

# 6 Delivery Services

## 61 Conditions of Delivery

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### 611 Delivery, Refusal, and Return

#### 611.1 Conditions

The following conditions govern delivery, refusal, and return:

- a. *Delivery to Addressee.* The addressee may control delivery of his or her mail. In the absence of a contrary order, the mail is delivered as addressed. Mail addressed to several persons may be delivered to any one of them.
- b. *Mail Refused When Offered for Delivery.* The addressee may refuse to accept a piece of mail at the time it is offered for delivery. The addressee should endorse the piece "Refused."
- c. *Mail Refused After Delivery.* After delivery, an addressee may mark a piece of mail "Refused" and return it within a reasonable time if the mail or any attachment is not opened, except for mail listed in 611.1c(1) and 611.1c(2). Mail that may not be refused and returned unopened under this provision may be returned to the sender only if enclosed in a new envelope or wrapper with a correct address and new postage. The following may not be returned postage-free:
  - (1) Pieces sent as Registered Mail™, Insured Mail, Certified Mail™, COD, Return Receipt for Merchandise Mail, or other signature mail may not be refused and returned postage-free after delivery.
  - (2) Mail sent to an addressee in response to the addressee's sales promotion, solicitation, announcement, or other advertisement, and that is not refused when offered to the addressee, may not be refused and returned postage-free after delivery.
- d. *Mail Withheld From Delivery.* An addressee may request his or her postmaster, in writing, to withhold from delivery for a period not exceeding 2 years any foreign letter or printed matter bearing a specified name or address appearing on the outside. Such mail is marked "Refused" by the Post Office™ and treated as undeliverable.

- e. *Mail of Unknown Addressee.* When a person claiming to be the addressee of certain mail is unknown to the delivery employee, the mail may be withheld, pending identification of the claimant.
- f. *Refused Mail as Undeliverable.* Matter refused by the addressee under 611.1b and 611.1c is treated as undeliverable (see 681.5).
- g. *Remailing of Matter Returned to Sender.* The mailer must not re-mail undelivered or refused mail returned to him or her unless it is enclosed in a new envelope or wrapper with a correct address and new postage. Returned shortpaid mail does not have to be placed in a new envelope. The necessary additional postage may be affixed to the original mailpiece.
- h. *Mail Bearing Exceptional Address Format.* Mail with an exceptional form of address is always delivered as addressed and may not be forwarded. Only if the address is incorrect or incomplete, or if the mail cannot be delivered for another reason, is it treated as undeliverable (see 68). First-Class Mail® that is undeliverable as addressed is returned to the sender.

#### 611.2 **Delivery to Persons With Similar Names**

Unless persons with similar names adopt some means to distinguish their mail, a postmaster must use judgment in making delivery.

#### 611.3 **Mail Delivered to Wrong Person**

A person receiving mail not intended for him or her must promptly return it to the Post Office, endorsed "Opened by Mistake" with his or her signature if the letter is opened; otherwise, it should be endorsed "Not for..., Not at this address," or words to the same effect.

#### 611.4 **Checks Issued by Federal Government**

##### 611.41 **Recipient**

Federal government checks are delivered to the addressees, to persons who customarily receive their mail, or to other persons authorized in writing to receive their mail. Delivery must not be made to an attorney, claim agent, or broker even though the addressee requests such delivery unless the check is addressed in care of the attorney, claim agent, or broker.

##### 611.42 **Delivery Alert**

If convenient, the addressee can be alerted by ringing the bell or knocking on the door. The carrier is not required to await a response.

##### 611.43 **Immediate Return of Check**

Delivery is withheld and the check returned to the sender immediately if it is known that the addressee:

- a. Is deceased or both parties of a jointly addressed check are deceased.
- b. Has moved without filing a change of address, even though the new address may be known.

- c. Has enlisted in the military service.
- d. Is under guardianship.

611.44 **Treasury Checks Without Delivery Dates**

Treasury checks enclosed in envelopes that do not show a date of delivery are delivered on the first scheduled delivery after receipt.

611.45 **Treasury Checks With Delivery Dates**

Treasury checks enclosed in envelopes that show a date of delivery are delivered on that date or the first scheduled delivery after that date. In emergency or other infrequent situations, customers receiving delivery service may request predelivery of their mail at the office of delivery if withdrawal of the mail does not interfere with carriers' delivery schedules or the efficiency of other postal operations.

611.5 **Checks Issued by State and Local Governments**

State and local government checks are handled in accordance with instructions printed on the envelopes. Certain checks have instructions not to transfer or forward. If undeliverable as addressed, such checks must be returned to the sender immediately.

611.6 **Mail Marked "In Care Of" Another**

Mail marked "In Care Of" another is delivered to the first of the two persons named who may call for it, or to the address of the person in whose care it is directed in the absence of instructions from the addressee.

611.7 **Restricted Delivery**

Registered Mail, Certified Mail, numbered Insured Mail, and COD Mail that the sender has restricted delivery to the addressee only may not be delivered to any other person, except under DMM™ S916.

611.8 **Mail Marked "Personal"**

Mail bearing the word "Personal" is delivered in the same way as other mail for the addressee.

611.9 **Holding Mail at Addressee's Request**

611.91 **Ordinary Mail**

Ordinary mail, except First-Class Mail bearing return address of sender specifying a holding period, is held at the office of address at the request of the addressee for up to 30 days. Under unusual conditions, mail may be held longer if the postmaster considers it practical and customers arrange for periodic pickup of the accumulated mail. Customers may authorize the holding of their mail by signing PS Form 8076, *Authorization to Hold Mail*.

**611.92 Express Mail®**

Express Mail shipments are held at the office of address at the addressee's written request for a specified day or days, for example, Saturdays, Sundays, or holidays (see DMM F030.4.4).

**612 Delivery of Addressee's Mail to Another****612.1 Delivery to Addressee's Agent****612.11 Designation of Agent**

Unless otherwise directed, an addressee's mail may be delivered to his or her employee, a competent member of the addressee's family, or any person authorized to represent the addressee or who customarily receives the addressee's mail. A person or a number of persons may designate another to receive their mail. Designation of another person to receive mail should be in writing, but no special form is furnished or required.

**612.12 Commercial Mail Receiving Agency**

The procedures for the establishment of a commercial mail receiving agency are as follows:

- a. An addressee may request mail delivery to a commercial mail receiving agency (CMRA). The CMRA accepts delivery of the mail and holds it for pickup or re-mails it to the addressee, prepaid with new postage.
- b. Each CMRA must register with the Post Office responsible for delivery to the CMRA. Any person who establishes, owns, or manages a CMRA must provide PS Form 1583-A, *Application to Act as a Commercial Mail Receiving Agency* (see [Exhibit 612.12](#)), to the postmaster (or designee) responsible for the delivery address. The CMRA owner or manager must complete all entries and sign the PS Form 1583-A. The CMRA owner or manager must furnish two items of valid identification; one item must contain a photograph of the CMRA owner or manager. Social Security cards or credit cards and birth certificates are unacceptable as identification. The following are acceptable identification:
  - (1) Valid driver's license or state non-driver's identification card.
  - (2) Armed forces, government, university, or recognized corporate identification card.
  - (3) Passport, alien registration card, or certificate of naturalization.
  - (4) Current lease, mortgage, or Deed of Trust.
  - (5) Voter or vehicle registration card.
  - (6) Home or vehicle insurance policy.

The identification presented must be current. It must contain sufficient information to confirm that the applicant is who he or she claims to be and is traceable to the bearer. The postmaster (or designee) may retain a photocopy of the photograph identification for verification purposes and must list and record sufficient information to identify the two types of identification on PS Form 1583-A (block 10). Furnishing false

- information on the application or refusing to give required information is reason for denying the application. When any information required on PS Form 1583-A changes, the CMRA owner or manager must file a revised application (write "revised" on the form) with the postmaster.
- c. The postmaster (or designee) must verify the documentation to confirm that the CMRA owner or manager resides at the permanent home address shown on the PS Form 1583-A; witness the signature of the CMRA owner or manager; and sign the PS Form 1583-A. The postmaster must provide the CMRA with a copy of the DMM regulations relevant to the operation of a CMRA. The CMRA owner or manager must sign the PS Form 1583-A acknowledging receipt of the regulations. The postmaster must file the original of the completed PS Form 1583-A at the Post Office and provide the CMRA with a duplicate copy.
  - d. A CMRA is authorized to accept the following accountable mail from their customers for mailing at the Post Office: Insured Mail, COD, Express Mail, Certified Mail, and Delivery Confirmation™ Mail. The sender (CMRA customer) must present accountable mail items not listed to the Post Office for mailing.

#### 612.13 **Procedures for Delivery to CMRA**

Mail delivery to a CMRA requires the following:

- a. The CMRA owner or manager and each addressee must complete and sign PS Form 1583, *Application for Delivery of Mail Through Agent* (see [Exhibit 612.13](#)). Spouses may complete and sign one PS Form 1583. Each spouse must furnish two items of valid identification. If any information that is required on PS Form 1583 is different for either spouse it must be entered in the appropriate box. A parent or guardian may receive delivery of a minor's mail by listing the name(s) of each minor on PS Form 1583 (block 12). The CMRA owner or manager, authorized employee, or a notary public must witness the signature of the addressee. The addressee must complete all entries on PS Form 1583. The CMRA owner or manager must verify the documentation to confirm that the addressee resides or conducts business at the permanent address shown on PS Form 1583. The address is verified if there is no discrepancy between information on the application and the identification presented. If the information on the application does not match the identification, the applicant must substantiate to the CMRA that the applicant resides or conducts business at the address shown. A document from a governmental entity or recognized financial institution or a utility bill with the applicant's name and current permanent address may be used for such purpose. If the applicant is unable to substantiate the address, the CMRA must deny the application. Furnishing false information on the application or refusing to give required information is reason for withholding the addressee's mail from delivery to the agency and returning it to the sender. When any information required on PS Form 1583 changes, the addressee must file a revised application (write "revised" on form) with the CMRA. The addressee must furnish two items of valid identification; one item

must contain a photograph of the addressee. Social Security cards or credit cards and birth certificates are unacceptable as identification. The following are acceptable identification:

- (1) Valid driver's license or state non-driver's identification card.
- (2) Armed forces, government, university, or recognized corporate identification card.
- (3) Passport, alien registration cards, or certificate of naturalization.
- (4) Current lease, mortgage, or Deed of Trust.
- (5) Voter or vehicle registration card.
- (6) Home or vehicle insurance policy.

The identification presented must be current. It must contain sufficient information to confirm that the applicant is who he or she claims to be and is traceable to the bearer. The CMRA owner or manager may retain a photocopy of the photograph identification for verification purposes. The CMRA owner or manager must list and record sufficient information to identify the two types of identification on PS Form 1583 (block 8) and write the complete CMRA delivery address used to deliver mail to the addressee on PS Form 1583 (block 3).

- b. The CMRA must provide the original of completed PS Forms 1583 to the postmaster. This includes revised PS Forms 1583 submitted by an addressee based on information changes to the original PS Form 1583 (write "revised" on form). The CMRA must maintain duplicate copies of completed PS Forms 1583 on file at the CMRA business location. The PS Forms 1583 must be available at all times for examination by postal representatives and postal inspectors. The postmaster must file the original PS Forms 1583 for each CMRA, alphabetically by the addressee's last name, at the station, branch, or Post Office. The postmaster files the original PS Forms 1583 without verifying the address of residence or firm shown on PS Forms 1583. The postmaster is required to verify only when the postmaster receives a request from the Postal Inspector in Charge, or when there is reason to believe that the addressee's mail may be, or is being, used for unlawful purposes.
- c. In delivery of the mail to the CMRA, the addressee and the CMRA agree to the following:
  - (1) When the agency relationship between the CMRA and the addressee terminates, neither the addressee nor the CMRA will file a Change-of-Address Order with the Post Office. The CMRA must write the date of termination on its duplicate copy of PS Form 1583. The CMRA must notify the Post Office of termination dates through the quarterly updates (due on January 15th, April 15th, July 15th, and October 15th) of the alphabetical list of customers cross-referenced to the CMRA addressee delivery designations. The alphabetical list must contain all new customers, current customers, and those customers who terminated within the last 6 months, including the date of termination. The CMRA must retain the endorsed duplicate copies of PS Forms 1583 for 6 months after the termination date.

- PS Forms 1583 filed at the CMRA business location must be available at all times for examination by postal representatives and the Postal Inspectors.
- (2) The re-mail of mail intended for the addressee (customer) is the responsibility of the CMRA. This includes at least a 6-month period after the termination date of the agency relationship between the CMRA and the addressee. Mail that is re-mailed by the CMRA requires new postage. This re-mailing obligation need not be fulfilled if the CMRA customer provides written instructions to the CMRA that the mail (or specific types of mail) not be re-mailed upon termination of the relationship. This instruction may be provided in an internal service agreement between the customer and CMRA or by a separate document. Written instructions from the customer regarding the handling of this mail must not stipulate that the CMRA refuse or return it to sender, or hold this mail and return it to the Post Office, or redeposit it in the mails without new postage during the 6-month re-mail period. At the end of the 6-month re-mail period, the CMRA may return to the Post Office only First-Class Mail, Priority Mail®, Express Mail, accountable mail, or Parcel Post® received for the former addressee (customer). The CMRA must return this mail to the Post Office the next business day after receipt with this endorsement: “Undeliverable, Commercial Mail Receiving Agency, No Authorization to Receive Mail for this Addressee.” This mail is returned to the Post Office without new postage. The CMRA must not deposit return mail in a collection box. The CMRA must give the return mail to the letter carrier or return it to the Post Office responsible for delivery to the CMRA. Upon request, the agent must provide to the Postal Service™ all addresses to which the CMRA re-mails mail.
  - (3) If mail is re-mailed by the CMRA to the address of a former customer during the 6-month re-mail period and returned by the Postal Service endorsed “Moved, Left No Address,” then the CMRA may return that mail to the Post Office with the approval of the postmaster or station manager. The approval is subject to evidence that the mail was re-mailed with new postage to the former customer at (a) the address provided when the relationship was terminated and/or (b) the verified home or business permanent address provided on the customer’s PS Form 1583. Upon approval, the CMRA may return to the Post Office only First-Class Mail, Priority Mail, Express Mail, accountable mail, and Parcel Post received for the former customer. The CMRA must return this mail to the Post Office the next business day after receipt without new postage, and the Post Office will return it to the sender.
  - (4) A CMRA may not refuse delivery of mail if the mail is for an addressee who is a customer or former customer (within the last 6 months). The agreement between the addressee and the CMRA obligates the CMRA to receive all mail, except restricted

delivery, for the addressee. The addressee may authorize the CMRA in writing on PS Form 1583 (block 5) to receive restricted delivery mail for the addressee.

- (5) If the CMRA has no PS Form 1583 on file for the intended addressee, the CMRA must return that mail to the Post Office responsible for delivery with this endorsement: "Undeliverable, Commercial Mail Receiving Agency, No Authorization to Receive Mail for this Addressee." This mail is returned to the Post Office without new postage. The CMRA must return misdelivered mail the next business day after receipt.
- (6) The CMRA must not deposit return mail in a collection box. The CMRA must give the return mail to the letter carrier or return it to the Post Office responsible for delivery to the CMRA.
- (7) A CMRA must represent its delivery address designation for the intended addressees by the use of "PMB" (private mailbox) or the alternative "#" sign. Mailpieces must bear a delivery address that contains the following elements, in this order:

***Preferred Format***

- (a) Line 1: Intended addressee's name or other identification.  
Examples: JOE DOE or ABC CO.
- (b) Line 2: PMB and number or the alternative # sign and number. Examples: PMB 234 or #234.
- (c) Line 3: Street number and name or Post Office box number or rural route designation and number.  
Examples: 10 MAIN ST or PO BOX 34 or RR 1 BOX 12.
- (d) Line 4: City, state, and ZIP Code™ (5-digit or ZIP+4®).  
Example: HERNDON VA 22071-2716.

Examples of acceptable four-line format addresses are:

JOE DOE  
PMB 234  
RR 1 BOX 12  
HERNDON VA 22071-2716

or

JOE DOE  
#234  
10 MAIN ST STE 11  
HERNDON VA 22071-2716

**Alternate Format**

- (a) Line 1: Intended addressee's name or other identification.  
Examples: JOE DOE or ABC CO.
- (b) Line 2: Street number and name or Post Office box number and PMB and number or the alternative # sign and number.  
Examples: 10 MAIN ST PMB 234 or #234 or PO BOX 34 PMB 234 or #234.
- (c) Line 3: City, state, and ZIP Code (5-digit or ZIP+4).  
Example: HERNDON VA 22071-2716.

**Exception:** When the CMRA's physical address contains a secondary address element (e.g., rural route box number, "suite," "#," or other term), the CMRA customer must use "PMB" in the three-line format. In this case, the following must be used:

JOE DOE  
10 MAIN ST STE 11 PMB 234  
HERNDON VA 22071-2716

and

JOE DOE  
RR 12 BOX 512 PMB 234  
HERNDON VA 22071-2716

It is also not permissible to combine the secondary address element of the physical location of the CMRA address and the CMRA customer private mailbox number (e.g., 10 MAIN ST STE 11-234). The CMRA must write the complete CMRA delivery address used to deliver mail to each individual addressee or firm on PS Form 1583 (block 3). The Postal Service may return mail without a proper address to the sender endorsed "Undeliverable as Addressed, Missing PMB or # Sign."

Exhibit 612.12 (p. 1)

**PS Form 1583-A, Application to Act as a Commercial Mail Receiving Agency**

United States Postal Service

**Application to Act as a Commercial Mail Receiving Agency**

See Privacy Act Statement on Reverse

1. Date
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**TO: POSTMASTER**

In registering with the Postal Service to act as an agency to receive delivery of mail of others, the agent agrees to the following: (1) the Commercial Mail Receiving Agency (CMRA) must have on file a Form 1583, *Application for Delivery of Mail Through Agent*, for each addressee or firm receiving mail at the agency; (2) a CMRA must represent its delivery address as a private mailbox; (3) the CMRA is not authorized to accept Registered Mail from their clients for mailing, the post office is the only acceptable mailing point; (4) the CMRA must be in full compliance with *Domestic Mail Manual (DMM) D042.2.5 through D042.2.7* and other applicable postal requirements to receive delivery of mail from the Postal Service; and (5) when any information required on this form changes, the CMRA owner or manager must file a revised application with the postmaster.

**NOTE:** The CMRA owner or manager must execute this form in duplicate in the presence of the postmaster or designee. The CMRA owner or manager retains the signed duplicate copy and signs in this space

to signify receipt and understanding of applicable DMM regulations regarding delivery of mail to a CMRA by the Postal Service. This application may be subject to verification procedures by the Postal Service to confirm that the CMRA owner or manager resides at the permanent home address listed below, and that identification presented in box 10 is valid. Failure to comply with DMM D042.2.5 through D042.2.7 and all other applicable Postal Service requirements may subject the agency to withholding of mail until corrective action is taken.

2. Name of Commercial Mail Receiving Agency (CMRA) (Corporation or Trade Name)	3. Name of CMRA Owner/Manager
4. Street Address of CMRA (Number, street, city, state, and ZIP Code)	5. P.O. Box Address of CMRA (Include city, state, and ZIP Code)
6. CMRA Telephone Number ( )	7. Permanent Home Address of CMRA Owner/Manager (Number, street, city, state, and ZIP Code)
8. Home Telephone Number of CMRA Owner/Manager ( )	
9. Agency Manager or Contact (Name and telephone number) ( )	<b>WARNING:</b> The furnishing of false or misleading information on this form, or omission of material information, may result in criminal sanctions (including fines and imprisonment) and/or civil sanctions (including multiple damages and civil penalties). (18 U.S.C. 1001)
10. Two types of identification are required. One must contain a photograph of the CMRA owner or manager. Social Security cards, credit cards, and birth certificates are unacceptable as identification. The postmaster or designee must write in type of identifying information. a. _____ b. _____	11. Signature of CMRA Owner or Manager and Date
Acceptable identification includes: valid driver's license or state non-driver's identification card; armed forces, government, university or recognized corporate identification card; Passport, alien registration card or certificate of naturalization; current lease, a mortgage, or Deed of Trust; voter or vehicle registration card; or a home or vehicle insurance policy. A photocopy of your identification may be retained by postmaster or designee for verification.	12. Signature of Postmaster or Designee and Date

PS Form 1583-A, August 2000

This form on Internet at [www.usps.com](http://www.usps.com)

Exhibit 612.12 (p. 2)

**PS Form 1583-A, Application to Act as a Commercial Mail Receiving Agency****Privacy Act Statement**

"Privacy Act Statement: The collection of this information is authorized by 39 USC 403 and 404. This information will be used to authorize the delivery of the intended addressee's mail to another. The Postal Service may disclose this information to an appropriate government agency, domestic or foreign, for law enforcement purposes; where pertinent, in a legal proceeding to which the USPS is a party or has an interest; to a government agency in order to obtain or provide information relevant to an agency decision concerning employment, security clearances, contracts, licenses, grants, permits or other benefits; to a congressional office at your request; to an expert, consultant, or other person under contract with the USPS to fulfill an agency function; to the Federal Records Center for storage; and for the purpose of identifying an address as an address of an agent to whom mail is delivered on the behalf of other persons. Information concerning an individual who has filed an appropriate protected court order with the postmaster will not be disclosed in any of the above circumstances except pursuant to the order of a court of competent jurisdiction. Completion of this form is voluntary; however, without the information, the mail will be withheld from deliver to the agent and delivered to the addressee, or, if the address of the addressee is that of the agent, returned to the sender."

PS Form 1583-A, August 2000 (Reverse)

Exhibit 612.13 (p. 1)

**PS Form 1583, Application for Delivery of Mail Through Agent**

United States Postal Service

**Application for Delivery of Mail Through Agent**

See Privacy Act Statement on Reverse

1. Date

In consideration of delivery of my or our (firm) mail to the agent named below, the addressee and agent agree: (1) the addressee or the agent must not file a change of address order with the Postal Service upon termination of the agency relationship; (2) the transfer of mail to another address is the responsibility of the addressee and the agent; (3) all mail delivered to the agency under this authorization must be prepaid with new postage when redeposited in the mails; (4) upon request the agent must provide to the Postal Service all addresses to which the agency transfers mail; and (5) when any information required on this form changes or becomes obsolete, the addressee(s) must file a revised application with the Commercial Mail Receiving Agency (CMRA).

