials the entries he/she makes and encircles the initials.

935 Disposition of PS Forms 1838-A and 1838-B

A designated place will be provided to receive these forms (both original and duplicate copies) on completion of tour.

936 Distribution of Forms

Carriers will be given a copy of PS Form 1840-A, as well as copies of PS Forms 1838-A and 1838-B, no less than 1 day prior to consultative date. The completed copy of PS Form 1840-A will show (a) all entries on the front side and (b) *Average and Allowable Time, Average Mail Volume - Normal Days, Relay-Collection-Firms, Inter- Intra-City, Verification, and Comments* sections on the reverse side.

This page intentionally left blank

Glossary

Auxiliary Route — A carrier route which augments and supplements delivery service and normally evaluates at less than 8 hours per day.

Backtracking — Returning to a delivery point passed in error and for which carrier has some mail.

Batching Mail — Gathering or stacking collection mail on edges for machine feeding.

Bundle — An assembly of individual mail pieces (either letter size or flats) having a common destination point and tied together to maintain the facing of the individual pieces and the integrity of the common destinations.

Business Route — A letter carrier route on which 70 percent or more of the possible deliveries are business places.

By-Pass Mail — Mail made up directly to routes by mailers and *by-passing* the distribution cases.

Caddy Cart (Satchel Cart) — Small handcart used by some city carriers in the delivery of mail.

Cage — The finance area where registered, postage due, certified, customs duty, and COD articles are processed and charged out to carriers.

Callers — Customers who regularly call at the Post Office for their mail.

Carrier Technician — A full-time city delivery letter carrier used to replace scheduled absences within a group of routes.

Carry Out — Mail for the first part of the foot carrier route which the carrier takes out of the office in a satchel.

Casing or Routing — The act of placing letter and flat mail in the separations of carrier cases. Also refers to the process of placing flat mail in delivery sequence.

Centralized Markup — Processing of markups at a central point.

Circulars (Circo) — Third-class mail consisting of printed or reproduced material sent to several persons; nonpreferential mail.

City Delivery — Delivery by carriers of mail addressed to residences and business places within the city delivery limits of the Post Office.

Collating Mail — Combining or merging two or more sets of sequenced mail together into one bundle while maintaining the sequence of delivery.

Collection Route — A route on which all, or practically all, of the stops are for collection of mail.

Combination Services Route — A route on which, in addition to the delivery of parcels, other delivery duties are performed.

Courtesy Box — Collection box equipped with mail chute for motorists.

Cut-Off Time — A time set by the unit manager when carriers make a final withdrawal of mail from distribution cases.

Deadheading — Traveling over portion of a route's line of travel at which no deliveries are made.

Deviation — A departure from the normal line of travel or schedule.

Drive-Out Agreement — An agreement between a carrier and the postmaster or designee in which the carrier furnishes his/her own vehicle for transportation and is reimbursed for this service.

Expedited Preferential Mail (EPM) — A system where normally only preferential mail is cased in the morning and other mail is cased in the afternoon.

Faced Mail — Mail arranged with addresses and stamps all the same way.

Final Case — Case designated for final withdrawal of preferential mail as carriers leave office (also called *hot case*, *end case*, *re-dis case*).

Fingering — The final separation of mail for the next several stops and verification of the address before delivery. (A foot carrier performs this operation enroute between deliveries. A motorized carrier fingers mail as he walks from the vehicle to a house box, or if delivery is at a curb box, he fingers the mail in the vehicle before placing in the box).

Firm Directs — Mail tied in bundles and delivered intact to individual firms. This practice is used when quantity of mail received by a firm is sufficient to warrant special treatment.

Foot Route — A city delivery route served by a carrier on foot. A bicycle or automotive vehicle used solely as transportation to and from the route does not affect its status as a foot route.

Letter Size Mail — Mail that may be routed into carrier case without bending or folding, excluding newspaper, magazines, and small parcels and rolls.

