

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

POSTAL RATE AND FEE CHANGES
PURSUANT TO PUBLIC LAW 108-18

Docket No. R2005-1

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORIES OF DOUGLAS CARLSON
[DFC/USPS-1-5, 7, 9, 10, 12, AND 15-19]
(April 29, 2005)

The United States Postal Service hereby provides its responses to the above-listed interrogatories of Douglas Carlson, filed on April 14, 2005. Each interrogatory is stated verbatim and is followed by the response. An objection to the interrogatory DFC/USPS-8 was filed on April 25, 2005. Responses to interrogatories DFC/USPS-6, 11, 13, and 14 are forthcoming.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document in accordance with Section 12 of the Rules of Practice and Procedure.

Michael T. Tidwell

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-1. Please provide a listing of all Postal Inspection Service or Office of the Inspector General audits that either unit has conducted since January 1, 2002.

RESPONSE:

Audit responsibility rests with the Office of the Inspector General, which

publishes a list of audit reports, along with the reports themselves, at

http://www.uspsoig.gov/audit_reports_all.cfm. For additional information about

FY 2005 audit reports, the file Audit Plan – Fiscal Year 2005 is available at

<http://www.uspsoig.gov/default.aspx>.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-2. Please provide reports from all Postal Inspection Service or Office of the Inspector General audits that have been conducted on Express Mail, Priority Mail, Certified Mail, Registered Mail, Insured Mail, Return Receipt, Post Office Box, or retail window service, or on stamped cards, since January 1, 2002. If any audit reports are filed as a library reference, pursuant to Rule 31(b)(2)(ix) I request that a copy of these audit reports be mailed directly to me.

RESPONSE:

Please review the reports referenced in response to DFC/USPS-1. Reports bearing the following dates would appear to be responsive: 5/05/04, 1/13/04, and 3/31/03.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-3. For each of the past three years, please provide all information that is available in summary form about the types of service problems that customers have brought to the attention of the Postal Service.

RESPONSE:

Please see the attachment, which provides the number of complaints by category for FY03 (Qtr 3 & 4), FY04, and FY05 through March. Prior to quarter 3 of FY03, a different database was used, with different categories.

SERVICE ISSUES FY2003 QTR 3 & QTR 4

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Change of Address	Didn't Cancel as Requested on COA Form	1,992
		Didn't Start as Requested	33,294
		Error on Confirmation Letter	18,034
		Fraudulent COA	7,398
		Mail forwarded to Wrong Address	4,572
		No Mail Received at New Address	77,449
		Received Confirmation Letter No COA filed	4,978
		Some Mail Delivered to Old address	34,794
		Specific Items Not Forwarded	15,489
		Too long to Receive Forwarded Mail	6,713
		Wrong Family(s)/Individual(s) Mail Forwarded	20,035
	Sub-Total	224,748	
Delivery / Mail Pick-up	Damaged Mail	Bent / Creased	2,154
		Contents Damaged	6,065
		Crammed in Mailbox	1,503
		Crushed	2,112
		Left Outside Mailbox	1,313
		Open	683
		Philatelic Item Mishandled	48
		Torn / Ripped	7,088
		Wet	1,849
			Sub-Total
Delivery / Mail Pick-up	Delay	2 to 4 Days	10,347
		5 to 8 Days	10,902
		9 to 12 Days	5,710
		Over 12 Days	15,623
			Sub-Total
Delivery / Mail Pick-up	Did not receive mail	Audio / Visual	18,801
		Cash / Coins	5,344
		Charitable Contributions	1,788
		Check / Money Orders	86,907
		Credit/Debit/ATM/Phone/Gift Cards	4,998
		Electronic Merchandise	15,966
		Event / Travel Tickets	2,167
		Greeting Cards	5,783
		Jewelry / Precious Metals	7,915
		None of the Above	86,811
		Prescription Drugs	5,294
		Stocks / Bonds / Securities	2,490
			Sub-Total
Delivery / Mail Pick-up	Mail Fraud	Chain Letter	379
		Lottery	216
		Mail Order	1,850
		Prizes / Sweepstakes	455
			Sub-Total
Delivery / Mail Pick-up	Mail Pick-Up	Filled to Capacity	290
		Heightened Security: 16 oz. and over	75
		Not Picked Up	9,667
		Picked Up Early	193
		Picked Up Late	326
		Want Additional Pick-ups	219
		Want more end of day Pick-ups	72
			Sub-Total