**NOTE:** The applicant must execute this form in duplicate in the presence of the agent, his or her authorized employee, or a notary public. The agent provides the original completed signed Form 1583 to the Postal Service and retains a duplicate completed signed copy at the CMRA business location. The CMRA copy of Form 1583 must at all times be available for examination by the postmaster (or designee) and the Postal Inspection Service. The addressee and the agent agree to comply with all applicable postal rules and regulations relative to delivery of mail through an agent. Failure to comply will subject the agency to withholding of mail from delivery until corrective action is taken.

This application may be subject to verification procedures by the Postal Service to confirm that the applicant resides or conducts business at the home or business address listed in boxes 7 or 10, and that the identification listed in box 8 is valid.

<p>2. Name in Which Applicant's Mail Will Be Received for Delivery to Agent. <i>(Complete a separate Form 1583 for EACH applicant. Spouses may complete and sign one Form 1583. Two items of valid identification apply to each spouse. Include dissimilar information for either spouse in appropriate box.)</i></p>	<p>3. Address to Be Used for Delivery Including ZIP + 4</p>
<p>4. Applicant Authorizes Delivery to and in Care of <i>(Name, address, and ZIP Code of agent)</i></p>	<p>5. This Authorization Is Extended to Include Restricted Delivery Mail for the Undersigned(s)</p>
<p>6. Name of Applicant</p>	<p>7. Applicant Home Address <i>(Number, street, city, state, and ZIP Code)</i></p> <p>Telephone Number (      )</p>
<p>8. Two types of identification are required. One must contain a photograph of the addressee(s). Social Security cards, credit cards, and birth certificates are unacceptable as identification. The agent must write in identifying information. Subject to verification.</p> <p>a.</p> <p>b.</p> <p>Acceptable identification includes: valid driver's license or state non-driver's identification card; armed forces, government, university or recognized corporate identification card; passport or alien registration card or certificate of naturalization; current lease, mortgage or Deed of Trust; voter or vehicle registration card; or a home or vehicle insurance policy. A photocopy of your identification may be retained by agent for verification.</p>	<p>9. Name of Firm or Corporation</p> <p>10. Business Address <i>(Number, street, city, state and ZIP Code)</i></p> <p>Telephone Number (      )</p> <p>11. Kind of Business</p>
<p>12. If Applicant Is a Firm, Name Each Member Whose Mail Is to Be Delivered. <i>(All names listed must have verifiable identification. A guardian must list the names and ages of minors receiving mail at their delivery address.)</i></p>	
<p>13. If a CORPORATION, Give Names and Addresses of Its Officers</p>	<p>14. If Business Name of The Address <i>(Corporation or Trade Name)</i> Has Been Registered, Give Name of County and State, and Date of Registration.</p>
<p>Warning: The furnishing of false or misleading information on this form or omission of material information may result in criminal sanctions (including fines and imprisonment) and/or civil sanctions (including multiple damages and civil penalties). <i>(18 U.S.C. 1001)</i></p>	
<p>15. Signature of Agent/Notary Public</p>	<p>16. Signature of Applicant <i>(If firm or corporation, application must be signed by officer. Show title.)</i></p>

Exhibit 612.13 (p. 2)

**PS Form 1583, Application for Delivery of Mail Through Agent****Privacy Act Statement**

"Privacy Act Statement: The collection of this information is authorized by 39 USC 403 and 404. This information will be used to authorize the delivery of the intended addressee's mail to another. The Postal Service may disclose this information to an appropriate government agency, domestic or foreign, for law enforcement purposes; where pertinent, in a legal proceeding to which the USPS is a party or has an interest; to a government agency in order to obtain or provide information relevant to an agency decision concerning employment, security clearances, contracts, licenses, grants, permits or other benefits; to a congressional office at your request; to an expert, consultant, or other person under contract with the USPS to fulfill an agency function; to the Federal Records Center for storage; and for the purpose of identifying an address as an address of an agent to whom mail is delivered on the behalf of other persons. Information concerning an individual who has filed an appropriate protected court order with the postmaster will not be disclosed in any of the above circumstances except pursuant to the order of a court of competent jurisdiction. Completion of this form is voluntary; however, without the information, the mail will be withheld from delivery to the agent and delivered to the addressee, or, if the address of the addressee is that of the agent, returned to the sender."

**612.14 OBC Acting as a CMRA**

The procedures for an office business center (OBC) or part of its operation acting as a CMRA for postal purposes are as follows:

- a. An OBC is a business that operates primarily to provide private office facilities and other business support services to individuals or firms (customers). OBCs receive single-point delivery. OBC customers who receive mail at the OBC address will be considered CMRA customers for postal purposes under the standards set forth in b. Parties considered CMRA customers under this provision must comply with the standards set forth in DMM D042.2.5 through 2.7. An OBC must register as a CMRA by completing PS Form 1583-A, *Application to Act as a Commercial Mail Receiving Agency*, and comply with all other CMRA standards if one or more customers receiving mail through its address is considered a CMRA customer.
- b. An OBC customer is considered to be a CMRA customer for postal purposes if its written agreement with the OBC provides for mail service only or mail and other business support services (without regard for occupancy or other services that the OBC might provide and bill separately). Additionally, an OBC customer receiving mail at the OBC address is considered to be a CMRA customer for postal purposes and must complete PS Form 1583, *Application for Delivery of Mail Through Agent*, if each of the following is true:
  - (1) The customer's written agreement with the OBC does not provide for the full-time use of one or more of the private offices within the OBC facility.
  - (2) The customer's written agreement with the OBC does not provide all of the following:
    - (a) The use of one or more of the private offices within the facility for at least 16 hours per month at market rate for the location.
    - (b) Full-time receptionists service and live personal telephone answering service during normal business hours and voice mail service after hours.
    - (c) A listing in the office directory, if available, in the building in which the OBC is located.
    - (d) Use of conference rooms and other business services on demand, such as secretarial services, word processing, administrative services, meeting planning, travel arrangements, and videoconferencing.
- c. Notwithstanding any other standards, a customer whose written agreement provides for mail services only or mail and other business support services will not be considered an OBC customer (without regard for occupancy or other services that an OBC may provide and bill for on demand).
- d. The Postal Service may request from the OBC copies of written agreements or any other documents or information needed to determine compliance with these standards. Failure to provide

requested documents or information might be basis for suspending delivery service to the OBC under the procedures set forth in DMM D042.2.6f through h.

#### 612.15 **Procedures for an Abandoned CMRA**

In the event a CMRA abandons operations:

- a. The Postal Service delivery unit must immediately post a notice at the CMRA location informing the CMRA customers of the location of their mail for pick-up. The delivery unit will hold the mail for ten business days from the date of the posted notice.
- b. Provide a Mover's Guide when the CMRA customer picks up the mail. Advise the CMRA customer to immediately notify all correspondents of new mailing address and to file a Change-of-Address Order.
- c. Review the Change-of-Address Order and process per normal procedures and send the CMRA customer's mail to the Computerized Forwarding System (CFS) for forwarding.
- d. At the end of ten business days, complete a Change-of-Address Order marked as "Moved, Left No Address" for any CMRA customer who has not filed a Change-of-Address Order. Send all former CMRA customer mail (except unendorsed Standard Mail<sup>®</sup>) to CFS for processing.
- e. Permit the CMRA customer of the abandoned CMRA to file a Change-of-Address Order for a period not to exceed thirty business days after the ten-business-day hold period prescribed in subsection (a). Inform the customer that mail previously received was returned to sender as undeliverable mail. Advise the customer to immediately notify all correspondents of new mailing address. The appropriate delivery person must complete a Forwarding Order Change Notice, PS Form 3546, modifying the original "Moved, Left No Address" order to the forwarding order now filed.
- f. The above exceptions do not apply where a CMRA owner operates at more than one location and discontinues operations at some, but not all, locations. In that instance, the owner is still responsible for mail addressed to customers at the discontinued location(s).

#### 612.16 **Compliance With Proper Procedures**

To ensure the CMRA complies with proper procedures, the postmaster must:

- a. Provide for periodic compliance reviews by postal representatives or the Postal Inspectors at CMRA locations.
- b. Obtain quarterly (due on January 15th, April 15th, July 15th, and October 15th) from the CMRA a list of all customers shown in alphabetical order cross-referenced to the CMRA addressee delivery designations. The alphabetical list must contain all new customers, current customers, and those customers who terminated within the last 6 months, including the date of termination. Utilize the quarterly alphabetical list to audit the PS Form 1583 files maintained at the Post Office and CMRA compliance with payment of new postage to re-mail.

- c. Retain the original copies of PS Forms 1583 two years from the termination date of the agency relationship with the addressee.
- d. Verify there is no misrepresentation of the delivery address designation used to deliver mail to each individual addressee or firm as being a structure or address other than a private mailbox (PMB). Return mail without a proper address to the sender endorsed "Undeliverable as Addressed."
- e. Review PS Forms 1583 or 1583-A to ensure there is no modification or alteration by the CMRA or its customer. Modified or altered forms are invalid and the addressee's mail returned to sender in accordance with Postal Service regulations.
- f. Periodically monitor mail going to the CMRA to ensure delivery to each addressee authorized through PS Forms 1583 and 1583-A. Use the quarterly alphabetical list of CMRA customers to examine a random sample of mail delivered to the CMRA.
- g. Withhold mail from delivery to the agency and return to the sender "Undeliverable as Addressed," if the CMRA has no forms on file authorizing it to act as an agent for receipt of mail for the intended addressee.
- h. Provide for an annual review at the CMRA business location to ensure compliance with D042.2.5 through D042.2.7 and other applicable postal requirements.
- i. With the next higher level approval and notification to the Inspector-In-Charge, suspend delivery to a CMRA that, after proper notification, fails to comply with D042.2.5 through D042.2.7 or other applicable postal requirements. The proper notification must be in writing outlining the specific violation(s) with a reasonable time to comply. If the CMRA fails to comply with the written notification, the postmaster must receive approval from the next higher level and notify the Postal Inspector-In-Charge before suspension of delivery service to a CMRA.
- j. With approval of suspension of delivery, the postmaster must provide the CMRA with written notification of the effective date and the reason(s). If the CMRA fails to comply by the effective date, return mail to sender endorsed "Delivery Suspended to Commercial Mail Receiving Agency."
- k. Provide semi-annually by January 15th and July 15th a current list of CMRAs to the Inspector-In-Charge.

#### 612.2 **Mail Addressed to Minors**

A minor's guardian may control delivery of mail addressed to the minor. If there is no guardian, and the minor is unmarried, then either parent may receive delivery of the minor's mail.

**612.3 Mail Addressed to Incompetents**

If a person is legally declared incompetent, that person's mail may be delivered under the order of his or her guardian or conservator. Where there is no legal representative, the mail is delivered as addressed.

**612.4 Mail Addressed to Deceased Persons****612.41 Delivery**

The Postal Service should deliver as addressed any mail addressed to a deceased person. Anyone who would normally receive the addressee's mail at that address may receive the mail. If there is evidence that an individual is deceased and the mail is not being picked up, then:

- a. The carrier must:
  - (1) Complete a PS Form 3849, *Delivery Notice/Reminder/ Receipt*, and leave it in the mail receptacle.
  - (2) Take the mail back to the office.
  - (3) Bundle the mailpieces and endorse the top mailpiece with the current date, then place the bundle with other mail held for customers. These actions begin the 20-day hold period.
- b. The carrier must not:
  - (1) Make any further delivery to this address for this individual, unless written notification is received or the 20-day holding period has expired.
  - (2) Initiate a PS Form 3575, *Change-of-Address Order*, for a deceased person.

Only if the Postal Service has received no written instructions after 20 days should carriers treat the mail as undeliverable.

**612.42 Mail That Can Be Forwarded**

Mail described in 612.41 may be forwarded to a different address, including that of an appointed executor or administrator, if an order of request is filed at the Post Office.

**612.43 Mail That Must Be Returned**

Federal government checks addressed to a deceased person should be returned to the mailing federal agency without attempting delivery. Other mail endorsed "Return to Sender if Addressee Is Deceased" should be returned also without attempting delivery.

**613 Jointly Addressed Mail****613.1 Delivery of Jointly Addressed Mail**

Where mail is jointly addressed (for example, "Mr. and Mrs. John Doe" or "John and Jane Doe"), neither party is entitled to control delivery of such mail over the objection of the other. Jointly addressed mail is delivered as addressed by the sender, as long as one of the addressees can receive it there.

**613.2 Delivery of Mail Addressed to Husbands or Wives**

Neither party may control delivery of mail addressed to the other. In the absence of delivery instructions, the mail must be delivered as addressed by the sender. Refer to 616 for conflicting orders for delivery.

## 614 **Delivery to Individuals at Organizations**

### 614.1 **At Organization Address**

All mail addressed to a governmental or nongovernmental organization (including but not limited to corporations, firms, sole proprietorships, partnerships, joint ventures, and associations) or to an individual by name or title (an official, employee, contractor, client, agent, etc.) at the address of the organization is delivered to the organization. This regulation also applies to mail addressed in this manner to former officials, employees, contractors, agents, clients, or others associated with the organization. If disagreement arises about where any such mail should be delivered, it must be delivered according to the order of the organization's president or equivalent official.

### 614.2 **Not at Organization Address**

Mail addressed to a governmental or nongovernmental official by title or by organization name, but not to the address of the organization, must be delivered to the organization if the organization so directs.

## 615 **Delivery to Persons at Hotels, Institutions, and Schools**

### 615.1 **Mail Addressed to Patients or Inmates**

Mail addressed to patients or inmates at institutions is delivered to the institution authorities who, in turn, deliver the mail to the addressee under the institution's rules and regulations. If the addressee is no longer at that address, the mail must be redirected to his or her current address by the institution. If the forwarding address is unknown, the mail is returned to the Post Office.

### 615.2 **Mail Addressed to Persons at Hotels, Schools, and Similar Places**

Mail addressed to persons at hotels, schools, and similar places is delivered to the hotel or school. If the addressee is no longer at that address, the mail is redirected to his or her current address by the hotel or school. If the forwarding address is unknown, the mail is returned to the Post Office. For mail addressed to prisoners, see ASM 274.96.

### 615.3 **Registered Mail Addressed to Persons at Hotels and Apartment Houses**

Registered Mail addressed to persons at hotels and apartment houses is delivered to the persons designated by the management of the hotel or apartment house in a written agreement with the Postal Service. PS Form 3801-A, *Agreement by a Hotel, Apartment House, or the Like*, must be executed for this purpose. If delivery of the Registered Mail is restricted by the sender, it may not be delivered to the representative of the hotel or apartment house unless the addressee has authorized that person in writing to receive his or her restricted-delivery mail. Authorization may be made on PS Form 3849, *Delivery Notice/Reminder/Receipt*; PS Form 3801, *Standing Delivery Order*; or by a letter to the postmaster.

## 616 **Conflicting Orders by Two or More Parties for Delivery of Same Mail**

### 616.1 **Delivery to Receiver**

Where persons make conflicting orders for delivery of the same mail, and they are unable to agree among themselves which party should receive the mail, the mail may be delivered to a named receiver or third party unanimously agreed to by the disputing parties.

### 616.2 **Receiver in Dispute**

#### 616.21 **Steps for Resolution**

The following Postal Service authorities have responsibilities in attempting to resolve disputes:

- a. *Postmaster.* If the disputing parties are unable to select a receiver, they must furnish the postmaster all evidence on which they rely to exercise control over the disputed mail.
- b. *Chief Field Counsel.* If after 5 workdays from receipt of such evidence the postmaster is still in doubt about who should receive the mail, the postmaster must submit the case to the chief field counsel for informal resolution.
- c. *Judicial Officer Department.* If after 5 workdays from receipt of the case, or such additional time as may be agreed to by all parties, no informal resolution is achieved and no order is made by the chief field counsel to return the mail to the sender, the chief field counsel must forward the case file to the Judicial Officer Department for decision under the rules of procedure of that department.

#### 616.22 **Holding of Disputed Mail**

If a dispute is referred to the Judicial Officer Department, the postmaster must hold the disputed mail as follows:

- a. *Ordinary Mail.* Hold the mail until such time as notice of final disposition is received from the judicial officer.
- b. *Accountable Mail.* Hold Registered Mail, Certified Mail, Insured Mail, COD, and Return Receipt for Merchandise Mail for the amount of time permitted by DMM F030, or until resolution of the dispute, whichever comes first.
- c. *Express Mail.* Hold Express Mail as specified by DMM F030, or until resolution of the dispute, whichever comes first.

#### 616.23 **Returned Mail**

Endorse returned items "In Dispute."

**616.3 Delivery of Mail According to Court Order**

When the same mail is claimed by different persons, and a court decides to whom delivery should be made, the mail is delivered according to the court order.

**617 Other Delivery Procedures****617.1 Delivery in Multiple-Floor Buildings**

Parcel Post, Registered Mail, Insured Mail, and Certified Mail articles are delivered in person to the addressee or authorized agent, without regard to the floor on which his or her office or apartment is located. Cooperation of customers is requested, however, in making arrangements for mail to be delivered on the first floor.

**617.2 Delivery of Parcels****617.21 Heavy or Bulky Items**

A heavy or bulky item of any class is delivered as addressed, if facilities are available.

**617.22 Delivery to Other Than the Addressee or Mail Receptacle**

Unless the addressee has filed a written order asking that mail not be left outside the authorized delivery receptacle, parcels that do not require a signature may be left in a reasonably safe place, such as a porch or stairway that is protected from the weather, if:

- a. The addressee has filed a written order to leave parcels.
- b. The mailer has endorsed the item "Carrier — Leave if No Response." The endorsement must appear in the upper left corner of the address side of the piece or the upper left corner of the addressing area of the piece, directly below the return address. The endorsement and return address must be printed in the same reading direction as the delivery address, with a clear space of at least  $\frac{1}{4}$  inch above and below the endorsement. The lettering of the endorsement must be in bold print and as large as, or larger than, the lettering of the addressee's name and address but never smaller than 8-point type. The lettering of the endorsement must also stand out clearly against its background.

**617.3 Additional Attempts to Deliver****617.31 Someone Normally Available to Receive Parcel**

If an ordinary parcel or unnumbered Insured Mail parcel cannot be delivered on the carrier's first attempt, attempt a second delivery the next working day. If the parcel is not delivered after the second attempt, leave PS Form 3849 at the address showing that the parcel is being held awaiting call.

**617.32 No One Usually Available to Receive Parcels**

If no one is available to receive the parcel and the carrier knows that someone at the address is not usually available to receive parcels, PS Form 3849 is completed and left after the first attempt. When it is not known if someone is usually available to receive parcels, PS Form 3849 is left after the first attempt. Additional attempts are made only at the customer's request.

**617.33 Parcel Not Called For**

A second notice is sent if the parcel is not called for after 5 days. If there is no response within 5 days after the second notice and no retention period is specified by the sender, the parcel is treated as undeliverable. When a retention period is specified, it is observed up to 30 days after the first notice. An additional attempt to deliver is made only if requested by the addressee.

**617.34 Perishable Parcel**

If a parcel is endorsed "Postmaster: Perishable. If not delivered within 5 days, call 1-800-XXX-XXXX," a second notice must be sent as required by 617.33. In addition, a Postal Service employee must call the telephone number printed by the mailer in the endorsement. The Postal Service employee gives the mailer the customer's name, address, and, if necessary, keyline information. A second attempt to deliver is made only if requested by the addressee. If the parcel remains unclaimed 10 days after the first delivery attempt or the retention period specified by the mailer, the parcel is handled according to 68. Mailers of perishable items who want to use this endorsement must place the endorsement along the left or bottom edge of the address label. The lettering of the endorsement must be in boldface type and as large as, or larger than, the lettering of the addressee's name and address but never smaller than 8-point type.

**618 Delivery to Military Organizations and Naval Vessels****618.1 Units Not Operating Military Post Offices**

Mail addressed to the Commanding General, Commander, Commanding Officer, staff sections and other officials by title, and personnel of military organizations is delivered to unit mail clerks or mail orderlies when such individuals are designated on DD Form 285, *Appointment of Unit Mail Clerk or Mail Orderly*, to receive all mail addressed to the unit for which designated. If the unit mail clerk or mail orderly is designated on DD Form 285 to receive ordinary mail only, then Registered Mail, numbered Insured Mail, Certified Mail, and Restricted-Delivery Mail addressed to individuals by name may be delivered to the unit mail clerk or mail orderly only if authorized by the addressee in a letter to the Post Office, PS Form 3849, or PS Form 3801.

## 618.2 Units Operating Military Post Offices

All mail addressed to military organizations that operate military Post Offices is delivered to the military postal clerk, assistant postal clerk, or postal finance clerk for the organization. Additionally, mail for other military organizations may be delivered to military postal clerks or postal finance clerks for further delivery when requested.

## 618.3 Identification

Unit mail clerks, mail orderlies, postal clerks, and assistant postal clerks must provide proper identification to obtain mail. Required identifications are DD Form 285, showing classes of mail that the bearer is authorized to receive, and a military identification card (for a civilian employee, a government-issued identification card with the employee's picture).

## 618.4 Return Receipts

Return receipts for Registered Mail, numbered Insured Mail, and Certified Mail must not be completed by anyone except the addressee.

## 619 Mail Claim Check System

### 619.1 General

#### 619.11 Purpose

The Mail Claim Check System is a system for notifying customers of the arrival of mail and for obtaining receipts for delivered mail. The system is designed primarily for handling mail intended for carrier delivery, but it is also used for mail addressed to Post Office boxes or general delivery.

#### 619.12 Scope

##### 619.121 Notice of Arrival and Claim

The system uses PS Form 3849 that serves both as a notice of arrival and a claim check for accountable mail and for other articles that cannot be immediately delivered. It also serves as a delivery receipt for Registered Mail, numbered Insured Mail, Certified Mail, Return Receipt for Merchandise Mail, or other signature Mail.

##### 619.122 Definition of Carrier

For these instructions, the term *carrier* includes postal vehicle service (PVS) drivers and carriers serving city, rural, and all other types of carrier delivery routes. Also, the term *Post Office box* includes caller service and detached Post Office box service.

##### 619.123 Use

The system is used when mail intended for delivery by carrier is held for redelivery or customer pickup. It also applies to Post Office box and general delivery mail.

**619.124 Post Office Box or General Delivery**

The system is not used for mail intended for Post Office box or general delivery if a separate storage area is provided for this type of mail. It is not used at installations that provide only Post Office box and/or general delivery service.