Local Mail — Mail addressed for delivery within the postal area of the Post Office at which mailed.

Looping — The process of delivering mail on one side of the street for a given distance, and then delivering on the other side of the street, returning to the original point.

Loose Pack — Letters packed into No. 3 sacks without tying. Some letters are placed flat on each tier to prevent the next layer from sifting into the lower layer.

Mail Chutes — Glass-front tubes in high buildings, with slots for the receipt of letters which are dropped through the chute into a receiving box from which collections are made.

Marked-Up Mail — supplied with the new address of addressee who has moved, and mail endorsed with the reason for being undeliverable.

Missorted Mail — Mail distributed to a route in error.

Mixed Route — A letter route or trip where 30 to 69 percent of possible deliveries are business places. May include a route where business and residential deliveries are made on the first trip and only the business area is served on the second trip.

Motorized Route — Any city delivery route on which a motor vehicle is used in delivering and collecting all classes of mail (e.g., curblines, dismount-door delivery routes or combination thereof).

Nixie — Mail not deliverable because of incorrect, illegible, or insufficient address.

Obvious Value — Obvious value includes: Merchandise, sheet music, pictures, photographs, books, catalogs, or any other matter likely to have value to sender or addressee. Books must have at least 24 bound pages, 22 of which must be printed.

Ordinary Mail — Mail other than registered, insured, certified COD, and special delivery or special handling.

Outsides — Mail that cannot be carried inside a mail sack due to size or contents.

Paddle System — A paddle (small piece of wood, heavy cardboard, etc.) is provided for about every 10 carriers. When the manager or accountable clerk notifies the carriers to go to the cage for registered, postage due, keys, etc., the carriers with paddles go to the cage. When serviced, they pass paddles to next carriers. This procedure continues until all are served.

Parcel — A first or fourth-class package over 2 pounds in weight and/or larger than a shoe box.

Park and Loop Route — A route which utilizes a motor vehicle for transporting all classes of mail to the route, using the vehicle as a moveable relay container as the carrier loops segments of the route on foot.

Preferential Mail — All mail receiving preferential handling, including newspaper, magazines, and special services mail.

Receptacle — A container or door slot provided to accept delivery of mail at or near a residence or business place.

Registered Mail — Accountable mail that has been duly registered by number at the dispatching office.

Relay — Bundles or strapped mail which the carrier prepares in sacks for delivery to relay boxes on the carrier's line of travel. When the carrier completes delivery of carry-out mail, he picks up additional mail from relay boxes and continues this process until entire route is served.

Residential Route — A foot or motorized route on which 70 percent or more of the possible deliveries are residential. It may serve scattered businesses or stores comprising a small minority of total possible deliveries.

Removal — An order, signed by an authorized customer, directing that mail addressed to a former location be forwarded to a new address.

Rewrap Area — The area in which damaged or broken parcels are endorsed and repaired.

Route — A scheduled course within a prescribed area where a carrier performs his duties of delivery and/or collection of mail.

Sack Routing System — The sorting of parcels into numbered sacks corresponding to routes or geographical areas.

Saratoga — A large satchel used for collections.

Sequenced Mai — Mail made up by mailers in sequence of delivery.

Sleeper — A letter overlooked in the case after strapping out.

Speedy Bag — A reusable clear plastic bag used for containing special delivery mail within a pouch or sack.

Strapping Out — The process of placing straps or rubber bands around letters and flats, keeping them in delivery sequence.

Swing — The off-duty time of an employee, such as a lunch period.

Tap — To collect mail from deposit box.

Test Card — A plastic card deposited by the Post Office to determine if the service is being performed properly.

Throwback Case — A case in which carriers place forwardable and undeliverable mail.

Vehicle Hire Contract — Use of privately owned vehicles for city delivery.

Wing Case — An extension of the carrier case protruding on an angle to either side.

Zigzag or Criss-Crossing — To cross and recross a street or road diagonally — forward or perpendicular to the line of travel.