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Mail Returned to Sender	Address is Correct	7,226
		Did Not Receive Notice	1,872
		Don't Know Why	15,280
		Endorsed Forwarding Order Expired	998
		Endorsed Insufficient Address	1,090
		Endorsed Moved Left no Address	2,030
		Endorsed No Mail Receptacle	154
		Endorsed No Such Number / No Such Street	1,737
		Endorsed Not Deliverable as Addressed	5,538
		Endorsed Refused	224
		Endorsed Unclaimed	308
		Insufficient Postage	258
Delivery / Mail Pick-up	Misdelivery	Name Incorrect; All Else Correct	13,419
		Name/5-digit ZIP Code Incorrect	5,213
		Name/Street Name Incorrect; ZIP Code Correct	13,879
		Name/Street# Incorrect; Street /ZIP Correct	33,092
		Sub-Total	65,603
Delivery / Mail Pick-up	No Delivery	Did Not Receive Sample	782
		Dog Issue	1,588
		More Than One Day	66,843
		Notice Left; No Attempt	6,362
		Regular Occurrence	12,905
		Today	11,537
		Sub-Total	100,017
Delivery / Mail Pick-up	Requested Service	Delivery Changes	1,891
		Delivery Confirmation	2,328
		Hold Mail	15,124
		Left Notice Mail	1,765
		Redelivery	6,540
		Signature Confirmation	766
		Sub-Total	28,414
Delivery / Mail Pick-up	Time of Delivery	Arrives Early	387
		Arrives Late	11,503
		Inconsistent	3,595
		Not up by Posted time	691
		Wants Delivery Time Changed	3,030
		Sub-Total	19,206
Delivery / Mail Pick-up	Unsolicited Mail	Advertisement	1,671
		Letter	1,015
		Parcel	292
		Sub-Total	2,978
Personnel	Appearance	Letter Carrier	306
		Manager / Supervisor	21
		Postmaster	37
		Retail Clerk	74
		Sub-Total	438
Personnel	Behavior	Letter Carrier	42,072
		Manager / Supervisor	3,244
		Other Personnel	2,483
		Postmaster	2,002
		Window Clerk	7,047
		Sub-Total	56,848

Category	Involve	Detail	Total Count
Personnel	Knowledge	Letter Carrier	2,847
		Manager / Supervisor	394
		Other Personnel	474
		Postmaster	318
		Window Clerk	1,961
		Sub-Total	5,994
Personnel - Behavior	800-ASK-USPS Agent	800-ASK-USPS Agent	765
		Agent hung up / terminated call	169
		Agent refused request for Post Office referral	20
		Agent refused to escalate call	50
		Agent was Rude/Unprofessional	290
		Other	128
		Sub-Total	1,422
Personnel - Knowledge	800-ASK-USPS Agent	800-ASK-USPS Agent	214
		Didn't know the answer	19
		Didn't provide all service offerings	19
		Gave incorrect change of address information	10
		Gave incorrect delivery information	13
		Gave incorrect hours and location information	8
		Gave incorrect other information	63
		Gave incorrect phone number	4
		Gave incorrect rates information	5
		Gave incorrect ZIP Code information	2
		Hard to understand	7
		Unable to make decision	9
		Sub-Total	373
Post Office / Equipment	Appearance	Collection Box	164
		NDCBU / Centralized Delivery	390
		Post Office	445
		Postal Vehicles	9
		Sub-Total	1,008
Post Office / Equipment	Disability Issue	Other Location	144
		Post Office	354
		Sub-Total	498
Post Office / Equipment	Environmental Issues	Postal Facility	292
		Postal Vehicles	44
		Sub-Total	336
Post Office / Equipment	Lobby Equipment	Copier	22
		Postal Mailing Center	108
		Scales	50
		Stamp Machines	2,101
		Sub-Total	2,281
Post Office / Equipment	Location	Collection Box	894
		NDCBU / Centralized Delivery	855
		Other Location	503
		Post Office	1,292
		Sub-Total	3,544
Post Office / Equipment	Mailing Equipment / Supplies	Other Location	235
		Post Office	384
		Sub-Total	619

Category	Involve	Detail	Total Count
Post Office / Equipment	Safety	Other Location	173
		Post Office	181
		Postal Vehicles	245
		Sub-Total	599
Post Office / Equipment	Vandalism / Theft	No Details	73,066
		Sub-Total	73,066
Retail	Claim Filed	Claims Appeal	476
		Domestic Mailing	1,060
		International Mailing	907
		Sub-Total	2,443
Retail	Hours of Service	Changed hours of operation	536
		Closed early	393
		Closed for lunch	164
		Hours not convenient	434
		Sub-Total	1,527
Retail	Lobby	Forms	63
		Supplies	75
		Sub-Total	138
Retail	Misc. Services	Business Reply	50
		Post Office Box	647
		Postage Due	75
		Stamps by Mail	572
		Stamps by Phone	11
		Stamps Online	37
		Sub-Total	1,392
Retail	Products	Envelopes / Postcards	28
		Mailing Products	163
		Money Order	406
		Philatelic	88
		Phone Cards	6
		Stamps / Commemoratives	338
		Sub-Total	1,029
Retail	Rate change	C.O. D.	6
		Certified	13
		Delivery Confirmation	12
		Express Mail	20
		First Class	22
		Insured	2
		International	3
		Military	2
		Money Order	7
		Other	25
		Package Services	6
		Periodicals	4
		Post Office box	54
		Priority Mail	35
		Return Receipt	16
Signature Confirmation	1		
Sub-Total	228		