**619.125 Delivery Receipts**

Two methods of delivery receipt storage and retrieval are supported by the U.S. Postal Service under the signature capture process. [Exhibit 619.125](#) provides site-specific information on electronic and manual record management sites.

- a. *Electronic Record Management (ERM)*. Delivery receipts for offices in the ERM program will be stored electronically in the Product Tracking System (PTS) database. All signature mail will have barcoded and/or numbered labels, which will be scanned at the time of delivery or attempted delivery using handheld scanners. Recipient information (including signature, printed name, and address) will be captured on PS Form 3849, *Delivery Notice/Reminder/Receipt*, and optically scanned and stored in PTS along with the delivery event data. Delivery record information will be available for retrieval via the Postal Service Intranet or, for records filed manually or for offices that do not have access to the Intranet, by using PS Form 3811-A, *Request for Delivery Information/ Return Receipt After Mailing*, according to retention periods as stated in ASM 351.
- b. *Manual Record Management (MRM)*. Delivery receipts for offices in the MRM program are filed and retrieved according to existing local office procedures. All delivery records for items delivered prior to the advent of the electronic management program will be manually stored according to local office procedures and stated retention periods. These records will be available for retrieval when a request is made using PS Form 3811-A.

Exhibit 619.125

**Listing of Electronic Record Management (ERM) and Manual Record Management (MRM) Sites**

<b>Domestic</b>	<b>Status</b>
Continental United States, Hawaii, Alaska	ERM
<b>Territories and Possessions</b>	<b>Status</b>
American Samoa	
Manua Island	MRM
Swain's Island	MRM
Tutuila Island	MRM
Baker Island	MRM
Guam	MRM
Howland Island	MRM
Jarvis Island	MRM
Johnston Atoll	
East Island	MRM
Johnston Island	MRM
North Island	MRM
Sand Island	MRM
Kingman Reef	MRM
Midway Atoll	
Eastern Island	MRM
Sand Island	MRM
Spit Island	MRM
Navassa Island	MRM
Northern Mariana Islands, Commonwealth of the	
Rota Island	MRM
Saipan Island	MRM
Tinian Island	MRM
Palmyra Atoll	MRM
Puerto Rico, Commonwealth of	ERM
U.S. Virgin Islands	
St. Croix Island	ERM
St. John Island	ERM
St. Thomas Island	ERM
Wake Atoll	
Peale Island	MRM
Wake Island	MRM
Wilkes Island	MRM
<b>Freely Associated States</b>	<b>Status</b>
Marshall Islands, Republic of the	
Ebeye Island	MRM
Majuro Island	MRM
Palau, Republic of	
Koror Island	MRM
Micronesia, Federated States of	
Chuuk [Truk] Island	MRM
Kosrae Island	MRM
Pohnpei Island	MRM
Yap Island	MRM
<b>Military</b>	<b>Status</b>
APO/FPO	MRM

**619.2 Use****619.21 Forms****619.211 PS Form 3849, *Delivery Notice/Reminder/Receipt***

The required form for the mail claim check system is PS Form 3849, which has the following five uses:

- a. Delivery receipt for Registered Mail, numbered Insured Mail, Certified Mail, or other signature Mail.
- b. Notification form for mail that cannot be delivered immediately.
- c. Second notice or reminder for an unclaimed article.
- d. Claim check for retrieving mail at Post Offices.
- e. Offices using manual record management must make a record for accountable mail articles (Registered Mail, numbered Insured Mail, Certified Mail, COD, and Express Mail) returned to sender.

**619.212 Privately Printed Forms**

Mailers may not print PS Form 3849 unless authorized by the manager, Information Systems, Expedited/Package Services, Headquarters.

**619.22 Delivery****619.221 Receipt for Registered, Numbered Insured, Certified, and Other Signature Mail**

PS Form 3849 must be used as a receipt for Registered Mail, numbered Insured Mail, Certified Mail, and other signature Mail when delivery is made. The carrier completes the form, has the recipient sign it under established procedures, ensures the delivery address is recorded, and returns the form to the delivery unit. Each customer signature (including printed name) must be collected on PS Form 3849.

**619.222 Notification of Mail That Cannot Be Delivered**

Delivery employees must use PS Form 3849 to notify customers of the arrival of mail that cannot be delivered. Carriers must check the name and address on the article for accuracy and legibility, since it is stored according to this information. The carrier must then return the item to the delivery unit for processing and storage.

**619.223 Reminder or Notice of Second Attempted Delivery**

PS Form 3849 is delivered to the addressee as a second notice or reminder when required either for unclaimed articles or when second delivery attempts are unsuccessful. The recipient uses the form to retrieve the article.

**619.224 Notice of Arrival of COD Mail**

PS Form 3849 may be used as a notice of arrival and as a record of delivery for ordinary COD Mail.

**619.23 Claiming Mail****619.231 Customer Action**

Customers claim their mail by presenting PS Form 3849 to the retail clerk at the location shown on the form. To claim Registered Mail, numbered Insured

Mail, Certified Mail, or other signature Mail, a customer who is not known to the retail clerk must provide identification and must sign PS Form 3849.

**619.232 Without Claim Check**

A customer may obtain an article without a claim check; however, if the article is Registered Mail, numbered Insured Mail, Certified Mail, or other signature Mail, the customer must identify himself or herself and sign PS Form 3849.

**619.233 Postal Service Action**

After verifying that the delivery receipt is properly completed and all other delivery procedures followed, the clerk delivers the article and signs and dates the delivery receipt in the "Delivered by" and "Date" blocks.

**619.24 Disposition of Forms 3849**

Maintain Forms 3849 as follows:

- a. Electronic Record Management (ERM) sites: Delivery receipts must be sent to the appropriate Computerized Forwarding System (CFS) unit, where they will be optically scanned into the database for future retrieval.
- b. Manual Record Management (MRM) sites: Delivery receipts will be maintained at the office of delivery. Delivery receipts must be kept separate from notices of arrival of ordinary COD and nonaccountable mail. Delivery receipts for registered COD Mail must be kept for disposition under established procedures.
- c. Keep claim checks overnight, including those for ordinary COD Mail that are not required as delivery receipts, and then recycle them according to established procedures.

**619.25 Storage of Mail Awaiting Customer Pickup**

**619.251 Procedure**

At the delivery unit, stamp the mail with supply Item No. R291 (see [Exhibit 619.251](#)), endorse, and place in storage bins or on shelves, according to 619.251a through 619.251c. If more than one item has the same number used in a numerical storage system, alphabetize the items within the separation. Use one of the following filing systems:

- a. Last two numbers of the delivery address.
- b. Last number of the delivery address.
- c. Alphabetical.

Exhibit 619.251

**Item R291**

<p><b>Name</b> _____</p> <p><b>1st Notice</b> _____</p> <p><b>2nd Notice</b> _____</p> <p><b>Return</b> _____</p>
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**619.252 Parcels and Accountable Mail**

Intermingle all types of parcels. Keep Certified letters or postage-due Mail in a general delivery type case with numbered separations or in a flats case with the addresses facing up. File Registered Mail in a tray in numerical sequence and keep it under the control of the responsible employee at all times.

**619.3 Overprinting**

Each PS Form 3849 requires information such as Post Office, station, or branch; address; business hours; and telephone number. When economically feasible, this information can be overprinted at the same time the basic form is printed. Overprinting is generally limited to large quantities. Overprinting of forms is coordinated by a purchasing specialist at your area purchasing and materials service center. Offices not ordering overprinted stock must use a hand stamp to note office information on each PS Form 3849.

## 62 Delivery Schedules and Trip Frequencies

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**621 Schedules****621.1 Express Mail, First-Class Mail, and Priority Mail**

Deliver on the first trip all Express Mail, First-Class Mail, and Priority Mail received at the central distribution facility prior to the established cut-off time.

**621.2 Periodicals**

Deliver Periodicals on the first scheduled delivery trip following receipt at the delivery unit, provided that such delivery does not delay First-Class Mail.

**621.3 Standard Mail**

Deliver Standard Mail not later than second delivery day after day of receipt. (Day of receipt begins at midnight unless the area manager approves a different time.) Deliver mail received on Saturday no later than Tuesday. Deliver circulars received on a day preceding a holiday no later than the second delivery day following the holiday.

**621.4 Package Services**

Where possible, schedule delivery of Package Services Mail parcels so as to maintain published service standards for these classes of mail.

**622 Trip Frequencies**

Frequency changes must be approved by the area manager.

## 623 **Withdrawal of Delivery Service**

### 623.1 **Suitable Receptacles**

Consider withdrawing service if a customer does not provide a suitable mail receptacle after being so notified by PS Form 1507, *Request to Provide Mail Receptacle* (city delivery routes); by PS Form 4056, *Your Mailbox Needs Attention* (rural and highway contract routes); by letter or verbally.

### 623.2 **Blocked Mail Receptacles**

#### 623.21 **General**

The customer is responsible for keeping the approach to the mailbox clear to facilitate delivery (see 632.14). If the carrier continually experiences a problem in serving curblines and where the customer is able to control access or on-street parking in front of his or her mailbox but does not take prompt corrective action after being properly notified, the postmaster may, with the approval of the district manager, withdraw delivery service.

#### 623.22 **Delivery to Mailbox Inside of a Screen or Storm Door**

These mailboxes must meet the following requirements:

- a. When the box is inside a screen or storm door, the door must be left unlocked; otherwise, the box should be located outside the door or a slot should be provided in the outer door.
- b. When porches are screened in or enclosed by other material, and are used as living or sleeping quarters, the screen or storm door is considered the entrance door to the house. In these cases, request that customers place their mail receptacle outside the door or provide a slot in the door.

#### 623.3 **Safety or Security**

Delivery service may be suspended when there is an immediate threat (including, but not limited to, threats due to loose animals) to the delivery employee, mail security, or postal property. Suspension of service should be limited to an area necessary to avoid the immediate threat. Postmasters should request corrective action from responsible parties and restore normal service as soon as appropriate.

#### 623.4 **Travel Obstructions**

Persons responsible for road maintenance must be notified of road conditions obstructing the delivery of mail. If repairs are not made promptly, service may be withdrawn with the approval of the district manager. Resume service as soon as the road conditions are improved.

## 63 Modes of Delivery, Mail Receptacles, and Keys

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### 631 Modes of Delivery

#### 631.1 General

For all establishments and extensions, the options for delivery service are to the door, curblin boxes, or central delivery points or receptacles, supplemented as given below.

#### 631.2 Business Areas

The type and design of buildings govern the mode of delivery to be implemented. The options are as follows:

- a. *Central Delivery.* Central delivery service is for business office buildings, which may include call windows, horizontal locked mail receptacles, cluster box units (CBUs), neighborhood delivery and collection box units (NDCBUs), or mechanical conveyors (only for high-rise, multiple-tenant buildings, and only if certain conditions are met; consult postmaster for details).
- b. *Single Point Delivery.* Single point delivery is for single points, receptacles, or door slots provided by business management. If there is an elevator and if the offices are open to receive mail, or if door slots are provided, delivery is authorized to all floors of office buildings. If there is no elevator, delivery is provided to the first floor, and to the second floor if it is occupied primarily by business offices and if the service is requested.

#### 631.3 Residential Housing (Except Apartment Houses and Transient Mobile or Trailer Homes)

##### 631.31 General

For all residential areas, except apartment houses, transient mobile or trailer homes, colleges and universities, and other sites covered under 615, the delivery options, under the regulations given below, are curbside, sidewalk, or central delivery.

##### 631.32 Curbside Delivery

Delivery may be provided to boxes at the curb so they can be safely and conveniently served by the carrier from the carrier's vehicle, and so that customers have reasonable and safe access. Mail receptacles may be grouped, two to a property line where possible.

##### 631.33 Sidewalk Delivery

Options and requirements for sidewalk delivery are as follows:

- a. If the sidewalk abuts the curb or if other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curblin, those customers may be permitted to

install all their boxes at the edge of the sidewalk nearest the residence, where they can all be served by the carrier from the sidewalk.

- b. If the average lot frontage is 75 feet or less, the boxes are not required to be grouped together; if the average lot frontage exceeds 75 feet, the boxes must be installed in groups of at least two.
- c. If the average lot frontage is 50 feet or less, customers may locate their mailboxes at the edge of the sidewalk nearest the residence rather than at the curb, regardless of whether the sidewalk abuts the curb or other unusual conditions exist. All the boxes must be located so that the carrier can serve them from the sidewalk.

#### 631.4 **Exceptions**

##### 631.41 **Extension of Service Within an Existing Block**

New homes or businesses built within a block of existing homes or businesses receive the same type of service as the older homes or businesses. When new development replaces more than one block, delivery methods must comply with mode of delivery options for establishment and extension of delivery service.

##### 631.42 **Hardship Cases**

Procedures and guidelines for changes in delivery in hardship cases are as follows:

- a. Changes in the mode of delivery authorized for a delivery point are considered where service by existing methods would impose an extreme physical hardship on an individual customer. Any request for a change in delivery mode must be submitted in writing.
- b. Approval of these requests should be based on humanitarian and not economic criteria; however, rural delivery customers requesting a hardship extension must also meet current criteria for extension of rural delivery service (see 653). Each request for a change in delivery service should be evaluated based on the customer's needs; a request should not be denied solely because of increased operational costs or because a family member or other party may be available to receive mail for the customer.
- c. If the local postmaster denies a request, the request must be sent to the district for review. The final decision is made by the district manager.
- d. If a customer no longer requires a variation in the type of delivery service, mail service must be restored to the mode of delivery in effect in the area.

**631.43 Local Ordinances**

If a customer chooses not to erect a curbside box because of a local, city, county, or state ordinance prohibiting the installation of mailboxes at the curb, the delivery options in establishments and extensions are as follows:

- a. *Central Delivery Service*. See 631.44.
- b. *Post Office Box or General Delivery Service*. Post Office box or general delivery service may be provided at the nearest postal facility where carrier delivery emanates.

**631.44 Central Delivery****631.441 Delivery Requirements**

NDCBUs or CBUs may be approved for use at one or more central delivery points in a residential housing community. The local postal manager must approve the mailbox sites and type of equipment. Boxes must be safely located so that customers are not required to travel an unreasonable distance to obtain their mail. Normally, within one block of the residence is appropriate.

**631.442 Central Delivery Addresses**

Central delivery mail receptacles (including NDCBUs and CBUs, delivery centers, and postal centers) must be identified by the same addresses as the dwellings for which they serve as mail receptacles. These identical individual addresses should be placed inside the boxes to be visible only to the carrier as he or she serves the receptacle or the customer. For security or privacy, mailer associations or customer groups may use another alphanumeric identification system on the outside of the receptacle that is not part of, or used in, the mailing address.

**631.45 Apartment Houses****631.451 General**

Delivery of mail to individual boxes in a residential building containing apartments or units occupied by different addressees (regardless of whether the building is an apartment house, a family hotel, residential units, or business units in a residential area and regardless of whether the apartments or units are owned or rented) is contingent on the following:

- a. The building contains three or more units (above, below, or behind; not side by side) with:
  - (1) A common building entrance such as a door, a passageway, or stairs;
  - (2) A common street address (some part of the address is shared) approved by local or municipal authorities.
- b. The installation and maintenance of mail receptacles is approved by the Postal Service.
- c. Each apartment is provided one box, including that of any resident manager or janitor, unless the management has arranged for mail to be delivered at the office or desk for distribution by its employees.

- d. The grouping of the boxes for the building is at a single point readily accessible to the carrier.

**Note:** The tenant's correct mailing address is the address of the entrance at which the mail receptacles are located, and should include the apartment number or designated mailbox number.

#### 631.452 **Exceptions**

Exceptions to the above requirements are as follows:

- a. If more than one such building in an apartment house complex has the same approved common street number, delivery of mail to individual boxes is contingent on the grouping of all the boxes for the common street number at a single point readily accessible to the carrier, even though the boxes serve residents in more than one building.
- b. If such a building has more than one entrance, delivery of mail to receptacles grouped at more than one entrance is contingent on each entrance to which delivery is made serving three or more apartments or flats and the assignment, by local or municipal authorities, of a different street number to each such entrance.
- c. When new apartments are being erected or existing ones remodeled, postmasters will inform builders and owners of the requirements of these regulations and will provide a suitable inspection to ensure that safe and durable receptacles are installed in conformance with these regulations. Postal Service-approved parcel lockers may be used with approved mail receptacles.

#### 631.46 **Mobile or Trailer Homes**

##### 631.461 **Options**

The delivery options for mobile or trailer home developments depend on whether the development is permanent or transient.

##### 631.462 **Permanent Developments**

Permanent developments consist of managed mobile home parks or residential mobile home subdivisions where the lots are permanently assigned, the streets are maintained for public use, and the conditions are similar to those of a residential subdivision. For permanent developments, the delivery options are either curbside, sidewalk, or central delivery, under the regulations below.

- a. *Curbside Delivery.* Delivery service may be provided to boxes at the curb so that they can be safely and conveniently served by the carrier from the vehicle.
- b. *Sidewalk Delivery*
  - (1) If the sidewalk abuts the curb or other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curbline, those customers may install all their boxes at the edge of the sidewalk nearest the residence where they can all be served by the carrier from the sidewalk.

- (2) In such conditions, if the average lot frontage is 75 feet or less, the sidewalk boxes are not required to be grouped together; if the average lot frontage exceeds 75 feet, the sidewalk boxes must be installed in groups of at least two.
- (3) If the average lot frontage is 50 feet or less, customers may be permitted to locate all their mailboxes at the edge of the sidewalk nearest the residence rather than at the curb, regardless of whether the sidewalk abuts the curb or other unusual conditions exist. All the boxes must be located so the carrier can serve them from the sidewalk.

c. *Central Delivery*

- (1) Delivery service may be provided to a single point or receptacle designated by the management of the development for the receipt of mail for distribution by its employees.
- (2) Delivery service may be provided to one or more central points for the direct receipt of mail by postal customers within the area. The requirements for such central delivery are as follows:
  - (a) The local Postal Service managers must approve the mailbox sites and equipment.
  - (b) Customers must not be required to travel an unreasonable distance to obtain their mail.

631.463 **Transient Developments**

Transient developments are mobile home, trailer, and recreational vehicle parks where the lots are temporarily occupied or rented and considered transient or seasonal, even though some families may live in them for an extended period. For these developments, the only option is delivery to a single point or receptacle designated by park management and approved by local Postal Service managers for the receipt of mail for distribution and mail forwarding by employees of the park. This method is one of the service options for permanent developments.

631.5 **Colleges and Universities**

631.51 **Administration Buildings**

Mail is delivered to principal administration buildings. Mail undeliverable as addressed or not addressed to a specific building is delivered to the main administration building office for further handling. At larger universities, deliver to the different departments, colleges, faculty buildings, and principal campus structures, such as the Chemistry Building, Engineering Building, and so forth, provided that mail is thus addressed and the volume warrants. Delivery is not to be made to individual administration offices.

631.52 **Dormitories or Residence Halls**

Mail is delivered to dormitory buildings and residence halls when addressed to a specific building. Deliver mail in bulk to a designated representative of the school, who then is responsible for further distribution to students. A dormitory building or residence hall ordinarily consists of single-room units (or

double rooms with connecting bath) and separate centrally located facilities for dining and receiving visitors. Whether located on or off campus and regardless of private ownership, such buildings are nevertheless dormitories and either the school or building owner is responsible for final delivery of student mail. Post Office personnel are not to distribute mail into apartment-type mailboxes.

631.53 **Married Student Housing**

Apartments and housing units for married students ordinarily are complete quarters consisting of a living room, kitchen-dinette, bedroom, and bath. Whether located on or off campus and regardless of ownership, the apartment mail receptacle requirements in 631.45 apply.

631.54 **Fraternity and Sorority Buildings**

Deliver mail in bulk to a common mailbox or to a representative of the organization if addressed to a specific building.

631.55 **Parcel Post**

Deliver parcel post in the same manner as other ordinary mail matter.

631.56 **Forwarding of Mail**

Forwarding mail for former students and for current students during the summer and vacation periods is the responsibility of the institution or building owner, except where delivery to individual apartment receptacles for married student housing is being provided. Encourage school officials to include mail forwarding, proper mail addressing, and other related postal features in general instructions to students.

631.57 **Noncity Delivery Offices**

Where city delivery service is not established, students may rent Post Office boxes or use general delivery, or the institution may arrange to pick up the mail in bulk and make its own distribution and delivery.

631.6 **Conversion of Mode of Delivery**

In this section, *conversion* refers to changing existing mail delivery to a more economical and efficient mode. The key to converting existing deliveries is identifying those deliveries that are most costly to the Postal Service. Delivery managers can go into any delivery territory where delivery has been established for over 1 year and solicit to convert the mode of delivery if it would be cost beneficial to the Postal Service.

Postmasters should not establish a mixed delivery area where the carrier must zigzag from the door to the curb when previously the carrier took obvious shortcuts to effect delivery. Postmasters must weigh the advantages and disadvantages of converting less than 100 percent of the deliveries.

Customer signatures must be obtained prior to any conversion. In single-family housing areas (including manufactured housing and mobile homes) where the residences and lots are owned, each owner must agree to the

conversion in writing. Owners who do not agree must be allowed to retain their current mode of delivery.

When a residence is sold, the mode of delivery cannot be arbitrarily changed prior to the new resident moving in. The existing mode of delivery must be retained. If an owners' association represents the community, it can direct the mode of delivery for the community. In rental areas, such as apartment complexes and mobile home parks, the owner or manager can approve the conversion.

#### 631.7 **Correction of Improper Mode of Delivery**

In the event an improper mode of delivery is extended by a postal carrier or manager, the service will be withdrawn provided that the error is detected within 90 days. If the error is not detected within 90 days, the service will remain in place.

#### 631.8 **Military Installations**

##### 631.81 **Family Housing**

Delivery to family housing on military installations is effected in accordance with 611, 64, 65, or 66, whichever is appropriate.

##### 631.82 **Other Services — Agreement With the Military**

Other services are provided to military installations in accordance with Publication 38, *Postal Agreement with the Department of Defense*, signed on February 21, 1980, reprinted in pertinent part:

#### III. POLICY

- A. The Military Postal Service is operated as an extension of the United States Postal Service® as authorized by 39 U.S.C. 406.
- B. The Department of Defense and the Postal Service agree to attempt to furnish mail service to the military equal to that provided the civilian population in the United States.
- C. The Department of Defense and the Postal Service affirm the importance of the national goal of energy conservation, and both parties resolve to minimize energy expenditure while conducting military postal operations.

#### IV. RESPONSIBILITIES

- A. The Department of Defense agrees to:
  1. Maintain and operate military Post Offices in support of Armed Forces operations and personnel at locations outside the United States, or inside the United States where the military situation requires;
  2. Ensure that each military Post Office that provides postal financial or accountable mail services or exchanges incoming and outgoing mail directly with carriers is supervised by at least one qualified, on-site military member of the Armed Forces;

3. Administer the military postal service in accordance with the law, with policies and regulations of the Postal Service, and with consistent implementing directives of the Department of Defense;
  4. Arrange with foreign governments to permit military Post Offices to be established and military postal operations to be conducted in foreign countries;
  5. Furnish information required by the Postal Service to provide efficient postal services to authorized personnel and units;
  6. Establish and operate mail control activities at principal locations used by the Postal Service to receive and dispatch military mail and to provide information to distribute and dispatch military mail and to provide information for overseas and maneuver forces, ships, and other mobile units;
  7. In time of war or national emergency, assist or supplement Postal Service operation of bulk mail centers, postal concentration centers, and airport mail facilities;
  8. Establish and operate mail control activities at military aerial ports to receive outgoing military mail from the Postal Service for dispatch via military air transport and to receive incoming military mail via military air transport for entry into civilian postal channels;
  9. Conduct postal finance services at military Post Offices, to include selling stamps and stamped paper; issuing domestic money orders; cashing money orders, when feasible; and providing Certified Mail, Insured Mail, and Registered Mail services. Remittances to the Postal Service shall be in dollars in the amounts required by the schedule of rates, fees, and charges provided by postal regulations;
  10. Make periodic audits and inspections of military Post Offices.
- B. The United States Postal Service agrees to:
1. Provide postal services for the Armed Forces at locations inside the United States, including the establishment of civilian Post Offices on military installations and the usual postal finance, mail handling, and carrier delivery and collection consistent with United States postal laws and regulations, normal standards of the Postal Service, and changing military requirements;
  2. Establish and operate postal concentration centers, as needed, for the concentration, sorting, and delivery or dispatch of military mail in accordance with requirements of the Department of Defense;
  3. Process military mail in an expeditious manner while efficiently separating mail for the Armed Forces prior to delivery or dispatch;
  4. Furnish information to the Department of Defense to permit proper routing of military mail prior to its entry into civilian postal channels;

5. Authorize the establishment of military Post Offices as branches of designated civilian Post Offices;
6. Extend stamp credits from designated civilian Post Offices to postal finance offices and other custodians of postal effects;
7. Assist the Department of Defense by informing postmasters and the public of proper addressing practices, applicable restrictions, and other military mail matters of interest.

#### V. ADMINISTRATION

- A. The Assistant Secretary of Defense (Manpower, Reserve Affairs and Logistics) shall serve as the point of contact with the United States Postal Service and shall implement and administer this agreement for the Department of Defense. The Assistant Secretary of Defense (Manpower, Reserve Affairs and Logistics) may enter into supplemental agreements with the United States Postal Service as may be necessary to carry out the purposes of this agreement.
- B. The Senior Assistant Postmaster General, Operations Group, shall serve as point of contact with the Department of Defense and shall implement and administer this agreement for the United States Postal Service. The Senior Assistant Postmaster General, Operations Group, may enter into supplemental agreements with the Department of Defense as may be necessary to carry out the purposes of this agreement.

#### VI. REVIEW AND AMENDMENT

This agreement may be amended at any time by mutual agreement. It shall be renewed every five years by the Department of Defense and the Postal Service.

#### SUPPLEMENTAL POSTAL AGREEMENT: ADMINISTRATIVE DETAILS

##### I. TRANSPORTATION

- A. The Department of Defense agrees to arrange for military mail transportation from overseas postal facilities to commercial or military terminals in the United States and between military postal activities within overseas areas.
- B. The Postal Service agrees to:
  1. Arrange for military mail transportation to overseas postal facilities from commercial terminals in the United States and make transportation arrangements when the postal services of another country are required. However, this does not preclude military departments from making direct arrangements for the transportation of military mail to or between designated overseas points on a short-term basis when operational requirements dictate.
  2. Provide inbound and outbound mail transportation between the postal concentration centers and military or commercial air or surface carriers.

3. Transport mail between civilian Post Offices on military installations and the receiving or dispatching Postal Service facility.

## II. PERSONNEL

The Department of Defense agrees to:

1. Appoint mail clerks and issue them uniform identification cards.
2. Assign only qualified personnel to duties in military Post Offices, mailrooms, mail control activities, and other postal facilities. No persons convicted of a crime involving theft or moral turpitude or disciplined for any action reflecting unfavorably upon their integrity shall be assigned to postal duties. Those having a history of psychiatric disorder, alcoholism, or drug abuse may be so assigned if medical evidence of current good health, sufficient to meet published Postal Service standards, is available. This does not preclude the Department of Defense from establishing requirements that are more stringent than the published Postal Service standards.

## III. EQUIPMENT

A. The Postal Service agrees to:

1. Provide equipment and furniture necessary for the operation of civilian Post Offices located on military installations.
2. Furnish equipment and supplies for use in military Post Offices. Equipment shall be new or serviceable and shall be issued in accordance with mutually determined issuance standards. Supplies and accountable equipment shall be furnished without charge. Nonaccountable equipment shall be furnished on a reimbursable basis beginning in FY 82.
3. Repair equipment for which it has a unique capability.

B. The Department of Defense agrees to transport such equipment between the continental United States and the overseas destination.

## IV. DELIVERY

A. The Department of Defense agrees to:

1. Decline to accept collect on delivery mail for delivery at military Post Offices.
2. Deliver mail to personnel in a temporary duty status, in training, and where delivery requirements exceed Postal Service standards.
3. Deliver accountable mail, delivery of which is restricted by the sender, through mail clerks, only upon the written authorization of the addressee when it is impracticable for the addressee to accept delivery in person at the civilian Post Office.

B. The Postal Service agrees to:

1. Neither accept nor forward to military Post Offices any collect on delivery mail.

2. Provide delivery service on military installation in the United States commensurate with the delivery service that would be provided for civilian communities of comparable characteristics. Postal Service criteria shall be used in considering extensions of mail service. Mail to principal administrative buildings or commands shall be delivered in bulk. The Postal Service agrees to also provide the mail in bulk to personnel and basic units in a transient or temporary duty status of 180 days or less. Where criteria will not allow free delivery service to be established or extended, the Postal Service agrees to provide the mail for individuals in bulk to basic units. However, in locations with adjacent civilian communities having delivery service, the Postal Service agrees to submit proposals to the Department of Defense to furnish service to groups of receptacles consistent with mutually agreed criteria and funding.
3. Deliver accountable mail addressed to military personnel, at military installations served by civilian Post Offices, to the addressees or mail clerks upon proper receipt.

#### V. CLAIMS

##### A. The Department of Defense agrees to:

1. Assume financial liability, under military claims procedures, for loss, damage, theft, wrong delivery, or rifling of accountable mail after receipt from or prior to delivery to a civilian or military Post Office by a mail clerk employed by the Department of Defense.
2. Reimburse the Postal Service for claims submitted by the Postal Service for the value of postal effects embezzled or lost through negligence, errors, or defalcations while in the possession of military Post Office personnel. Reimburse the Postal Service for claims paid by the Postal Service for losses of accountable mail through negligence, errors, or defalcations while in the possession of military Post Office personnel.
  - a. To be reimbursable, claims must be submitted within one year from discovery of the loss by the Postal Service.
  - b. In all just and expedient cases, the military departments may request the Postal Service to take action under 39 U.S.C. 2601(a)(3) to adjust, pay or credit the account of a Military Post Office, Postal Finance Officer, Military Postal Clerk, Financial Postal Clerk, Custodian of Postal Effects, or persons acting in those capacities for any loss of Postal Service funds, papers, postage, or other stamped stock or accountable paper, under the same standards as such credit is granted to Postal Service employees.

- B. The Postal Service agrees to relieve custodians of postal effects of responsibility for the amount of the invoice of any shipment of stamps or stamped paper lost in transit as a result of casualty.

#### VI. LOGISTICAL AND ADMINISTRATIVE SUPPORT

- A. The Department of Defense agrees to:
  - 1. Furnish adequate facilities for civilian Post Offices located at military installations solely in support of the installation's mission. Utilities and local telephone service shall be furnished on a reimbursable basis beginning FY 82.
  - 2. Offer billeting and meals to civilian Post Office employees who work at military installations on the same basis as those offered to Department of Defense civilian employees.
  - 3. Issue invitational travel orders for Postal Service representatives who, at the request of the Department of Defense, are assigned to perform inspections, investigations, or audits of overseas military postal operations.
- B. The Postal Service agrees to:
  - 1. Reserve the right to discontinue civilian Post Offices on military installations where existing conditions endanger the health, safety, or welfare of its employees.
  - 2. Furnish office space for related military mail terminals, fleet Post Offices, or liaison units at postal concentration centers.

#### VII. AUDITS AND INSPECTIONS

- A. The Department of Defense agrees to:
  - 1. Assist Postal Service representatives in surveying, inspecting, and auditing military postal operations.
  - 2. Conduct surveys, inspections, investigations, and audits of Department of Defense postal facilities and operation as needed to verify that accountable postal effects are on hand and properly protected, that all revenue due the Postal Service is being collected and properly accounted for, and that the service rendered is efficient and in accordance with Postal Service and Department of Defense regulations.
- B. The Postal Service agrees to assign Postal Inspectors or other representatives of the Postal Service, as practicable, to conduct surveys, inspections, investigations, and audits of military postal operations to assure that efficient postal service is maintained.

#### VIII. MAIL SORTATION

- A. Except in time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:
  - 1. Sort mail for overseas forces in fixed base units to the five-digit Army Post Office/Fleet Post Office ZIP Code separation. Mail for

- ships and other mobile units shall be sorted to the mobile unit by ZIP Code or name when warranted. Mail for maneuver forces, air groups, submarine groups, units in transit or temporary duty status for 180 days or less, and other similar units shall be separated in accordance with the needs of the Department of Defense. The Department of Defense agrees to develop mail routings for all of the above mail and provide the routing instructions to the postal concentration centers of the Postal Service.
2. Sort mail for the forces at installations in the United States where delivery receptacles are not provided to basic military units or numbered boxes in groups of approximately 200, so far as practicable and mutually agreeable to the Postmaster and military authorities concerned.
- B. In time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:
1. Allow the Department of Defense to control ZIP Code assignment to all military units.
  2. Specify jointly with the Department of Defense the sorting of mail for overseas forces and forces at installations in the United States.
- C. Postal Service criteria shall be used to assign ZIP Codes to military installations in the United States.
- D. The Department of Defense and the Postal Service agree to cooperate in the assignment and use of overseas ZIP Codes.
1. Normally each military installation shall have one five-digit ZIP Code, although special circumstances may be considered in assigning additional ZIP Codes. Additional ZIP Codes shall only be assigned if all resulting separations receive at least 1,000 pieces of mail per day. The implementing procedures for nine-digit ZIP Codes shall be jointly developed.
  2. The Department of Defense agrees to make every reasonable effort to see that its components have the correct ZIP Code in their address and return address. The Postal Service agrees to make every reasonable effort to see that the correct ZIP Code is in the address and return address of mail for military units and personnel originated by other government agencies and the civilian sector. Since the ZIP Code furnishes the Postal Service with its sole method of forwarding Army Post Office and Fleet Post Office mail, the Postal Service agrees to return to sender at the Post Office of origin all mail for Army Post Office or Fleet Post Office addresses that does not have an authorized Army Post Office/Fleet Post Office ZIP Code.

**IX. MAIL FORWARDING**

- A. Where the Department of Defense delivers the mail it agrees to provide directory service for undeliverable-as-addressed military mail and endorse each piece to show a forwarding address or reason for nondelivery.
- B. Where the Postal Service delivers the mail it agrees to maintain change of address forms and endorse forwardable mail that is undeliverable as addressed.

**X. SAM/PAL LAW**

- A. This paragraph provides for the joint development of regulations as required by 39 U.S.C. 3401 (f)(1976) by the Postal Service and the Department of Defense concerning administration of the "SAM/PAL Law." Each party agrees to designate one or more organizational counterparts to serve on a committee to discuss conditions and regulations under which the SAM/PAL law will be jointly administered.
  - 1. For the Postal Service, the designees are: The Assistant Postmasters General, Mail Processing Department, and Rates and Classification Department, or their designees; and the Chief Postal Inspector or his designee.
  - 2. For the Department of Defense, the designee is: The Deputy Assistant Secretary of Defense (Supply, Maintenance and Transportation) or his designee.
- B. Neither party shall take any unilateral action with respect to implementing policies, conditions, or regulations promulgated exclusively under the SAM/PAL law without prior consultation with the other party. Committee meetings may be held upon written request of either party. Following such consultation, a joint committee report may be prepared for transmission to the respective managements.
- C. Nothing herein is intended to provide for the joint administration of any activity whose administration is not provided for by 39 U.S.C. 3401 (f)(1976).
- D. This section supersedes the supplementary agreement dated September 30, 1976, concerning "Joint Administration of Title 39, United States Code, Section 3401 (the SAM/PAL Law) by the United States Postal Service and the Department of Defense."

**631.83 Reference**

See Publication 38-A, *Guidelines for Providing Postal Services on Military Installations*, for details on providing delivery, collection, and retail services.

**632 Mail Receptacles****632.1 Customer Obligation****632.11 Responsibilities**

Appropriate mail receptacles must be provided for the receipt of mail. The type of mail receptacle depends on the mode of delivery in place. Purchase, installation, and maintenance of mail receptacles is the responsibility of the customer. Appropriate locations for installation should be verified with local government officials. Customer obligations are as follows:

- a. If door delivery is authorized, customers must provide either house-mounted boxes that provide adequate protection and security for the mail and that are approved by the local postmaster, or they must provide door slots (see 632.3).
- b. If curblines delivery is authorized, customers must erect curb-mounted receptacles that comply with USPS®-STD-7 (see 632.5).
- c. If centralized delivery is authorized, customers must install mail receptacles that comply with USPS-STD-4B, *Postal Service Standard, Apartment House Mail Receptacles*, or USPS-B-1118, *Postal Service Specification, Cluster Box Units* (see 632.6).

**632.12 Exception**

The Postal Service may elect, under certain conditions, to purchase, install, and maintain curb-mounted or cluster box units.

**632.13 Receptacles Not Required**

Business complexes are not required to provide mail receptacles or door slots if they are open and someone is on hand to receive the mail when the carrier arrives. If the offices are not open when the carrier arrives, mail receptacles or door slots must be provided.

**632.14 Approach to Mailbox**

The customer is responsible for keeping the approach to his or her mailbox clear to facilitate delivery. Where the approach to the mail receptacle located at the curb is temporarily blocked by a parked vehicle during normal delivery hours for the area, or snow or ice hampers the approach to the mailbox, the carrier normally dismounts to make delivery. If the carrier continually experiences a problem in serving curblines boxes and where the customer is able to control on-street parking in front of his or her mailbox but does not take prompt corrective action after being properly notified, the postmaster may, with the approval of the district manager, withdraw delivery service.

**632.2 Keys to Customer's Private Mail Receptacle**

Carriers are prohibited from accepting keys for locks on private mail receptacles, buildings, or offices, except where an electromechanical door lock system or a key keeper box located within convenient reach of the door is used. Both devices must incorporate an Arrow lock to access the key or device needed to gain entry to the building. If customers place locks on their

receptacles, the receptacles must have slots large enough to accommodate their normal daily mail volume so that delivery may be made by the carrier without using a key.

### 632.3 **Door Slot Specifications**

The clear rectangular opening in the outside slot plate must be at least 1<sup>1</sup>/<sub>2</sub> inches wide and 7 inches long. The slot must have a flap, hinged at the top if placed horizontally or hinged on the side away from the hinge side of the door if placed vertically. When an inside hood is used to provide greater privacy, the hooded part must not be below the bottom line of the slot in the outside plate if placed horizontally or beyond the side line of the slot in the outside plate nearest the hinge edge of the door if placed vertically. The hood at its greatest projection must not be less than 2<sup>1</sup>/<sub>16</sub> inches beyond the inside face of the door. Door slots must be placed no less than 30 inches above the finished floor line.

### 632.4 **Receptacles Purchased by Postal Service**

Cluster Box Units (CBUs) and Outdoor Parcel Lockers (OPLs) may be purchased by the Postal Service from approved manufacturers. Specifications for construction of CBUs are covered in USPS-B-1118, *Postal Service Specification, Cluster Box Units*. Specifications for construction of OPLs are covered in USPS-B-1116, *Postal Service Specification, Outdoor Parcel Lockers*. Individuals or firms interested in the manufacture of these units should write to:

CHIEF TECHNOLOGY OFFICE  
IP DELIVERY & RETAIL SYSTEMS  
US POSTAL SERVICE  
8403 LEE HWY  
MERRIFIELD VA 22082-8150

### 632.5 **Curbside Mailboxes**

#### 632.51 **Specifications for Manufacturers**

##### 632.511 **Policy**

Manufacturers of all mailboxes designed and manufactured to be erected at the edge of a roadway or curbside of a street and to be served by a carrier from a vehicle on any city, rural, or highway contract route must obtain approval of their products according to USPS-STD-7, *Postal Service Mailboxes, Curbside*. A copy of USPS-STD-7 and a current listing of approved manufacturers and mailbox models may be obtained by writing to:

CHIEF TECHNOLOGY OFFICE  
IP DELIVERY & RETAIL SYSTEMS  
US POSTAL SERVICE  
8403 LEE HWY  
MERRIFIELD VA 22082-8150

##### 632.512 **Approved Manufacturers and Models**

A current listing of approved manufacturers and models can be obtained from the office listed in section 632.511.

**632.52 Installation and Use****632.521 Custom-Built Curbside Mailboxes**

Postmasters are authorized to approve curbside mailboxes constructed by individuals who, for aesthetic or other reasons, do not want to use an approved manufactured box. The custom-built box must conform generally to the same requirements specified in USPS-STD-7. Approval of such custom-built boxes will be done on a case-by-case basis. Such approval may be granted only for individual personal use, not for boxes produced as a commercial enterprise.

**632.522 Identification**

When box numbers are used on curbside mailboxes, the numbers must be inscribed in contrasting color in neat letters and numerals not less than 1 inch high on the side of the box visible to the carrier's regular approach, or on the door if boxes are grouped. Where street names and house numbers are assigned by local authorities and the postmaster has authorized use of a street name and house number as a postal address, the house number must be shown on the box. If the box is on a different street from the customer's residence, the street name and house number must be inscribed on the box. Placement of the owner's name on the box is optional. Advertising on boxes or supports is prohibited.

**632.523 Posts and Supports**

The Postal Service does not regulate mailbox supports in any way except for purposes of carrier safety and delivery efficiency. Posts and other supports for curbside mailboxes are owned and controlled by customers, who are responsible for ensuring that posts are neat and adequate in strength and size. Heavy metal posts, concrete posts, and miscellaneous items of farm equipment, such as milk cans filled with concrete, are examples of potentially dangerous supports. The ideal support is an assembly that bends or falls away when struck by a vehicle. Post or support designs may not represent effigies or caricatures that disparage or ridicule any person. Customers may attach the box to a fixed or movable arm.

The Federal Highway Administration (FHWA) has determined that mailbox supports no larger than 4 inches by 4 inches, or a 2-inch diameter standard steel or aluminum pipe, buried no more than 24 inches, should safely break away if struck by a vehicle. According to FHWA, the mailbox must also be securely attached to its post to prevent separation if struck.

**632.524 Location**

Curbside mailboxes must be placed so that they may be safely and conveniently served by carriers without leaving their conveyances. They must be reasonably and safely accessed by customers. Boxes must also be on the right-hand side of the road and in the carrier's direction of travel in all cases where driving on the left-hand side of the road to reach the boxes would pose a traffic hazard or violate traffic laws and regulations. On new rural or highway contract routes, all boxes must be on the right side of the road in the carrier's direction of travel. Boxes must be placed to conform to state laws and highway regulations. Carriers are subject to the same traffic laws and regulations as are other motorists. Customers must remove obstructions,

including vehicles, trash cans, and snow, that make delivery difficult. Generally, mailboxes are installed at a height of 41 to 45 inches from the road surface to the bottom of the mailbox or point of mail entry. Mailboxes are set back 6 to 8 inches from the front face of the curb or road edge to the mailbox door. Because of varying road and curb conditions and other factors, the Postal Service recommends that customers contact the postmaster or carrier before erecting or replacing their mailboxes and supports.

632.525 **Grouping**

Boxes should be grouped wherever possible, especially at or near crossroads, service turnouts, or other places where a considerable number of boxes are presently located.

632.526 **More Than One Family**

If more than one family wishes to share a mail receptacle, the following standards apply:

- a. *Route and Box Number Addressing.* On rural and highway contract routes authorized to use a route and box numbering system (e.g., RR 1 BOX 155), up to five families may share a single mail receptacle and use a common route and box designation. A written notice of agreement, signed by the heads of the families or the individuals who want to join in the use of such box, must be filed with the postmaster at the distributing office.
- b. *Conversion to Street Name and Number Addressing.* When street name and numbering systems are adopted, those addresses reflect distinct customer locations and sequences. Rural and highway contract route customers who are assigned different primary addresses (e.g., 123 APPLE WAY vs. 136 APPLE WAY) should erect individual mail receptacles in locations recommended by their postmasters and begin using their new addresses. Customers having *different primary addresses* but wishing to continue sharing a common receptacle must use the address of the receptacle's owner and the "care of" address format:

JOHN DOE  
C/O ROBERT SMITH  
123 APPLE WAY

Customers having a common primary address (e.g., 800 MAIN ST) but different secondary addresses (e.g., APT 101, APT 102, etc.) may continue to share a common receptacle if single-point delivery is authorized for the primary address. Secondary addresses should still be included in all correspondence.

632.527 **Locks**

The use of locks, locking devices, or inserts on curbside mailboxes on rural and highway contract routes is prohibited. See the list of curbside mailbox manufacturers for approved locking style mailboxes (a current listing of approved manufacturers and models can be obtained from the office listed in section 632.511). The Postal Service does not allow carriers to open locked boxes and does not accept keys for this purpose.