Category	Involve	Detail	Total Count
Retail	Sure Money	Customer Could Not Send Money	3
		Recipient Can't Collect Money	97
		Refunds	3
		Status Dispute	6
		Sub-Total	109
Retail	Transaction	Charged wrong amount	149
		Couldn't find item for pick-up	14
		Didn't receive item paid for	150
		Equipment problem	71
		Incorrect change	66
		Mailing refused	88
		Payment method not accepted	151
		Received wrong item	19
		Refund wanted	219
		Scale weight incorrect	15
		Service not available	147
		Service paid for/not provided	188
		Stock not available	17
		Sub-Total	1,294
Retail	USPS Advertisement	Inaccurate information	50
		Objects to spokesperson	3
		Objects to USPS advertisement	30
		Other	59
		USPS spends too much money	6
Sub-Total	148		
Retail	Waiting Time	Did not open on time	36
		Equipment problems	92
		Insufficient staff	1,437
		Long lines	2,068
		Other	672
Sub-Total	4,305		
Web Site / Contacting USPS	800-ASK-USPS	800-ASK-USPS	1,560
		Busy Signal	4
		Disconnected	97
		Excessive time waiting on Hold	51
		Issue with Automated Voice Response Unit	238
		No Answer	15
		Objects to 800#	133
		Out of Service	5
		System Down / Information not available	21
		Technical problem with Automated Voice Respo	84
Sub-Total	2,208		
Web Site / Contacting USPS	Calling the USPS	Other 800 #	77
		Other Postal Location	75
		Post Office	878
Sub-Total	1,030		
Web Site / Contacting USPS	District / Area Web Site	Design	3
		Information	27
		Performance	35
		USPS Advertisements	1
Sub-Total	66		

Category	Involve	Detail	Total Count
Web Site / Contacting USPS	USPS.com Web Site	Design	24
		Information	248
		Performance	333
		USPS Advertisements	12
		Sub-Total	617
Web Site / Contacting USPS	Web Products	eBill Pay	37
		Electronic Postmark	12
		PC Postage	113
		Posters	1
		Sub-Total	163
Total All Service Issues			964,807

SERVICE ISSUES FY2004 QTR 1, QTR 2, QTR 3 & QTR 4

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Change of Address	Didn't Cancel as Requested on COA Form	5,468
		Didn't Start as Requested	127,742
		Error on Confirmation Letter	64,137
		Fraudulent COA	24,257
		Mail forwarded to Wrong Address	12,140
		No Mail Received at New Address	206,704
		Received Confirmation Letter No COA filed	16,724
		Some Mail Delivered to Old address	112,327
		Specific Items Not Forwarded	50,786
		Too long to Receive Forwarded Mail	29,435
Wrong Family(s)/Individual(s) Mail Forwarded	68,745		
	Sub-Total	718,465	
Delivery / Mail Pick-up	Damaged Mail	Bent / Creased	7,112
		Contents Damaged	22,975
		Crammed in Mailbox	5,159
		Crushed	6,800
		Left Outside Mailbox	5,610
		Philatelic Item Mishandled	250
		Torn / Ripped	27,924
		Wet	6,885
	Sub-Total	82,715	
Delivery / Mail Pick-up	Delay	2 to 4 Days	29,534
		5 to 8 Days	32,728
		9 to 12 Days	17,171
		Over 12 Days	47,922
	Sub-Total	127,355	
Delivery / Mail Pick-up	Did not receive mail	Audio / Visual	14,761
		Cash / Coins	5,630
		Charitable Contributions	190
		Check / Money Orders	111,161
		Credit/Debit/ATM/Phone/Gift Cards	7,212
		Electronic Merchandise	17,042
		Event / Travel Tickets	2,743
		Greeting Cards	5,101
		Jewelry / Precious Metals	7,494
		None of the Above	347,943
		Prescription Drugs	8,293
		Stocks / Bonds / Securities	2,352
	Sub-Total	529,922	
Delivery / Mail Pick-up	Mail Fraud	Chain Letter	1,126
		Lottery	743
		Mail Order	4,681
		Prizes / Sweepstakes	1,363
	Sub-Total	7,913	
Delivery / Mail Pick-up	Mail Pick-Up	Filled to Capacity	1,336
		Heightened Security: 16 oz. and over	177
		Not Picked Up	35,873
		Picked Up Early	655
		Picked Up Late	1,092
		Want Additional Pick-ups	846
Want more end of day Pick-ups	352		
	Sub-Total	40,331	