**632.528 Unstamped Newspapers**

Curbside mailboxes are to be used for mail only, except for newspapers regularly mailed at Periodicals rates. Publishers of these newspapers may, on Sundays and national holidays only, place copies of the Sunday or holiday issues in the rural and highway contract route boxes of subscribers, with the understanding that these copies must be removed from the boxes before the next day on which mail deliveries are scheduled.

**632.529 Newspaper Receptacles**

A receptacle for the delivery of newspapers may be attached to the post of a curbside mailbox provided that no part of the receptacle interferes with the delivery of mail, obstructs the view of the flag, or presents a hazard to the carrier or the carrier's vehicle. The receptacle must not extend beyond the front of the box when the box door is closed. No advertising may be displayed on the outside of the receptacle, except the name of the publication.

**632.53 Nonconforming Mailboxes**

Carriers must report to the postmaster any existing mailboxes that no longer conform to postal regulations. The postmaster sends PS Form 4056, *Your Mailbox Needs Attention*, to the owners of these boxes to request that they remedy the irregularities or defects. All newly installed or replacement mailboxes must be approved models in accordance with USPS-STD-7. A current listing of approved manufacturers and models can be obtained from the office listed in section 632.511.

**632.54 State and Local Regulations**

Some states have enacted laws that are more stringent and specific about the type of mailbox that may be used, the post or support that must be used to mount the mailbox, and the location of the delivery equipment. Regulations and recommendations published here might not reflect appropriate requirements for your area. When providing guidance to the general public concerning mailbox placement and replacement, advise them not only of postal regulations but also of any mailbox regulations that you know have been enacted by state or local authorities.

**632.6 Apartment House Receptacles****632.61 General**

Specifications for construction and approval procedures for manufacturers are covered in USPS-STD-4 (RDD), *Postal Service Standard, Apartment House Mail Receptacles*. Individuals or firms interested in the manufacture of apartment house mailboxes should write to:

CHIEF TECHNOLOGY OFFICE  
IP DELIVERY & RETAIL SYSTEMS  
US POSTAL SERVICE  
8403 LEE HWY  
MERRIFIELD VA 22082-8101

**632.62 Installation****632.621 General**

Owners and managers of apartment houses, family hotels, flats, or complexes with obsolete apartment house mail receptacles should install up-to-date receptacles approved by the Postal Service to ensure more adequate protection. When such buildings are substantially renovated or remodeled to provide additional apartments, or when location of the boxes changes, obsolete receptacles should be replaced with currently approved receptacles.

**632.622 Location and Arrangement**

Regulations for the location and arrangement of receptacles are as follows:

- a. Receptacles and parcel lockers in apartment houses should be located reasonably close to the entrance in vestibules, halls, or lobbies. The carriers must be able to serve the boxes without interference from swinging or open doors. The area must be adequately lighted to afford the best protection to the mail and to let carriers read addresses on mail and names on boxes without undue eye strain.
- b. Installation of standard, approved apartment receptacles in exterior walls of buildings may be authorized, provided that they are not installed directly on the street or a public sidewalk. Wherever possible, keep at least 15 feet between the boxes and the street or sidewalk; the location should be clearly visible from one or more apartment windows. A canopy must be provided, and it must be designed and located to afford maximum protection from the weather, including driving rains. In addition, adequate night lighting must be installed.

**632.623 Access to Rear-Loading of Horizontal-Type Receptacles**

Carrier access to the rear area of mailrooms containing rear-loading mailbox panel(s) shall be provided via a secure access door fitted with an ANSI 156.13 F15 lock. A security door, frame, and the F15 lock shall be selected and installed in accordance with all the requirements for residential mailrooms as specified in Handbook RE-5, *Building and Site Security Requirements*, Chapter 3, and in Central Delivery Guidelines, Section 10. A key to the door lock must be available to the carrier via a key keeper manufactured and installed in accordance with United States Postal Service Specification for Key Keepers, USPS-B-3180. The rear of the mailbox panel(s) must have a door or cover in accordance with USPS-STD-4 to prevent the removal of mail from adjacent boxes and to prevent mail from coming out through the back. The cover or door must be either easily opened and closed or removed and replaced by the letter carrier.

**632.624 Installation With Telephone Units**

The guidelines for installing receptacles with telephone units are as follows:

- a. When it is necessary or desirable to install mail receptacles with a standard-size telephone unit, vertical-type receptacles may be placed in two tiers. They may also be installed in groups of fewer than seven if necessary to properly arrange the groups in two tiers. This does not apply if the telephone unit is installed independently of the mail

receptacles. Although there is no objection to combining these two services, the mail receptacles must be separated from the telephone or electrical unit. Electric pushbuttons, connected to wires outside the mail receptacles, may be placed in the frame of the installation if the pushbuttons can be removed from the outside and if the wire connections can be repaired without removing the receptacles.

- b. Telephone units combined with mail receptacle units must allow access to the telephone unit without having to enter the mail receptacle; the mail receptacle must not be accessible when the telephone unit is opened.

#### 632.625 **Key and Record Controls**

The following key and record controls apply for apartment houses:

- a. Apartment house managers must maintain a record of the number of keys supplied by manufacturers so that new keys may be ordered when necessary. The record should match the key number to the receptacle number. Do not place key numbers on the outside barrels of the locks because this would allow unauthorized persons access to keys and boxes. Clearly number each individual receptacle lock on the back; replace lost keys according to lock numbers. Master-keying is not permitted.
- b. Apartment house managers must also maintain a record of key numbers and combinations of keyless locks so that new tenants may be given the combination. These records must be kept in the custody of the manager or a trusted employee. The record of key numbers must be kept until the lock is changed, when it may then be destroyed.
- c. Combination locks are not approved under current Postal Service receptacles standards.

#### 632.626 **Directories**

The guidelines for apartment house directories for Postal Service use are as follows:

- a. For all apartment houses with 15 or more receptacles, maintain a complete directory of all persons receiving mail. If an apartment house is divided into units, each with separate entrances and 15 or more receptacles, each unit should have a separate directory. In addition, if mail is not generally addressed to specific units, a directory must be kept at the main unit of the building listing all persons receiving mail in the various units.
- b. Directories must be alphabetical by surname and must be maintained and kept up-to-date. The receptacle number and apartment number should always be the same, and the apartment number should appear to the right of the name in the directory. If the apartment number is different from the receptacle number, the receptacle number should appear to the left of the name in the directory. Follow the same arrangement for apartments that are either lettered or lettered and numbered.

- c. The directory must be legible, enclosed in a suitable protective frame, and attached to the wall immediately above or to the side of the mail receptacles where it can be easily read. If mailrooms are used, the directory should be placed for the carrier's convenience. If an attendant, such as a telephone operator, doorman, or elevator conductor, is on duty between the hours of 7:00 a.m. and 11:00 p.m., and the mail is delivered either to apartment house receptacles or in bulk for distribution by employees of the building, the employee on duty in the building may keep the directory to make it available to the carrier on request.

#### 632.627 **Maintenance and Repair**

The guidelines for receptacle maintenance and repair are as follows:

- a. Owners or managers of buildings must keep receptacles in good repair. When an inside-letterbox Arrow lock is no longer needed, the building management must immediately notify the postmaster, who will then send a postal employee to supervise removal of the lock from the master door and return it to the Post Office.
- b. Carriers will report on PS Form 3521, *House Numbers and Mail Receptacles Report*, all apartment houses that are being remodeled and all unlocked or out-of-repair mailboxes. Delivering employees and postmasters must ensure that all inside-letterbox Arrow locks are recovered when buildings are torn down or remodeled.
- c. Upon receipt of a report of lack of repair or irregularity in the operation of apartment house mail receptacles, postmasters will promptly initiate an investigation and direct what repairs must be made by, and at the expense of, the owners or managers. To avoid any questions about disposition or treatment of mail, repairs must be made only when a postal representative is present. It is unlawful for anyone other than postal employees to open receptacles and expose mail.
- d. Failure to keep boxes locked or in proper repair as directed by postmasters is sufficient justification for withholding mail delivery and requiring occupants to call for their mail at the Post Office or carrier delivery unit serving the area. A reasonable notice of approximately 30 days will be given in writing to the customers and the owner or manager of the apartment building.
- e. If mail deposited by a carrier in an apartment house mail receptacle is reported lost or stolen, or if there is an indication that the mail has been willfully or maliciously damaged, defaced, or destroyed, the postmaster must immediately report the circumstances to the Postal Inspection Service.
- f. The U.S. Code prescribes criminal penalties for the wrongful possession of mail locks and the willful or malicious injury or destruction of letterboxes and the theft of mail therefrom.

#### 632.628 **Approved Manufacturers and Models**

A current listing of approved manufacturers and models can be obtained from the office listed in section 632.511.

**632.63 New or Remodeled Apartment Buildings**

When new apartments are being erected or existing ones remodeled, postmasters will inform builders and owners of the requirements of these regulations and will provide a suitable inspection to ensure that only approved receptacles are installed in conformance to these regulations.

**633 Mail Keys****633.1 Types**

The following types of mail keys are available:

- a. LA keys.
- b. Rotary lock keys.
- c. Arrow lock keys used on street letter or collection boxes and apartment houses mail panels, and new neighborhood delivery and collection box units (NDCBUs).
- d. Serial padlock keys.
- e. Motor vehicle keys and motor vehicle padlock keys.
- f. Highway contract route keys, SR padlock.

**633.2 Personnel to Whom Keys Are Issued****633.21 LA Keys**

LA keys are issued to all Post Offices, stations, branches, airport mail facilities, authorized postal employees, and military Post Offices.

**633.22 Rotary Lock Keys**

Rotary lock keys are issued to the following:

- a. CAG A-J Post Offices, airport mail facilities, and military Post Offices.
- b. Other Post Offices and installations as authorized by their district manager.

**633.23 Other Keys**

Other types of keys are issued to authorized postal employees.

**633.3 Obtaining Keys****633.31 General**

Postal locks and keys are available from:

MAIL EQUIPMENT SHOPS  
US POSTAL SERVICE  
2135 5TH ST NE  
WASHINGTON DC 20260-6224

Mail Equipment Shops (MES) manufactures most of the locks and keys used by the Postal Service. PS Form 4983, *Postal Key and Lock Requisition*, will be used to order Post Office box locks and keys.

**633.32 LA and Rotary Lock Keys**

Keys for newly established Post Offices will be furnished by the Mail Equipment Shops upon receipt of PS Form 4983, except that rotary lock keys for CAG K and L Post Offices must be requested by the district managers or their designees. Request additional and replacement keys on PS Form 4983 from:

MAIL EQUIPMENT SHOPS  
US POSTAL SERVICE  
2135 5TH ST NE  
WASHINGTON DC 20260-6224

**633.4 Safekeeping Keys****633.41 In Installations****633.411 LA Keys**

Attach LA keys in use to fixtures by a chain.

**633.412 Rotary Lock Keys**

Attach rotary lock keys in use to a safe by a chain, except when it is more practicable to attach to other fixtures for ready access.

**633.42 Arrow Lock Keys**

Employees must turn in Arrow lock keys daily on completion of duty. Carriers must keep Arrow lock keys attached to their clothing by a chain at all times while on duty. If a clearance employee is not available, Arrow lock keys (and any other postal keys in temporary use, such as for vehicles) should be deposited in a secure location, for instance, a designated storage box.

**633.5 Record of Keys****633.51 Where to Record**

Keep a record of the date of receipt, number of the key, and the combination, if any, at CAG A-G Post Offices on PS Form 1628, *Individual Key Record*. Other Post Offices must maintain a record of mail keys in the space provided on the inside back covers of their cash books.

**633.52 Keys Assigned to Carriers**

Have each carrier receipt mail keys issued to them. To eliminate the need for the carrier to repeatedly sign the key record book or PS Form 1628, use one of the following plans:

- a. Make up sets of keys for each route and enter the number of each key in the key record book. Opposite the key number, place the number of the route to which the key is assigned. Issue metal or fiber key checks, each bearing a different number, to both regular and substitute carriers and obtain a receipt from the carriers. When a carrier calls for a set of keys assigned to the route the carrier is serving, have him or her surrender his or her key check. Place the check on separation in the key case. Return the check to the carrier when he or she returns the key.

- b. Make up sets of keys for each route and attach a tag bearing a serial number to each set. Enter this number, in addition to the route number, in the key record. This number will identify the set of keys and may be entered on the receipt to be signed by a substitute carrier for any set the carrier draws. The sets of keys may be issued to regular carriers upon surrender of key checks issued to them.

633.53 **Keys Assigned to Other Employees**

Keys assigned to other employees for collection purposes must be accounted for as prescribed above.

633.6 **Keys Lost, Stolen, Missing, or Found**

Report the recovery or finding of keys in the same manner as described in ASM 273, except that a duplicate copy of the memorandum shall be sent direct to the Mail Equipment Shops with the key. Retain serviceable LA keys for local use if needed.

633.7 **Keys From Discontinued Offices**

Handle keys from discontinued offices under instructions received from the district manager.

633.8 **Unserviceable Keys**

Forward unserviceable mail keys by Registered Mail to:

MAIL EQUIPMENT SHOPS  
US POSTAL SERVICE  
2135 5TH ST NE  
WASHINGTON DC 20260-6224

A letter of transmittal or a list of the keys by number is not necessary, but the package of keys must be properly identified. Do not send any other item or requisition in the same package with unserviceable keys.

633.9 **Receipt and Control**

Receipt and control all mail keys and locks according to the instructions in ASM 273.

## 64 City Delivery Service

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641 **Establishment of City Delivery Service**

See 63 for authorized modes of delivery.

641.1 **Definition**

In this section, *establishment* refers to the initiation of city delivery service in a community through a Post Office that does not currently provide it.

## 641.2 Requirements

In establishing city delivery service, a combination of delivery methods is considered to provide adequate service to all residential and business sections of a community. All establishments of delivery service must have final approval of the district manager, Customer Service and Sales, or designee. Establishment of city delivery service is considered when the following essential requirements are met:

- a. Within the area to be served there is a population of 2,500 or more or 750 possible deliveries. (The postal customer population may vary greatly from the general census population because of different boundary interpretations and designations.)
- b. At least 50 percent of the building lots in the area to be served are improved with houses or business places. Where a house or building and its yard or ground cover more than one lot, all lots so covered are considered improved.
- c. The streets are paved or otherwise improved to permit the travel of Postal Service vehicles at all times, without damage or delay.
- d. Streets are named and house numbers are assigned by the municipal authorities in accordance with Management Instruction DM-940-89-3, *Addressing Conventions*.
- e. The street signs are in place and the house numbers are displayed.
- f. The rights-of-way, turnouts, and areas next to the roads and streets are sufficiently improved so that the installation and servicing of boxes is not hazardous to the public or Postal Service employees.
- g. Satisfactory walks exist for the carrier where required.
- h. Approved mail receptacles or door slots are installed at designated locations.

## 642 Extensions

### 642.1 Definition

In this section, *extension* refers to the expansion of city delivery service to any areas not currently receiving delivery service but that are within the delivery limits of a Post Office from which city delivery service is already provided.

### 642.2 Requirements

The delivery service requirements for extensions are the same as those listed in 641.2 for establishments, with the following exceptions:

- a. Section 641.2a does not apply to extensions.
- b. The applicability of b may be waived if:
  - (1) There is a reasonable expectation that the requirements of 641.2b can be met within 12 months, and
  - (2) CBUs or NDCBUs are to be used for delivery.

### 642.3 **Out-of-Bounds Customers**

Customers outside the limits of city delivery service may be given delivery service if they erect boxes on the delivery carrier's line of travel. Parcel Post, Insured Mail, Certified Mail, COD, and Registered Mail are delivered to the residences or businesses of out-of-bounds customers if the residences or businesses are not more than three blocks from the carrier's line of travel and passable walks are constructed or the street is not impassable. Otherwise, a notice is left in the box requesting that the customer call for the mail. If an ordinary parcel is involved and it can be placed in the box, delivery is made in that manner.

## 643 **Requests for Delivery Service**

### 643.1 **General**

Requests or petitions to establish, change, or extend city delivery service must be made to the local postmaster. No formal petition is required. Postmasters forward requests or petitions to establish service to the district designee with a statement reporting whether the requirements in 641.2 have been met.

### 643.2 **Labor Strikes**

The procedures for delivery to an address experiencing a labor strike are as follows:

- a. Where a labor strike is in progress, the same service as was in effect prior to the strike should continue. No requests for changes in mail service will be complied with while the strike is in progress. If a request is received to have mail delivered to a plant that is normally received through Post Office box service or at a firm call window, advise that the request will not be granted until after the strike is over.
- b. Where it is the practice of a firm to transport mail to and from a detached mail unit (DMU) and a request is received for the Post Office to perform this service during a strike, disapprove the request because this involves a change in mail service.

## 644 **Conversions**

### 644.1 **Definition**

In this section, *conversion* refers to replacement of city delivery service with rural delivery service. Any conversion of city delivery territory must be approved by the district manager.

## 644.2 **Conversion of City Delivery Service to Rural Delivery Service**

As a general rule, conversions from city delivery to rural delivery service shall be considered only for the following reasons:

- a. To establish clear-cut boundaries between city, rural, and highway contract delivery territory and eliminate overlapping and commingling of service.
- b. To restore reasonable operating efficiency where pockets of delivery area become separated due to some physical change that is expected to be permanent (e.g., construction of a dam or limited access highway, elimination of a bridge, etc.).
- c. To accommodate municipal or community identity preferences where the Post Office gaining the delivery territory does not have city delivery service and the carrier casing and delivery workload to be transferred is less than the minimum scheduling requirement for an auxiliary city route.

## 645 **Carrier Duties, Responsibilities, and Conduct**

Refer to Handbook M-41, *City Delivery Carriers Duties and Responsibilities*.

## 646 **Management**

### 646.1 **Pivoting Definition**

Pivoting is a method of utilizing the undertime of one or several carriers to perform duties on a temporary vacant route or to cover absences. Nonpreferential mail may be curtailed within delivery time standards on the vacant route and/or on the route of the carriers being pivoted.

### 646.2 **Pivoting Usage**

Pivoting is not limited to periods when mail volume is light and when absences are high, but also can be utilized throughout the year for maintaining balanced carrier workloads.

## 647 **Reporting Local Ordinances and State Laws**

Managers are expected to report in a timely manner to district offices any contemplated action by local or state authorities to enact or consider enactment of local ordinances or state laws that would adversely affect operating costs or performance of postal services.

## 65 Rural Delivery Service

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### 651 Types of Service

#### 651.1 Regular and Auxiliary Routes

A regular or auxiliary route operates Monday through Saturday, excluding holidays. Regular routes are classified as H, J, or K, in accordance with the table of route classifications provided in the Postal Service-NRLCA National Agreement. Regular carriers assigned to H routes work 6 days per week, while J routes receive 1 scheduled relief day per pay period, and K routes have 2 scheduled relief days per pay period.

Mileage routes, also referred to as M or RCS routes, are regular routes on which the carrier is compensated on the basis of the route's mileage and the RCS (mileage) schedule. Mileage routes are no longer established. As existing mileage routes are vacated or standard hours increase so that the evaluated salary of the carrier would exceed the RCS salary, they are converted to the evaluated compensation system, at the appropriate classification.

**Note:** Authorized relief days are granted on Saturdays unless another day is desired by the regular carrier and is mutually agreeable to the postmaster and carrier. For J routes, the postmaster may schedule the relief day on either the first or second Saturday of the pay period.

#### 651.2 Intermediate Offices

An *intermediate office* is any Post Office located on the line of travel of the rural route, included in the official route description, and at which the carrier stops (daily) to perform service. Irregularities, complaints, and administrative problems involving a route serving intermediate offices are reported to the postmaster of the office from which the route emanates.

#### 651.3 Seasonal Routes

A *seasonal route* is one where certain areas are provided delivery only for a specified period of less than 1 year. Normally, these routes are located in resort or vacation areas. The seasonal period is defined as that period in which the carrier is required to attempt delivery. The seasonal period ends when delivery is no longer required of the carrier.

#### 651.4 Triweekly Routes

A *triweekly route* is one on which the mail volume and requirement for service warrants delivery only 3 days a week.

#### 651.5 Nonpersonnel Rural Units

##### 651.51 Description

*Nonpersonnel rural units* are self-service units that provide essential mail services, such as the collection and delivery of ordinary mail and sale of

stamps. Services such as the sale of money orders and the acceptance and delivery of Certified Mail, Insured Mail, Registered Mail, and COD Mail are provided by rural carriers at the time they service these units. Carriers must remain at the unit at least 15 minutes each day that their routes are scheduled to operate in order to provide customers with the services not otherwise available from the unit.

#### 651.52 **Delivery**

Mail addressed to a nonpersonnel rural unit is placed in the addressee's Post Office box or delivery receptacle at the unit.

### 652 **Establishment of Rural Delivery Service**

#### 652.1 **Definition**

In this section, *establishment* refers to the initiation of rural delivery service to a community through a Post Office that does not presently provide it. Rural delivery service may be established at any Post Office. See 631 for authorized modes of delivery.

#### 652.2 **Requests**

Customers must submit requests for establishment of rural delivery service to the postmaster of the Post Office from which delivery is desired, or to the district manager. PS Form 4027, *Petition for Change in Rural Delivery*, is available from the postmaster and used for this purpose.

#### 652.3 **Requirements**

##### 652.31 **Customer Density**

A newly established route should serve an average of at least one residential or business delivery per mile. On routes of less than 10 miles, an average of at least six deliveries per mile should be eligible for service before a route is established. Unusual conditions such as the volume and type of mail should be considered.

##### 652.32 **Minimum Workloads**

In Post Offices with no existing rural delivery service, the proposed route evaluation should reflect sufficient workload to meet minimum rural carrier scheduling requirements efficiently, unless the intermediate office concept can be used in conjunction with an existing rural route (see Handbook M-38, *Management of Rural Delivery Services*, 225).

##### 652.33 **Roads**

###### 652.331 **General**

Roads should generally be public and must be well maintained and passable for delivery vehicles year round.

**652.332 Road Maintenance**

Rural delivery service is not established over roads that are not kept in good condition, that are obstructed by gates, or that cross unbridged streams that are not fordable throughout the year. If travel over private roads is proposed, the person responsible for road maintenance must provide a written agreement to keep the road passable at all times. The agreement must include the statement: "It is understood that if the road is not properly maintained, rural delivery service will be withdrawn."

**652.4 Submission and Approval****652.41 Postmasters**

Forward requests for establishment of delivery to the district, along with the proposed route statistics, a completed PS Form 4003, *Official Rural Route Description*, a map clearly identifying the potential line of travel, road maintenance agreements, and any other relevant documentation. Include a recommendation.

**652.42 District Responsibilities****652.421 Review and Approval**

The district manager or designee must review and approve any requests for establishment of rural delivery.

**652.422 Delivery Boundaries**

Districts should avoid duplication of existing delivery and the commingling of delivery boundaries with another Post Office. Postmasters' recommendations, customer preferences, and community or municipal identity should be considered in establishing delivery boundaries.

**652.423 Support**

If the request is approved, ensure that necessary equipment, staffing, rural delivery management procedures, and so forth, are in place prior to initiating service.

**652.424 Customer Notification**

Ensure that customers are notified of changes in service promptly.

**653 Extensions****653.1 Definition**

In this section, *extension* refers to the expansion of rural delivery service into any areas not presently receiving delivery service, but within the delivery limits of a Post Office for which rural delivery has already been established. See 631 for authorized modes of delivery.

**Note:** Provide carrier service to persons who erect approved boxes on the line of travel of the rural carrier, and to persons for whom approved neighborhood delivery and collection boxes and parcel lockers are erected and maintained by the Postal Service on the carrier's line of travel, but no rural carrier service may be extended to persons residing within the boundary formed by existing city delivery service.

**653.2 Eligibility**

At noncity delivery Post Offices of the first-, second-, and third-class, rural delivery may be extended to families who reside outside a 1/4-mile radius (1/2-mile radius for fourth-class Post Offices) of the Post Office if such service is requested and the other requirements in this section are met. Customers residing within the 1/4-mile radius may erect a box along the carrier's established line of travel.

**653.3 Requests**

Customers may request extension of rural delivery service using PS Form 4027.

**653.4 Customer Density**

Extensions must serve a minimum of one customer per mile of additional travel, including retrace.

**653.5 Roads**

The requirements of 652.33 must be met.

**653.6 Multiple Routes**

Where routes from two or more Post Offices travel one road, the district will determine which office will provide delivery and contact the appropriate postmaster for the resulting route assignment.

**653.7 Submission and Approval**

District managers or their designees approve extensions of rural delivery. Postmasters who have demonstrated expertise in rural delivery may be authorized to approve extensions. Refer to sections 443 and 450 of Handbook M-38, *Management of Rural Delivery Services*, for instructions.

**654 Conversions****654.1 Definition**

In this section, *conversion* refers to the replacement of rural delivery service with another form of delivery service. Any conversion of rural delivery territory must be approved by the district manager, except as noted in 654.21d.

**654.2 Conversions From Rural Delivery to Other Delivery Services****654.21 Full Development Not Adequate Justification for Conversion**

The fact that a given area is fully developed and/or adjacent to city delivery service does not, of itself, constitute sufficient justification for conversion.

As a general rule, conversions from rural to city delivery shall be considered only for the following reasons:

- a. To provide relief for overburdened rural routes when all other alternatives are impractical.
- b. To establish clear-cut boundaries between rural and city delivery territory and eliminate overlapping and commingling of service.
- c. To provide adequate service to highly industrial areas or apartment house complexes on rural routes.
- d. To provide service to areas where city delivery service will be more cost effective.

**Note:** An area review is required when cost is the basis for conversion.

#### 654.22 **Requirements**

Areas considered for conversion from rural delivery service to city delivery service must:

- a. Meet all the requirements for extension of city delivery service (see 642).
- b. Be contiguous to existing city delivery service.

#### 654.23 **Other Considerations**

When considering conversion of rural delivery to another form of carrier delivery service, observe the following guidelines:

- a. Keep in mind that the special services performed by rural carriers will no longer be available to that portion of the public transferred.
- b. Consider that additional costs may be incurred through establishment of finance units, workload factors, and other added expenses.
- c. Determine whether equal or better service can be provided at lower cost by establishment, extension, or rearrangement of rural delivery service.
- d. Continue motorized delivery to curblin boxes or clusterbox units.

### 655 **Duties, Responsibilities, and Conduct**

#### 655.1 **Rural Carriers**

Rural carriers must not carry mailable articles on their routes unless they are placed in the mail and the proper postage is paid.

Rural carriers should refer to Handbook PO-603, *Rural Carrier Duties and Responsibilities*.

#### 655.2 **Management**

##### 655.21 **General**

Refer to Handbook M-38, *Management of Rural Delivery Services*.

**655.22 Suspension of Service**

Do not permit suspension of service on rural routes because of the absence of regular carriers or their replacements. When conditions beyond the carrier's control prevent service on a triweekly route's scheduled service day, provide service on the next workday.

**655.3 Reporting Local Ordinances and State Laws**

Managers are expected to report in a timely manner to district offices any contemplated action by local or state authorities to enact or consider enactment of local ordinances or state laws that would adversely affect operating costs or performance of postal services.

**656 Rural Addresses****656.1 Street Names and House Numbers**

Postmasters should authorize the use of street names and house numbers assigned by local officials if street signs are erected and house numbers displayed.

**656.2 Box Numbers****656.21 Existing Delivery Area**

Where street names and house numbers have not been assigned and/or are not displayed as required in 656.1, assign numbers to all boxes on a route in numerical sequence in the order served. Allow sufficient increments between box numbers to accommodate foreseeable growth. Designate new boxes erected between existing boxes as A, B, C, and so forth (for example, 1-A, 1-B).

**656.22 Newly Established Delivery Area**

Box numbers shall not be assigned until 2 months after service begins on newly established routes for customers who are receiving service for the first time. If by that time 75 percent of the customers have not erected boxes, advise the district manager so that appropriate action can be taken.

**656.3 Correction of Address Errors Due to Postal Service Adjustments**

When rural carriers report receipt of rural route boxholders and duplicate pieces addressed to "Occupant" where street names and house numbers are used, advise the sender of the duplication on PS Form 3577, *Correction of Error in Address Because of Postal Service Adjustments*.

## 66 Highway Contract Service

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### 661 Description

Highway contract route service provides for the transportation of mail between Post Offices or other designated points where mail is received or dispatched. Box delivery, collection service, and other mail services are also provided on many routes. Every highway contract route carrier must accept any mail matter presented if properly prepaid by stamps, and deliver it for mailing at the next Post Office at which he or she arrives.

### 662 Establishment

#### 662.1 New Service

Contracts for regular service are awarded after the contracts have been solicited by public advertisement. Temporary service may be established on short notice without advertising. Requests or petitions for new routes should be addressed to the distribution networks (DNs) manager with supervision over the transportation of mail in the area involved.

#### 662.2 Changes

Changes in line of travel, extensions of service, and schedules may be ordered by the DN manager at any time. Requests for changes and extensions should be addressed to that manager.

### 663 Box Delivery and Collection

#### 663.1 Service Required

Highway contract route advertisements and contracts state whether box delivery, collection service, or other mail services are required and specify the area to be served. In addition to usual box delivery and collection service on some routes, carriers are required to do the following:

- a. Sell stamp supplies.
- b. Deliver Registered Mail, Insured Mail, Certified Mail, and COD Mail, Express Mail, and other special services Mail.
- c. Accept special service matter presented by customers to be Registered Mail, Insured Mail, Certified Mail, COD, etc.
- d. Accept money with applications for money orders and give receipts.

#### 663.2 Availability

Contract route box delivery and collection service is provided without charge to customers who:

- a. Are not eligible for city carrier service.
- b. Reside on or near a route on which box delivery and collection service is required.

- c. Either erect a curbside mailbox approved under 632.5 on the highway contract route carrier's existing line of travel or are authorized to receive delivery through neighborhood delivery and collection box units and parcel lockers owned and maintained by the Postal Service.
- d. Request, from the Post Office to which mail is addressed, delivery and collection service on PS Form 5431, *Contract Route Box Customer Notice*. Highway contract route customers residing between two Post Offices may receive mail service from the Post Office that is the next one preceding the customer's residence, or from either Post Office if there is a return trip. In addition, the customer may receive delivery from the Post Office from which the highway contract route originates.

**Note:** Contract route delivery and collection service is also provided to persons at hotels, motels, other institutions, and mobile home, trailer, or recreational vehicle parks under 631.

### 663.3 Mail Delivery

Mail matter addressed to a qualified customer of a highway contract route is taken by the carrier from the Post Office and deposited into the proper mail receptacle. If required by the contract, the carrier delivers Registered Mail, Certified Mail, Insured Mail, and COD Mail, Express Mail, other special services mail, and ordinary parcels too large for the receptacle. Delivery of this mail is made to the customer's residence if it is not more than 1/2 mile from the route and the road leading to it is passable. The carrier dismounts when necessary to transact business involving the above classes of mail. Package Services packages too large for receptacles may also be delivered to outside boxes if the addressee files a written request for delivery in that manner. If delivery cannot be made by the carrier, the mail is held at the Post Office.

### 663.4 Mail Collection

Mail matter properly stamped and placed in a mail receptacle for dispatch is collected by the carrier and deposited in the next Post Office at which the carrier arrives, unless otherwise directed by the Postal Service. Mail collected on the route and addressed for delivery on that part of the route still to be covered before reaching the next Post Office is delivered on the day of collection. The carrier cancels the stamps before delivery by writing across them the name of the Post Office last served, state, date, and number of the route. Bulky mailable matter, properly prepared and stamped, is collected by the carrier if it has been placed on or near the receptacle. Money left in mail receptacles for the purchase of stamps is left at the customer's risk.

### 664 Mailbox Location

Approved curbside mail receptacles (see 632.5) must be placed where they protect the mail, can be safely and conveniently served by carriers without leaving their vehicles, and can be reasonably and safely accessed by customers. These receptacles must be on the right-hand side of the road in

the direction of travel when required by traffic conditions or when driving to the left-hand side of the road to reach the mail receptacle would violate traffic laws.

## 665 **Postmaster Duties**

Postmasters are required to do the following:

- a. Withhold distribution of Registered Mail, Insured Mail, Certified Mail, and COD Mail to the carrier, unless the contract requires that the carrier deliver such mail.
- b. Not provide mail to the carrier outside of the regular lock pouch before it has reached the Post Office to which it is addressed.

## 666 **Carrier Duties**

### 666.1 **Contract Requirements**

If the contract requires that the carrier case his or her mail, the carrier must do the following:

- a. Accept from the postmaster mail addressed to customers on the route and arrange it in order of delivery.
- b. Prepare and keep a list of the names of the customers served and arrange it in alphabetical order with the box number opposite each name.
- c. Mark up and forward mail for customers on his or her route who have filed change-of-address orders and make the proper entries in the roster book.

### 666.2 **Sale of Stamps and Stamp Supplies**

If the contract requires the carrier to sell stamps and stamp supplies, a fixed credit is provided by the postmaster at the head of the route. Where the carrier serves customers who receive mail through other offices on the route, the carrier replenishes his or her fixed credit at those offices in amounts representing sales made by him or her to customers served through these offices.

# 67 **Express Mail**

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## 671 **General Standards**

DMM D500 provides standards for delivery service objectives, postage guarantees, and refund conditions. The delivery standards vary by service offering and its availability to a particular destination. Express Mail is available in five basic service offerings (Same Day Airport Service, Custom Designed Service, Next Day Service, Second Day Service, and Express Mail Military Service).

**672 Express Mail Same Day Airport Service**

*[Same Day Airport Service was suspended in 1995 and is not available until further notice.]*

A Same Day Airport Service item must be dispatched on the next available transportation to the destination AMF. Upon arrival at the destination AMF, the item must be made available for claim by the addressee by the time determined for the item when accepted at the origin AMF.

**673 Express Mail Custom Designed Service**

Any Express Mail Custom Designed Service item is delivered only on a scheduled basis between designated postal facilities or other designated locations for mailable matter presented under a service agreement between the Postal Service and the mailer as described in DMM E500.

**674 Express Mail Next Day Service®****674.1 Post Office to Post Office Service**

Any Next Day Post Office to Post Office Service item presented under 137.541 must be available for claim by the addressee at the destination facility by 10 a.m. of the next day that the destination office is open for retail business.

**674.2 Post Office to Addressee Service**

Any Next Day Post Office to Addressee Service item presented under 137.541 must be delivered to the addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the next day. If an item cannot be delivered on the first attempt, these procedures (unless forwarding or return service is provided) must be followed:

- a. The time and date when delivery was attempted and the signature of the employee who attempted delivery must be entered in the "Delivery Attempt" block of Label 11-B (or Label 11-F), *Express Mail Post Office to Addressee*.
- b. PS Form 3849, *Delivery Notice/Reminder/Receipt*, is left at the delivery address to show that the item is being held for pickup. The name and telephone number of the delivery facility where the item is held must be entered on the form. If the item is transferred to another facility, the first delivery facility must be able to give the customer the appropriate information, such as the name and telephone number of the facility to which the item was transferred. If PS Form 3849 cannot be left for any reason (e.g., no mail receptacle), the addressee should be telephoned and informed (1) that a delivery was attempted, (2) where the item may be picked up, and (3) when the next regular delivery trip is to be made. The date of the telephone attempt or contact must be recorded on Label 11-B (or Label 11-F).

- c. If the item is not picked up or the addressee does not request that the item be held for pickup, a second attempt to deliver must be made on the next regular delivery day.
- d. If the addressee has requested in writing that Next Day Service items be held for a specified day or number of days under DMM F010.5.0, the time and date when the item was available for delivery and the initials of the employee must be entered in the "Delivery Attempt" block of Label 11-B (or Label 11-F). The item must be delivered on the next regular delivery day after the specified day or number of days that the item is held.
- e. If delivery cannot be made after the second attempt to deliver, the item must be held for 5 workdays under DMM F010.5.0 for the addressee to pick up, unless the addressee requests a further attempt to deliver.

## 675 **Express Mail Second Day Service**

### 675.1 **Post Office to Post Office Service**

Any Second Day Post Office to Post Office Service item presented under 137.551 must be available for claim by the addressee at the destination facility by 10 a.m. of the second day that the destination office is open for retail business.

### 675.2 **Post Office to Addressee Service**

Any Second Day Post Office to Addressee Service item presented under 137.551 must be delivered to the addressee within the designated delivery area of the destination facility by noon or 3 p.m. of the second day. Instructions for second-attempt delivery are the same as those described in 674.2.

## 676 **Express Mail Military Service**

### 676.1 **To APO/FPO**

Under Post Office to Addressee Service to APO/FPO destinations, an Express Mail Military Service (EMMS) item presented under 137.561 for an APO/FPO address is available for delivery at the destination APO/FPO facility by 3 p.m. of the second day after mailing unless the APO/FPO facility is closed that day; in such a case, the item is available for delivery on the following business day. An EMMS item presented for 3-day service is available for delivery at the destination APO/FPO facility by 3 p.m. of the third day after mailing unless the APO/FPO facility is closed that day; in such a case, the item is available for delivery on the following business day.

### 676.2 **From APO/FPO**

Under Post Office to Addressee Service from an APO/FPO to a U.S. destination, an Express Mail Military Service (EMMS) item presented under 137.561 is delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the second day after mailing. An EMMS item presented for 3-day service is delivered to an addressee within the delivery area of the destination facility by 3 p.m. of the third day after mailing.

## 68 Undeliverable Mail

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### 681 Mail Undeliverable as Addressed

#### 681.1 General Provisions

Nondelivery of mail occurs for any one of the following general reasons:

- a. Mail without postage.
- b. Incomplete, illegible, or incorrect address.
- c. Addressee not at address (moved or died).
- d. Mail unclaimed.
- e. Mail refused by the addressee at time of delivery.
- f. Mail refused by the addressee after delivery when refusal authorized under 611.1.
- g. Mail not meeting minimum mailability criteria in 138.

#### 681.2 Specific Provisions

The provisions governing undeliverable mail of each class are in the sections of this manual dealing with each class of mail and in DMM F010.

#### 681.3 Undeliverable Due to Postal Service Adjustments

##### 681.31 Types of Changes

Mail can be undeliverable because of Postal Service adjustments such as:

- a. Renumbering houses.
- b. Renaming streets.
- c. Converting from rural route and box number-style addresses or highway contract route and box number-style addresses to city-style addresses.
- d. Adjusting rural or highway contract routes.
- e. Converting from rural or highway contract service to city delivery service.
- f. Consolidating routes.
- g. Consolidating Post Offices.
- h. Readjusting delivery districts.

##### 681.32 Change Notice

Customers should notify their correspondents of their correct address, including ZIP Code. PS Form 3576, *Change of Address Request for Correspondents, Publishers, and Businesses*, is available for this purpose. Where practical, postmasters must attempt to notify publishers and other mailers who regularly send bulk mailings into the area. No charge is made to these mailers for the notices or for corrections to galley lists of address changes due to Postal Service adjustments.

**681.33 Mail Disposition**

Mail that is undeliverable because of the Postal Service adjustments listed in 681.31a through 681.31c is redirected and delivered to the destination without an additional postage charge for 1 year from the date that the new address information appears in the Address Information System (AIS) quarterly (bimonthly effective October 15, 1996) customer products released in January, April, July, and October. Mail that is undeliverable because of other Postal Service adjustments (see 681.31d through 681.31h) is redirected and delivered to the destination without an additional postage charge for 1 year from the end of the month in which the postal change occurs. In all cases, simplified address mail addressed to "Rural Route Box Customer," "Highway Contract Route Box Customer," or "Post Office Box Customer" is redirected and delivered without an additional postage charge until either the next June 30 after the change in service or 90 days after the change in service, whichever is later.

**681.34 Time Limit for Retention of Records**

Records of address changes for Postal Service adjustments are kept by the local Post Office for 3 years.

**681.4 Endorsements**

The Postal Service endorses undeliverable-as-addressed mail with the reason for nondelivery.

**681.5 Treatment of Undeliverable-as-Addressed Mail****681.51 General**

Except under 681.53, mail that is undeliverable as addressed may be forwarded, returned to the sender, or treated as dead mail, depending on the treatment authorized for that class of mail and the mailer's endorsement.

**681.52 Official Mail**

Treat official mail like mail of the general public, except do not rate it or collect postage due upon delivery of mail or collect postage due for address-correction notices.

**681.53 Nonmailable and Nonstandard Pieces**

All nonmailable and nonstandard pieces are returned to the sender.

**681.6 Processing**

Postal Service policy is to process all undeliverable-as-addressed mail within 24 hours of receipt at the markup unit. PS Form 3579 is mailed weekly to publishers. PS Form 3579 is not to be kept in a forwarding unit for more than 7 days from receipt of the mail in the Computerized Forwarding System (CFS) site.

**681.7 Removal From Postal Service Facilities**

Employees are not permitted to remove undeliverable mail and/or waste or waste receptacles from postal facilities for personal use or for any use not authorized by the Postal Service.

**682 Forwarding****682.1 Change-of-Address Order****682.11 Forwarding Instructions**

Procedures for providing forwarding instructions are as follows:

- a. Customers should advise their local Post Office when moving by filing PS Form 3575, *Change of Address Order*, available at any Post Office or from any carrier. Also acceptable is a written and signed order or a telegram sent by the customer, the customer's agent, or person in whose care mail is addressed. Old and new addresses should be furnished.
- b. A change of address may not be filed with the Postal Service for an individual's mail addressed to an organization, or to the individual at his or her place of employment, business, or other affiliation, either during or after the termination of the employment, business, or other relationship. Such mail is delivered under 614.
- c. A person or organization formerly receiving mail at the address of a governmental or nongovernmental organization may leave a forwarding address with that organization for having mail redirected under 682.24.

**682.12 Guarantee to Pay Forwarding Postage**

Unless endorsed "Do Not Forward, Do Not Return," the Postal Service forwards Package Services mail locally for 1 year free of charge. The addressee is charged forwarding postage for pieces forwarded nonlocally. The addressee may refuse any piece of Package Services mail (see 611.1c, 681.1e, and 681.1f). Such refusal does not revoke the right to have other Package Services mail forwarded. If the addressee does not want to pay forwarding postage for all Package Services mail, the addressee must request the postmaster of the new address to use PS Form 3546, *Forwarding Order Change Notice*, to notify the postmaster of the old address to discontinue forwarding Package Services mail.

**682.13 Time Limit of Change-of-Address Order**

The time limits on change-of-address orders are as follows:

- a. *Temporary.* Customers moving temporarily may have mail forwarded for a specified period, but not longer than 12 months. These customers must provide beginning and ending dates on the change-of-address order. Customers should cancel the change-of-address order when returning to their old address or when moving to another permanent address within the specified period.

- b. *Normal.* Post Offices keep records of permanent change-of-address orders (other than those subject to 682.13d) for forwarding and for address correction for 18 months, starting from the end of the month in which the change takes effect.
- c. *Extension.* When a boxholder notifies the Post Office of a permanent change in mailing address or the Postal Service administratively changes a customer's mailing address, the postmaster may extend the forwarding period for 1 additional year if mail is regularly received addressed to the old address. To qualify, the addressee must show that a financial hardship will ensue if the forwarding period is not extended and that reasonable effort is being made to notify correspondents of the new address.
- d. *Retention and Use of Orders.* Post Offices must keep change-of-address orders for 18 months from the end of the month in which the change takes effect. During this period, the orders are used for administrative purposes, for providing mailing list service (see DMM A910), and for releasing address-change information to the public under the Freedom of Information Act (see ASM 352).
- e. *Change From General Delivery at City Delivery Office.* Post Offices keep a record of change-of-address orders to a permanent local address without time limit for 6 months. A record of change-of-address orders to other than a permanent local address is kept 30 days.

## 682.2 Forwardable Mail

### 682.21 Classes

If eligible for forwarding, the Postal Service reforwards mail as many times as necessary to reach the addressee if the address (but not the name) is changed. The Postal Service forwards the following classes of mail:

- a. First-Class Mail (including Priority Mail), postcards, and postal cards.
- b. Express Mail.
- c. Official mail sent as First-Class Mail.
- d. Periodicals.
- e. Standard Mail when forwarding postage is guaranteed by sender.
- f. Package Services locally or when forwarding postage is guaranteed by sender.
- g. Mail of foreign origin (see IMM 764).

### 682.22 Change in Post Office Services

Guidelines for forwarding mail when there is a change in Post Office services are as follows:

- a. *Discontinued Post Office.* All Express Mail, First-Class Mail, Periodicals, and Package Services and all single-piece-rate Standard Mail addressed to a discontinued Post Office may be forwarded without added charge to another Post Office that the addressee designates,

when the addressee finds inconvenient the office to which the Postal Service ordered the mail sent.

- b. *Rural Delivery.* When rural delivery service is established or changed, customers of any office who receive their mail from the rural carrier of another office may have their Express Mail, First-Class Mail, Periodicals, and Package Services, and single-piece-rate Standard Mail forwarded to the latter office for delivery by the rural carrier without added charge if they file a written request with the postmaster at the former office.
- c. *City Delivery.* Mail addressed to Post Office, rural route, or highway contract route boxholder is delivered to customers residing in the affected area until June 30 following establishment or conversion to city delivery service, or for 90 days, whichever is longer.

#### 682.23 **Persons in U.S. Service**

All Express Mail, First-Class Mail, Periodicals, and Package Services, and single-piece-rate Standard Mail addressed to persons in the United States services (civil and military), serving where U.S. mail service operates, is forwarded at no added charge when the change of address is caused by official orders. The forwarding Post Office endorses Periodicals and Package Services, single-piece-rate Standard Mail, and Priority Mail with "Change of Address Due to Official Orders." This free forwarding of mail also applies to mail for household members whose change of address is caused by official orders to persons in the U.S. civil and military services. When military personnel depart on official permanent change of station orders, military authorities forward mail between the United States and overseas APO and FPO addresses for 60 days.

#### 682.24 **Reforwarding**

The address (but not the name) may be changed and the mail reforwarded as many times as necessary to reach the addressee.

#### 682.3 **Additional Postage for Forwarding**

Mail is forwarded subject to additional postage. The Postal Service computes this postage by using the forwarding office as the origin office. Forward as follows:

- a. Forward First-Class Mail, including zone-rated Priority Mail, postcards, and postal cards, without charge if fully prepaid by the sender.
- b. Forward Periodicals publications without charge for 60 days if fully prepaid by the sender.
- c. For Standard Mail, collect additional postage from the sender if forwarding and return service is requested. Return any mail that qualifies for a single-piece Package Services rate at that rate if the mailer's endorsement specifies that rate. For example, a Standard Mail piece qualifying at the Media Mail rate for books is endorsed "Media Mail, Forwarding and Return Postage Guaranteed."

- d. Collect additional postage for Package Services mail for nonlocal forwarding at the applicable rate. This forwarding must be guaranteed by the sender or recipient. Deliver all Package Services mail as directed when the old and new addresses are served by the same single ZIP Code or multiple ZIP Code Post Office. Additional postage is not required.
- e. Forward Registered Mail, Certified Mail, Insured Mail, COD Mail, Confirmation Services mail, and special-handling mail without the payment of additional special service fees. The ordinary forwarding postage charges, if any, must be paid. Do not forward such mail to a foreign country.
- f. Forward Express Mail without charge.
- g. Mail of foreign origin is handled according to IMM 764.

#### 682.4 **Directory Service**

Postal Service letter carrier offices give directory service to the types of mail listed in this section that have an insufficient address or cannot be delivered at the address given. A city or telephone directory is an acceptable source. Post Offices should not compile a directory of any kind. Types of mail given directory service are the following:

- a. Certified.
- b. COD.
- c. Foreign, except circulars. Do not give directory service to foreign mail received in quantities if it bears letter-class postage but has the general characteristics of circular mail.
- d. Package Services mail is subject to additional postage for nonlocal forwarding at the proper single-piece rate. Unless endorsed "Do Not Forward, Do Not Return," all Package Services mail is delivered as directed when the old and new addresses are served by the same single ZIP Code or multiple ZIP Code Post Office. Additional postage is not charged.
- e. Mail from U.S. Armed Forces overseas. Do not return this mail to sender until every possible effort is made to deliver it.
- f. Parcels mailed at any single-piece rate or endorsed by the mailer.
- g. Perishable matter.
- h. Registered matter.
- i. Special handling.
- j. Official Postal Service mail.
- k. Express Mail Next Day Service (Post Office to Addressee Service only).
- l. Confirmation Services.

## 683 **Address Correction Service, Address Change Service, and Return**

### 683.1 **Address Correction Service**

#### 683.11 **Availability**

If mail cannot be delivered as addressed, the mailer may obtain the recipient's new (forwarding) address through the Postal Service address correction service if an order is on file. Otherwise, the reason for nondelivery is provided. Provide address correction service (including Address Change Service) automatically after 60 days from the effective date of the recipient's change of address for all Periodicals publications. Address corrections are available "on-piece" at no charge or separately, for a fee, at the mailer's request. When possible, the Postal Service provides on-piece address corrections for Express Mail, First-Class Mail, Priority Mail, Standard Mail, and Package Services mail. If the piece cannot be forwarded, it is returned with the address information or the reason for nondelivery attached. When separate corrections are necessary, PS Form 3547, *Notice to Mailer of Correction in Address*, is returned to the sender with the address correction fee charged, and the mail is forwarded. This service is not available for Express Mail, First-Class Mail, Standard Mail, or Package Services mail addressed to the addressee by military personnel at any military installation, including APOs and FPOs. Address correction service is available alone or with the forwarding and return service.

#### 683.12 **Address Change Service**

Address Change Service (ACS) allows a mailer to obtain a customer's correct address or the reason for nondelivery on magnetic tape. This service is available weekly or monthly, depending on the mailer's requirements. ACS is provided through the Postal Service Computerized Forwarding System. (See DMM F030 for additional information.)

#### 683.13 **Endorsement**

To request address correction service, the endorsement "Address Correction Requested" should be used.

#### 683.14 **Fee**

The applicable fee for address correction service (including Address Change Service) as specified in DMM R900 is charged for each separate notification of address correction or the reason for nondelivery. Generally, when on-piece address correction can be provided, no fee is charged.

### 683.2 **Sender Instruction**

#### 683.21 **Return Service**

Undeliverable-as-addressed Express Mail and First-Class Mail (including zone-rated Priority Mail, postal cards, and postcards) that cannot be forwarded or delivered as addressed are returned to the sender at no

additional charge when possible. Mail of other classes may be returned to the sender if properly endorsed to guarantee return postage.

683.22 **Endorsements Not to Forward**

The Postal Service does not forward mail with the following address forms or endorsements:

- a. Mail addressed to "Occupant" or "Postal Customer."
- b. Mail bearing instructions of the sender such as "Do Not Forward, Abandon."
- c. Perishable items not marked to abandon that cannot be delivered before spoiling, and day-old poultry that cannot be delivered within 72 hours after hatching. Return these items to the sender immediately if return can be made before spoilage or within the 72-hour period.

683.23 **Registered Mail, Certified Mail, Insured Mail, COD Mail, Return Receipt for Merchandise Mail, and Confirmation Services Mail Items**

A change-of-address order covers Registered Mail, Certified Mail, Insured Mail, COD Mail, Return Receipt for Merchandise Mail, and Confirmation Services Mail items unless the sender gives other instructions or the addressee moves outside the United States. The sender's instructions should appear on the envelope or wrapper. The following are exceptions:

- a. COD Mail is not forwarded to overseas military Post Offices.
- b. Ordinary, Insured Mail, and COD parcels marked on the envelope or wrapper with the mailer's instructions to abandon or sell perishable items are treated following the instructions. For example:
  - (1) "Do not forward or return. If not accepted within \_\_\_\_ days, treat as abandoned. Notify mailer of disposition."
  - (2) "Do not forward or return. If undelivered after \_\_\_\_ days, sell contents to highest bidder and remit proceeds, less commission, to mailer." (A commission of 10 percent, but not less than \$0.25, is kept by the Postal Service from the amount for which perishable items are sold.)
- c. When the mailer so requests, PS Form 3849-D, *Notice to Sender of Undelivered COD Mail*, is sent to the mailer under DMM S921. The mailer then may designate a new addressee or alter the amount of COD charges by submitting a written request to the postmaster and paying the proper fee (see DMM S921). The Postal Service returns the article to the mailer after the holding period if no response is received. The postage charge, if any, is collected from the mailer for returning the mail (but not registration or COD fees). When COD Mail is addressed to a person who moved and left no forwarding address, PS Form 3849-D is not sent and the mail is returned to the mailer.
- d. Insured Standard Mail without any other endorsement is treated as if endorsed "Forwarding and Return Postage Guaranteed." The Postal Service forwards it and, if still undeliverable as addressed, returns it to the sender with the new address or reason for nondelivery attached.

- e. Insured Package Services mail without any other endorsement is forwarded at no charge locally and postage-due nonlocally if the recipient guarantees to pay forwarding postage on PS Form 3575, *Change of Address Order*. (For forwarding purposes, *local* means within the same single ZIP Code or multiple ZIP Code Post Office.) If the article is undeliverable, the Postal Service returns it to the sender with the new address or the reason for nondelivery. The mailer is charged for the return of the mailpiece only and the attempted forwarding, when appropriate.
- f. The Postal Service holds undeliverable Registered Mail, Insured Mail, COD Mail, Certified Mail, Confirmation Services mail, and Return Receipt for Merchandise mail items for no fewer than 3 days. For each service as noted below, the maximum number of days is as follows:
  - (1) Hold Registered Mail, Insured Mail, Certified Mail, Confirmation Services mail, and Return Receipt for Merchandise mail items a maximum of 15 days unless the sender specifies fewer days.
  - (2) Hold COD Mail a maximum of 30 days unless the sender specifies fewer days.

#### 683.24 **Express Mail Items**

Any Postal Service employee who cannot dispatch, distribute, or deliver an Express Mail pouch because there is no delivery address on the outside of the pouch must promptly open the pouch to find a delivery address on any envelope, wrapper, or item inside the pouch. Postal Service employees may not open the wrappers or envelopes or break the seals of any Express Mail items inside the pouch. If address information is found, the employee should securely close and promptly tag the pouch and forward it to the delivery address. If no address information is found, the pouch is sent to the appropriate mail recovery center. Express Mail shipments should be held 5 workdays before return if the sender names no holding period (see DMM F020).

#### 683.25 **Return of Express Mail Items and Registered Mail, Numbered Insured Mail, COD Mail, Certified Mail, Return Receipt for Merchandise Mail, and Confirmation Services Mail Items**

The Postal Service handles returns of Express Mail items and Registered Mail, numbered Insured Mail, COD Mail, Certified Mail, Return Receipt for Merchandise mail, and Confirmation Services mail items as follows:

- a. If a return receipt is attached to Registered Mail, umbered Insured Mail, COD Mail, Certified Mail, or Return Receipt for merchandise Mail or Express Mail to be returned, write the reason for nondelivery on the face of the article. The return receipt remains attached to the article and is returned to the sender. Return Registered Mail immediately through the Registered Mail system.
- b. Before returning or forwarding Express Mail items or Registered Mail, numbered Insured Mail, COD Mail, Certified Mail, Return Receipt for Merchandise mail, or Confirmation Services mail items, do the following:
  - (1) Electronic record management sites must scan/enter the article with the handheld scanner and enter the appropriate event code.

- (2) Manual record management sites must:
  - (a) Complete PS Form 3849, *Delivery Notice/Reminder/Receipt*, and note on the back of the form the disposition of the article.
  - (b) File PS Form 3849 for Registered Mail, numbered Insured Mail, COD, Certified Mail, and Return Receipt for merchandise Mail with other delivery receipts.
  - (c) File PS Form 3849 for Express Mail, or PS Form 3883, *Firm Delivery Receipt for Accountable Mail and Bulk Delivery Mail*, with other delivery receipts.
- c. When the recipient returns Express Mail items or Registered Mail, numbered Insured Mail, COD Mail, Certified Mail, Return Receipt for Merchandise mail, or Signature Confirmation mail items to the sender, the sender must sign PS Form 3849 at the time the article is returned. Electronic record management sites must scan/enter the article with the handheld scanner and enter the appropriate event code.

#### 683.26 Other Mail

Postal Service employees must handle other returnable types of mail as follows:

- a. Return without delay if refused by addressee.
- b. Return without delay if undeliverable when addressed to a street, building, rural or highway contract route, or Post Office box. If the addressee moved without leaving a change of address, hold mail for 10 days awaiting a forwarding order. If no order is received in that time, handle the mail as undeliverable; however, this does not preclude compliance with a sender's request under DMM F030.
- c. Return without delay if undeliverable when incompletely, illegibly, or incorrectly addressed and the addressee is unknown.
- d. Hold in general delivery not to exceed 30 days at sender's request if addressed to indicate that the addressee is expected to call for the mail or if the addressee normally calls there for mail.
- e. Hold as follows when not addressed or when sender does not specify a holding period:
  - (1) Five days if for delivery by rural or highway contract route carrier.
  - (2) Ten days if for general delivery service at an office with city carrier service, or up to 30 days if the postmaster is notified that the addressee will be delayed in coming to claim the item.
  - (3) Fifteen days if for general delivery service at an office without city carrier service.
- f. Do not return mail addressed and deliverable to a Post Office box until after the box is declared vacant, except for Registered Mail, Certified Mail, Insured Mail, COD Mail, Confirmation Services Mail, postage-due mail, and perishable mail items.

- g. Send undeliverable letters bearing the return address of a hotel, motel, school, college, or other public institution printed on the envelope as an advertisement to mail recovery centers for disposition, unless the return address also includes the name or title of an individual or a printed or written request for return.
- h. Return unclaimed franked mail from a member of Congress, and unclaimed official mail, including official reports and bulletins sent by state agricultural colleges and experiment stations, to the postmaster at the office of origin if known. If the office is not known, send the mail to the Post Office at Washington, DC. Send undeliverable mail bearing the return address of the White House, the Senate, or the House of Representatives, with or without postage stamps, to the Post Office at Washington, DC.
- i. If nonmailable, return immediately under the procedures for the particular class of mail.

#### 683.27 **Return of Standard Mail and Package Services Mail**

The sender of Standard Mail and Package Services mail may identify valuable pieces and ensure their return by using the applicable ancillary service endorsements. This allows the addressee to refuse delivery of the mail and to return it, at no charge to the original addressee, if the mail including attachments is not opened.

#### 684 **Commercial Mail Receiving Agencies (CMRAs)**

In order to accommodate customers left without delivery service at a CMRA when it goes out of business, host delivery units must take the following actions:

- a. When it is known that the CMRA is out of business and no longer accepting mail, place a notice at the CMRA business address informing the customers of the location where their mail is being held.
- b. Hold these customers' mail at the delivery unit for up to 10 business days (the same delivery unit noted in the notice left at the former CMRA address).
- c. As these former CMRA customers arrive to pick up their mail at the delivery unit, provide them with Publication 75, *Mover's Guide*, and advise them to file PS Form 3575, *Change of Address Order*. Review PS Form 3575 and process it using normal procedures, including sending the mail to the Computerized Forwarding System (CFS) for forwarding.
- d. Use the opportunity when the former CMRA customers are picking up their mail at the delivery unit to promote the benefits of renting a Post Office box (i.e., cost, convenience, forwarding, access to postal products like Priority Mail, and the fact that the Postal Service doesn't go out of business). This assumes that Post Office boxes are available.
- e. At the end of 10 business days, complete a PS Form 3575 marked as "Moved, Left No Address" for any customer who has not filed a PS Form 3575. At this point, send all former CMRA customers' mail

(except unendorsed Standard Mail and Bound Printed Matter) to CFS for processing.

- f. At some point in the future, if a customer who did not file a PS Form 3575 during the 10 business day hold period wishes to file one, accept it. The appropriate delivery person should then complete PS Form 3546, *Forwarding Order Change Notice*, modifying the original “Moved, Left No Address” order to the forwarding order now filed by the former CMRA customer. Advise the customer that any mail received up to this point was Returned-to-Sender and cannot be retrieved. Again, take the opportunity to advise this customer of the advantages to renting a Post Office box.

## 69 Dead Mail

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### 691 General

#### 691.1 Definition

*Dead mail* is matter deposited in the mail that is or becomes undeliverable and cannot be returned to the sender from the last office of address. Some reasons that mail cannot be returned to the sender include:

- a. Matter is nonmailable.
- b. Sender is unknown.
- c. Classification of the mail does not entitle it to return service.

#### 691.2 Opening and Examination

Except for unendorsed Standard Mail, all undeliverable First-Class Mail, Standard Mail, and Package Services mail that cannot be returned because of an incorrect, incomplete, illegible, or missing return address is opened and examined to identify the sender or addressee. Insured First-Class™ parcels containing Standard Mail or Package Services enclosures (sent under DMM S913) are handled the same way.

#### 691.3 Insured and COD Matter

##### 691.31 Holding Period

The Postal Service holds Insured Mail and COD mailpieces for 1 week after they become dead. On a weekly basis, send such pieces to the area mail recovery center (MRC) (see 692.23).

##### 691.32 Articles Endorsed “Destroy” or “Abandon”

Insured and COD matter endorsed by the sender “Destroy” or “Abandon” is destroyed or abandoned when such matter becomes dead at the last office of address.

##### 691.33 Refusal of Article by Sender

If the sender of undeliverable Insured Mail or COD Mail refuses to accept its return, send the mail to the servicing MRC on the next weekly dispatch. For an Insured Mail article, electronic record management offices must scan/enter the

article with the handheld scanner and enter the appropriate event code. Offices using the manual record management program should endorse PS Form 3849 to show the sender's refusal. For a COD article, electronic record management offices must scan/enter the article with the handheld scanner, enter the appropriate event code, and endorse the attached PS Form 3816, *COD Mailing and Delivery Receipt*, to show refusal. Offices using the manual record management program should endorse the attached PS Form 3816 to show refusal and file the form with the delivery records.

#### 691.4 **Items Loose in the Mail**

##### 691.41 **Money**

Postal Service employees must dispose of money found loose in the mail as follows:

- a. Record U.S. money found loose in the mail, unless identified with losses from mail or returned to its owner, on PS Form 25, *Trust Fund Account*, and enter the amount in AIC 126, *Miscellaneous Nonpostal Revenue*. If a valid claim is received for money found loose in the mail after taken into the postal account, make the refund from current funds and enter the amount in AIC 624, *Refund of Miscellaneous Nonpostal Revenue*.
- b. Hold for 15 days, awaiting possible claim, all foreign money and any U.S. money of unusual value, such as uncirculated coins, antiques, or collector's items if identified as such. If the money is unclaimed after 15 days, send it to the MRC service area.
- c. If a letter contains \$10 or more in money, convert the cash to a money order and deduct the money order fee before issuance of the money order.

##### 691.42 **Uncanceled Stamps**

###### 691.421 **Uncanceled Stamps Fallen Off Mail**

Postal Service employees must handle uncanceled stamps fallen off mail as follows:

- a. Reaffix the stamp to the mail if possible; if not, drop the stamp in a slotted and sealed or locked container kept on the workroom floor for that use.
- b. At least once a month, destroy stamps kept in these containers.
- c. Make no record of these stamps.

###### 691.422 **Uncanceled Stamps Not Lost From Mail**

Postal Service employees must handle uncanceled stamps not lost from mail as follows:

- a. Place the stamps in an envelope and hold for 30 days in the claims section of the main office if found at main office or at contract stations or branches; if found at classified stations and branches, hold in the manager's care. Make a descriptive record on the envelope only if it helps in returning the stamps to the owner.
- b. If the stamps are unclaimed after 30 days, destroy them at the holding place in the presence of a witness designated by the postmaster. Record

on PS Form 25 only the total amount of stamps received and destroyed. Destruction of unclaimed stamps should be done on a monthly basis.

691.43 **Other Items**

Return to the owners any wallets, bank deposits, or other nonmail matter found in collection boxes or other points within Postal Service jurisdiction, postage-due at the single-piece Standard Mail rates for these articles.

691.44 **Articles Separated From Envelopes**

The Postal Service tries to match articles found loose in the mail with their envelopes or wrappers. If the mailer or addressee can be identified, the articles are returned or forwarded.

691.45 **Unidentified Items**

Treat unidentified items of value (\$10 or more) as dead mail. Except for money (see 691.41) and uncanceled stamps (see 691.42), reuse for business purposes only, donate, recycle, or, as a last resort, dispose of as waste all unidentified items without value as follows:

- a. Recycle unendorsed Standard Mail if cost-effective.
- b. Donate (see 691.532) or recycle periodicals (such as printed matter, newspapers, magazines, and other publications).
- c. If it is cost effective, strip coins from undeliverable circulars and account for their value (see 691.41a).
- d. Stamp unidentified postal money orders "VOID" (location). Prepare a memorandum explaining the circumstances, and send the money orders and memorandum to the Money Order Branch, St. Louis Accounting Service Center.

691.5 **Disposal**

691.51 **Undeliverable Merchandise to Manufacturer or Distributor**

Return merchandise postage due to the nearest retail store, mail order store, or distribution center of a firm if the following evidence of ownership exists and the firm does not object. Direct questions about return of merchandise to the appropriate RCSC. These conditions apply:

- a. The articles must appear new.
- b. Each article, or bundle of articles, must show the following:
  - (1) Name of the firm that made or distributed the articles.
  - (2) Order or invoice number, or other evidence that the article was mailed by the firm because of a customer's order.

691.52 **Perishable Items, Drugs, and Cosmetics**

691.521 **Injurious Items**

The Postal Service destroys packages containing medicine, perishable items, liquids, and other articles likely to injure employees, damage equipment or other mail, or attract pests. Applicable guidelines are in Handbook AS-553, *Hazardous Waste Management*, and Publication 52, *Hazardous, Restricted, and Perishable Mail*.

**691.522 Noninjurious Items**

Dispose of other perishable mail, drugs, and cosmetics as follows:

- a. *Perishable Items.* The postmaster must sell immediately all salable perishable matter that cannot be forwarded or returned before spoiling, day-old poultry that cannot be delivered or returned within 72 hours after hatching, and other animals that cannot be returned to the sender alive. The addressee and postal employees may not purchase any such item from the postmaster. The postmaster must send the proceeds of the sale, less a 25 percent commission (but not less than 1 dollar) and the proper money order fee and postage to the mailer by postal money order, with an explanation on PS Form 3820, *Sale or Destruction of Perishable Mail*, of the action taken. Deliver all perishable articles or animals that cannot be sold to any public or charitable organization that will accept them. Also try delivering live animals to a local humane society or animal shelter that will take them.
- b. *Drugs.* Destroy packages that contain prescription drugs undeliverable to either the addressee or sender. Donate over-the-counter drugs that are sealed in their original packaging or container to public and charitable organizations, local food banks, shelters, or other nonprofit organizations that will accept them or destroy them if you cannot donate them. Turn over illegal drugs to the Postal Inspection Service.
- c. *Cosmetics.* Donate undeliverable cosmetics that are sealed and unopened, including face and hand creams, soaps, perfumes, powders, lotions, and after-shave lotions, impartially and equitably to public and charitable organizations, local food banks, shelters, or other nonprofit organizations that agree to distribute them for free. If they are not donatable, treat them as dead parcels. Destroy undeliverable lipsticks and cosmetics that might jeopardize health.

**691.53 Institutions****691.531 Food**

Donate usable food items treated as dead mail impartially and equitably to public or charitable organizations, food banks, shelters, or other nonprofit organizations. Follow these guidelines:

- a. Do not donate homemade items. Dispose of them as waste. If unsure whether an item is homemade or usable, destroy it.
- b. Make sure that the receiving organization signs a release stating that it takes full responsibility for the handling and use of the food items. Keep releases on file for 2 years. The receiving organization must accept the food items available and pick them up in a timely manner.
- c. Destroy food items that cannot be donated by disposing of them as waste.

**691.532 Periodicals and Publications**

Follow these guidelines for disposing of periodicals and publications:

- a. Donate copies of undeliverable magazines, newspapers, and other periodicals impartially and equitably to public and charitable organizations, shelters, hospitals, prisons, schools, and libraries. If

requested, furnish copies of undeliverable publications to a court officer for persons called for or assigned to jury duty.

- b. Provide publications to qualifying organizations under the condition that: (1) the recipients do not select the character, quality, or type of publication, and (2) the recipient calls for the copies promptly when notified or on a schedule. This privilege is at the option of the Postal Service and may be discontinued at any time without notice. Postal employees should inform the recipients of these conditions.
- c. If periodicals cannot be donated, recycle them if cost-effective.
- d. If they cannot be donated or recycled, dispose of them as waste.

691.533 **Merchandise and Product Samples**

Dispose of undeliverable merchandise and product samples, such as toiletries, toothpastes, diapers, and detergents, that are not endorsed "Return Service Requested" as follows:

- a. Donate undeliverable merchandise and product samples impartially and equitably to public and charitable organizations, food banks, shelters, or other nonprofit organizations that agree to distribute them for free.
- b. Dispose of as waste all samples not able to be donated.

691.54 **Government Property**

The MRCs send unclaimed government property with a National Stock Number (NSN) (a 13-digit number arranged in groups of 4-2-3-4, such as 1234-00-567-0089) imprinted on cartons, tags, or the item to the concentration point for return to the federal supply system.

691.55 **Foreign Mail**

691.551 **Canadian**

The Postal Service encloses dead letters and parcels originating in Canada in an official envelope. The envelope must show the complete return address of the office returning the mail to Canada. Address the envelope to:

UNDELIVERABLE MAIL OFFICE  
CANADA POST CORPORATION  
1860 MIDLAND AVE UNIT 1  
SCARBOROUGH ONT M1P 2M0  
CANADA

691.552 **Other**

The Postal Service sends dead letters and parcels originating in countries other than Canada to the exchange office daily (see IMM 772). Do not send such mail to MRCs.

691.56 **Matter Mailed in Violation of Law or Treaty**

The Postal Service holds for 6 months after it becomes dead all matter of obvious value, including First-Class Mail not in the form of a letter, addressed to foreign countries if mailed in violation of law or treaty stipulation. (See IMM individual country listing prohibitions.)

**691.57 Firearms**

The Postal Service handles concealable firearms mailed contrary to DMM C024 under ASM 276. Hold dead mail containing firearms mailed under DMM C024 for the applicable holding period. Send this mail weekly by Registered Mail to the area MRC, along with a memorandum stating why the mail was not delivered and how it was determined that the shipment contained firearms.

**691.58 Disposition of Undeliverable Mail****691.581 First-Class Mail, Standard Mail, and Package Services**

Send all First-Class Mail (except postcards and postal cards), Standard Mail, and Package Services mail that cannot be forwarded or returned to a MRC for disposition. Send dead letters daily and dead parcels weekly.

**691.582 Express Mail**

Send Express Mail Service articles that cannot be forwarded or returned during the specified holding period to the district Express Mail office by Express Mail service. After all efforts to deliver or return an article are unsuccessful, send it to the area MRC in an Express Mail pouch.

**691.583 Postcards and Postal Cards**

Dispose of postcards and postal cards without a return address if the Post Office can shred or destroy them completely. If not, they should be forwarded to the area MRC.

**691.59 Makeup and Dispatch****691.591 Marking**

Make sure that the reason for nondelivery is endorsed on dead mail when preparing it for final disposition. Stamp individual letters and parcels with a round date stamp.

**691.592 Makeup**

Make up the mail as follows:

- a. Depending on the quantity of mail, either tie dead letters into bundles or place them loose in sacks. Do not use brown (kraft paper) Postal Service penalty envelopes for this mail.
- b. Place dead parcels in sacks or plastic bags.
- c. Never place mail not intended for MRCs in letter bundles or sacks addressed or labeled to those centers.

**691.593 Labeling and Addressing for Dispatch**

Address and label the mail for dispatch as follows:

- a. Address dead letter mail as: Mail Recovery Center (city, state, and ZIP+4) (see 692.12).
- b. Address dead parcel mail as: Mail Recovery Center (city, state, and ZIP+4) (see 692.23).

- c. When a sack is used, show the address of the MRC on a separate ACT tag tied around the neck of the container to prevent opening in transit.
- d. Label all containers used for shipping (e.g., hampers, APCs, and BMCs). Label to include MRC address and shipping office.
- e. Where available, use preprinted central markup labels to forward mail to MRCs. Put the label on the top letter of the bundle, next to *but not covering the original address*. Affix a blue Label F, *All for Firm*, in the lower left corner of the top letter.
- f. When preprinted central markup labels are not available, use a blank sheet of paper to make a facing slip for letter bundles, or fold it to make a sack or pouch label.

691.594 **Listing and Recording**

Do not make a list or record of dead mail sent to an MRC, except as follows:

- a. *Registered, Certified, Numbered Insured, and Delivery Confirmation Mail*. Electronic record management sites must scan/enter the article with the handheld scanner and enter the appropriate event code. Manual record management sites must complete delivery receipt, show disposition, and file with other delivery receipts. Dispatch as registered all dead Registered Mail.
- b. *COD Mail*. Electronic record management sites must scan/enter the article with the handheld scanner and enter the appropriate event code. Manual record management sites must show disposition by endorsing PS Form 3816, *COD Mailing and Delivery Receipt*, and file the form with return-to-sender records.

691.595 **PS Form 1510**

Send PS Form 1510, *Mail Loss/Rifling Report*, to mail recovery centers for First-Class letters or parcels valued at \$10 or more.

692 **Mail Recovery Centers**

692.1 **Letter Mail**

692.11 **Addresses**

The MRC addresses for administrative mail and undeliverable mail processing are as follows.

Administrative Mail Addresses	Undeliverable Mail Processing Addresses
ATLANTA MAIL RECOVERY CENTER US POSTAL SERVICE PO BOX 44161 ATLANTA GA 30378-1161	ATLANTA MAIL RECOVERY CENTER US POSTAL SERVICE 5345 FULTON INDUSTRIAL BLVD SW ATLANTA GA 30378-2400
ST PAUL MAIL RECOVERY CENTER US POSTAL SERVICE 443 FILLMORE AVE E ST PAUL MN 55107-1206	ST PAUL MAIL RECOVERY CENTER US POSTAL SERVICE PO BOX 69001 ST PAUL MN 55169-9001

692.12 **MRC Service Areas**

The MRC service areas are as follows.

State or Territory	Mail Recovery Center	State or Territory	Mail Recovery Center
Alabama	Atlanta, GA 30378-2400	Nebraska	St. Paul, MN 55169-9514
Alaska	St. Paul, MN 55169-9514 <sup>1</sup>	Nevada	St. Paul, MN 55169-9514 <sup>2</sup>
Arizona	St. Paul, MN 55169-9514 <sup>2</sup>	New Hampshire	Atlanta, GA 30378-2400 <sup>1</sup>
Arkansas	Atlanta, GA 30378-2400	New Jersey	Atlanta, GA 30378-2400 <sup>2</sup>
California	St. Paul, MN 55169-9514 <sup>2</sup>	New Mexico	St. Paul, MN 55169-9514 <sup>1</sup>
Colorado	St. Paul, MN 55169-9514 <sup>1</sup>	New York	Atlanta, GA 30378-240 <sup>2</sup>
Connecticut	Atlanta, GA 30378-2400 <sup>1</sup>	North Carolina	Atlanta, GA 30378-2400
Delaware	Atlanta, GA 30378-2400	North Dakota	St. Paul, MN 55169-9514
District of Columbia	Atlanta, GA 30378-2400	Ohio	Atlanta, GA 30378-2400 <sup>1</sup>
Florida	Atlanta, GA 30378-2400	Oklahoma	Atlanta, GA 30378-2400
Georgia	Atlanta, GA 30378-2400	Oregon	St. Paul, MN 55169-9514 <sup>1</sup>
Guam	St. Paul, MN 55169-9514 <sup>2</sup>	Pennsylvania	Atlanta, GA 30378-2400
Hawaii	St. Paul, MN 55169-9514 <sup>2</sup>	Puerto Rico	Atlanta, GA 30378-2400
Idaho	St. Paul, MN 55169-9514 <sup>1</sup>	Rhode Island	Atlanta, GA 30378-2400 <sup>1</sup>
Illinois	St. Paul, MN 55169-9514	Samoa	St. Paul, MN 55169-9514 <sup>2</sup>
Indiana	St. Paul, MN 55169-9514	South Carolina	Atlanta, GA 30378-2400
Iowa	St. Paul, MN 55169-9514	South Dakota	St. Paul, MN 55169-9514
Kansas	St. Paul, MN 55169-9514	Tennessee	Atlanta, GA 30378-2400
Kentucky	Atlanta, GA 30378-2400	Texas	Atlanta, GA 30378-2400 <sup>1</sup>
Louisiana	Atlanta, GA 30378-2400	Utah	St. Paul, MN 55169-9514 <sup>2</sup>
Maine	Atlanta, GA 30378-2400 <sup>1</sup>	Vermont	Atlanta, GA 30378-2400 <sup>1</sup>
Maryland	Atlanta, GA 30378-2400	Virgin Islands	Atlanta, GA 30378-2400
Massachusetts	Atlanta, GA 30378-2400 <sup>1</sup>	Virginia	Atlanta, GA 30378-2400
Michigan	Atlanta, GA 30378-2400 <sup>1</sup>	Washington	St. Paul, MN 55169-9514 <sup>1</sup>
Minnesota	St. Paul, MN 55169-9514	West Virginia	Atlanta, GA 30378-2400
Mississippi	Atlanta, GA 30378-2400	Wisconsin	St. Paul, MN 55169-9514
Missouri	St. Paul, MN 55169-9514	Wyoming	St. Paul, MN 55169-9514 <sup>1</sup>
Montana	St. Paul, MN 55169-9514 <sup>1</sup>		

<sup>1</sup> Effective August 10, 2002

<sup>2</sup> Effective September 1, 2002

**692.13 Opening Letters**

MRCs open dead letters to find the name and address of the addressee or sender and to deliver or return that person's property. If the sender or addressee cannot be identified, observe the following holding periods:

- a. Letters with enclosures of value (\$10 or more), 6 months.
- b. Other letters, none.

**692.14 Letters With Nonmailable Matter****692.141 Nonmailable Lottery Matter Except Nonmailable Unsealed Foreign Lottery Matter**

Destroy, by shredding only, letters of domestic origin and sealed mail of foreign origin (see ASM 274), lottery tickets, chance books, and so forth, only if nonmailable under DMM C030.

**692.142 Unsealed Foreign Nonmailable Lottery Matter**

Post Offices should dispose of unsealed mail of foreign origin that contains nonmailable lottery matter (see DMM C030) as follows:

- a. When the sender is identified as the respondent in an outstanding foreign lottery order (see the *Postal Bulletin*), dispose of the mail under DMM C030;
- b. When the sender is not so identified, forward a sample of the mailing to the manager of Fraud and Prohibited Mailings, for action under 39 U.S.C. 3005. Do not process for delivery other unsealed mail from the same sender, pending *Postal Bulletin* notification of a foreign lottery order against the sender, or until General Counsel sends other instructions. The address for Fraud and Prohibited Mailings is as follows:

MANAGER  
FRAUD AND PROHIBITED MAILINGS  
US POSTAL SERVICE  
475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-2166

**692.143 Other Nonmailable Matter**

If the address of the sender (or addressee) is found, return the mailable contents to the sender (or forward it to the addressee), and destroy nonmailable matter.

**692.2 Parcel Mail****692.21 Policy**

MRCs serve designated BMC service areas. An MRC can serve one or more BMCs and the Post Offices in their service areas (see Publication 65, *National Five-Digit ZIP Code and Post Office Directory*). A BMC and all Post Offices within its service area send dead parcels to their assigned MRC. If a Post Office is reassigned to another BMC, its MRC becomes the same as the MRC that serves its new BMC.

692.22 **Addresses**

Complete addresses for the MRCs are as follows:

ATLANTA MAIL RECOVERY CENTER  
 US POSTAL SERVICE  
 5345 FULTON INDUSTRIAL BLVD  
 ATLANTA GA 30378-2400

ST PAUL MAIL RECOVERY CENTER  
 US POSTAL SERVICE  
 PO BOX 69001  
 ST PAUL MN 55169-9001

692.23 **Service Areas**

The MRC service areas are as follows:

Bulk Mail Center	Mail Recovery Center
Atlanta	Atlanta, GA 30378-2400
Chicago	St. Paul, MN 55169-9514
Cincinnati	Atlanta, GA 30378-2400 <sup>1</sup>
Dallas	Atlanta, GA 30378-2400
Denver	St. Paul, MN 55169-9514 <sup>1</sup>
Des Moines	St. Paul, MN 55169-9514
Detroit	Atlanta, GA 30378-2400 <sup>1</sup>
District of Columbia	Atlanta, GA 30378-2400
Greensboro	Atlanta, GA 30378-2400
Jacksonville	Atlanta, GA 30378-2400
Kansas City	St. Paul, MN 55169-9514
Los Angeles	St. Paul, MN 55169-9514 <sup>2</sup>
Memphis	Atlanta, GA 30378-2400
Minneapolis/St. Paul	St. Paul, MN 55169-9514
New Jersey	St. Paul, MN 55169-9514 <sup>2</sup>
Philadelphia	Atlanta, GA 30378-2400
Pittsburgh	Atlanta, GA 30378-2400
St. Louis	St. Paul, MN 55169-9514
San Francisco	St. Paul, MN 55169-9514 <sup>2</sup>
Seattle	St. Paul, MN 55169-9514 <sup>1</sup>
Springfield	Atlanta, GA 30378-2400 <sup>1</sup>

<sup>1</sup> Effective August 10, 2002

<sup>2</sup> Effective September 1, 2002

**692.24 Opening Parcels**

MRCs open dead parcels to find the name and address of the addressee or sender, and to deliver or return that person's property. If parcels are endorsed to show that they are Postal Service property, or that the sender has refused to pay postage due on return as undelivered, the parcels are Postal Service property. Dispose of the parcels as follows:

- a. Return a dead parcel to the sender. Deliver it to the addressee if only the addressee's name and address are found. Rate the parcel for postage due at the zone rate from the MRC.
- b. If the sender or the addressee cannot be determined, hold for 90 days Priority Mail (flats or parcels), Standard Mail, and Package Services mail containing valuables. Hold, for 90 days, First-Class Mail not in the form of a letter addressed to another country; if posted in violation of law or treaty, hold for 6 months. (See IMM individual country listing prohibitions.)
- c. Prepare for disposal as soon as received all loose-in-the-mail items without value, except books and sound recordings, if neither the sender nor the addressee can be identified.

**692.25 Books and Sound Recordings**

Dispose of books and sound recordings by sale, except for those that may be withheld from sale for release to a publisher or distributor under the following conditions:

- a. If a publisher or distributor requests that books and sound recordings showing a specific trade name or other organizational identification be released to the requester or requester's representative, the request must follow these conditions:
  - (1) The request must be made in writing and sent to the Business Mail Acceptance manager.
  - (2) The request must include a statement that the requester is the publisher or distributor of the books and sound recordings showing the listed trade name or other organizational identification. More than one trade name or other organizational identification may be listed in the same request.
  - (3) The request must specify only one place for the pickup of the books and sound recordings. The requester may change the pickup facility by sending a written request to the Business Mail Acceptance manager.
  - (4) Confirmation of the request is sent to the requester. After approval, the Business Mail Acceptance manager keeps a central file of requesters and items specified for return. An approval remains in effect for 5 years or until the requester or the Postal Service cancels it in writing.
- b. A book or sound recording is not released to the requester (despite showing an applicable trade name or other organizational identification) if it does not look new or was in the settlement of a postal indemnity

- claim, or if the requester is known not to be the mailer or addressee. Such books are auctioned.
- c. A request for release of books or sound recordings is not granted if a written protest or a conflicting request from another party is sent to the Business Mail Acceptance manager. Books and sound recordings in dispute are sold at auction, unless both parties advise in writing before the sale deadline that the dispute is settled. Both parties are notified when ownership is in question and when the dispute is settled.
  - d. After the Business Mail Acceptance manager approves a request, BMCs and MRCs handling books and sound recordings must separate these materials as much as possible.
  - e. The Postal Service follows these release procedures at the BMC and MRC:
    - (1) Books and sound recordings are released to requesters or their representatives at a time and in a manner agreed on by the requester and the Postal Service, consistent with the instructions in this section.
    - (2) If the requester fails to pick up books and sound recordings within 15 days of written notice or on a previously scheduled release date, the items are included in the next auction. The request is canceled.
  - f. Make sure that requesters or their representatives present a letter from the requester authorizing the Postal Service to release such items to the bearer. This letter must be executed in triplicate. When releasing the items, the person accepting delivery receipts the original and the two copies of the letter by signing and dating each one. Place one copy with the items, mail one copy to the requester, and keep the original at the releasing facility for 1 year.
  - g. Make up books and sound recordings separated for return at a location other than a designated release facility in individual shipments to the return point in packages, sacks, hampers, or other types of containers. Make packages as large as possible but within the weight and size limits for Package Services mail as specified in DMM C700. Send each package postage due to the requester and/or distributor. Sacks are subject to the 70-pound weight limitation. Hampers or other containers may be used if they provide adequate security against pilferage. If hampers or other containers are used, arrange with the distribution networks office associated with the sending facility for suitable containment, labeling, movement, and security.
  - h. When a request is canceled by the requester, the MRC or BMC notifies the requester in writing, with a copy to the Business Mail Acceptance manager. A canceled request may not be renewed until 6 months after the cancellation date. If the requester then sends a written application, it is treated as a new request. Books and sound recordings on hand at the time of a cancellation are sold in the next auction.

**692.26 Disposal of Parcels Containing Firearms and Ammunition**

The following terms apply to the disposal of firearms and ammunition:

- a. *Definition.* The term *firearms* means any weapon, by whatever name known, designed to expel a projectile or projectiles by the action of an explosive; any firearm muffler or silencer; or any part or parts of such weapon.
- b. *Sale.* The Postal Service sells firearms — other than pistols, revolvers, short-barreled rifles or short-barreled shotguns — only to licensed firearms dealers. When these items accumulate, notify local firearms dealers of the intended sale of all items as a single lot, by sealed bid. Display and sell the items to the dealer submitting the highest bid.

**692.27 Disposal of Other Dead Parcels**

The Postal Service disposes of unclaimed items by sale at auction. Hold auctions periodically and advertise them to the public. Obtain information on auction sales from the MRC conducting the sale.

**692.28 Postal Service Employee Ineligibility**

Postal Service employees may not buy directly or indirectly any dead parcel post matter.

**692.3 Postal Inspection Use**

Withdraw items, other than the contents of mail sealed against inspection, from MRCs only for official use by postal inspectors. The inspectors must give memorandum receipts for the articles withdrawn. Keep these receipts on file in the MRC and return them when the goods are returned for disposal as dead parcels.

**692.4 Postal Service Systems and Training Use**

The following restrictions apply to the use of Standard Mail:

- a. *General.* Only undeliverable Standard Mail may be used for developing and testing Postal Service equipment and systems or for training Postal Service employees, under 692.4b and 692.4c. Obtain authorization from the Business Mail Acceptance manager.
- b. *Submitting Requests.* Submit requests for authorization in writing and with all of the following:
  - (1) The purpose of testing or training and use of the mail.
  - (2) The type of undeliverable mail and volume required.
  - (3) The period during which required.
  - (4) The proposed source and arrangements for delivery of the mail to the contractor or Postal Service employee conducting the equipment test.
  - (5) The security of mail during the training or testing period.
  - (6) The arrangements for mail disposal after testing or training.

- c. *Information on Outside Cover.* The name and address and other information on the outside cover of undeliverable mail must be kept confidential. Also confidential is any information about the contents of mail to the extent that such information may be associated with a customer (see ASM 274). A private contractor or Postal Service employee performing testing or training may not use the mail to permit any such confidential postal information to be disseminated or disclosed to anyone. This prohibition includes, but is not limited to, photographic or other reproductions or copies of the actual wording. The mail (and reproductions or copies of the information on its cover) may be used in testing or training but not in reports or other material that can be disseminated outside the Postal Service.

## 692.5 **Treatment of Mail Forwarded From MRCs**

### 692.51 **General Standards**

The Postal Service follows these procedures for delivery of returned dead mail:

- a. Treat unsealed mail as if under seal. Keep the strictest secrecy concerning its contents.
- b. If the mail cannot be delivered within a reasonable time after return from the MRC, endorse the reason for nondelivery on the form that accompanies the mail. Return the mail and the form to the sending MRC under the same class by which received.

### 692.52 **Registered Mail**

In addition to the standards in 692.51, Registered Mail is handled as follows:

- a. When received under registered cover, handle in the claims and inquiry section or in some other section by an employee designated by the postmaster. Do not allow the registry section to open and dispose of this mail.
- b. If the address is supplied, register the item to the owner under the local registry number.
- c. Enter the registry number on the form that accompanies the dead mail. File the form.
- d. Register the item when forwarding it to another address or returning it to the MRC