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Mail Returned to Sender	Address is Correct	43,761
		Did Not Receive Notice	10,709
		Don't Know Why	71,531
		Endorsed Forwarding Order Expired	4,216
		Endorsed Insufficient Address	4,091
		Endorsed Moved Left no Address	8,771
		Endorsed No Mail Receptacle	567
		Endorsed No Such Number / No Such Street	6,427
		Endorsed Not Deliverable as Addressed	22,928
		Endorsed Refused	827
		Endorsed Unclaimed	1,076
		Insufficient Postage	927
			Sub-Total
Delivery / Mail Pick-up	Misdelivery	Name Incorrect; All Else Correct	46,867
		Name/5-digit ZIP Code Incorrect	18,501
		Name/Street Name Incorrect; ZIP Code Correct	54,573
		Name/Street# Incorrect; Street /ZIP Correct	143,333
		Sub-Total	263,274
Delivery / Mail Pick-up	No Delivery	Did Not Receive Sample	2,130
		Dog Issue	4,548
		More Than One Day	209,941
		Notice Left; No Attempt	23,353
		Regular Occurrence	39,478
		Today	35,626
		Sub-Total	315,076
Delivery / Mail Pick-up	Requested Service	Delivery Changes	5,962
		Delivery Confirmation	9,439
		Hold Mail	50,514
		Left Notice Mail	7,336
		Redelivery	21,734
		Signature Confirmation	2,941
		Sub-Total	97,926
Delivery / Mail Pick-up	Time of Delivery	Arrives Early	1,058
		Arrives Late	36,698
		Inconsistent	12,082
		Not up by Posted time	3,123
		Wants Delivery Time Changed	10,876
		Sub-Total	63,837
Delivery / Mail Pick-up	Unsolicited Mail	Advertisement	5,629
		Letter	3,367
		Parcel	683
		Sub-Total	9,679
Personnel	Appearance	Letter Carrier	647
		Manager / Supervisor	59
		Postmaster	67
		Retail Clerk	203
		Sub-Total	976

Category	Involve	Detail	Total Count
Personnel	Behavior	Letter Carrier	148,653
		Manager / Supervisor	9,975
		Other Personnel	7,786
		Postmaster	6,652
		Window Clerk	24,151
		Sub-Total	197,217
Personnel	Knowledge	Letter Carrier	7,717
		Manager / Supervisor	1,135
		Other Personnel	1,245
		Postmaster	885
		Window Clerk	6,164
		Sub-Total	17,146
Personnel - Behavior	800-ASK-USPS Agent	800-ASK-USPS Agent	3,416
		Agent hung up / terminated call	1,684
		Agent refused request for Post Office referral	215
		Agent refused to escalate call	485
		Agent was Rude/Unprofessional	2,410
		Other	820
		Sub-Total	9,030
Personnel - Knowledge	800-ASK-USPS Agent	800-ASK-USPS Agent	1,511
		Didn't know the answer	276
		Didn't provide all service offerings	201
		Gave incorrect change of address information	103
		Gave incorrect delivery information	209
		Gave incorrect hours and location information	64
		Gave incorrect other information	989
		Gave incorrect phone number	73
		Gave incorrect rates information	97
		Gave incorrect ZIP Code information	67
		Hard to understand	73
		Unable to make decision	97
		Sub-Total	3,760
Post Office / Equipment	Appearance	Collection Box	585
		NDCBU / Centralized Delivery	1,217
		Post Office	1,313
		Postal Vehicles	54
		Sub-Total	3,169
Post Office / Equipment	Disability Issue	Other Location	314
		Post Office	850
		Sub-Total	1,164
Post Office / Equipment	Environmental Issues	Postal Facility	696
		Postal Vehicles	142
		Sub-Total	838
Post Office / Equipment	Lobby Equipment	Copier	50
		Postal Mailing Center	314
		Scales	167
		Stamp Machines	6,496
		Sub-Total	7,027

Category	Involve	Detail	Total Count
Post Office / Equipment	Location	Collection Box	2,693
		NDCBU / Centralized Delivery	2,415
		Other Location	1,667
		Post Office	3,816
		Sub-Total	10,591
Post Office / Equipment	Mailing Equipment / Supplies	Other Location	824
		Post Office	1,108
		Sub-Total	1,932
Post Office / Equipment	Safety	Other Location	462
		Post Office	681
		Postal Vehicles	972
		Sub-Total	2,115
Post Office / Equipment	Vandalism / Theft	No Details	41,349
		Sub-Total	41,349
Retail	Claim Filed	Claims Appeal	844
		Domestic Mailing	2,305
		International Mailing	1,753
		Sub-Total	4,902
Retail	Hours of Service	Changed hours of operation	1,235
		Closed early	1,361
		Closed for lunch	436
		Hours not convenient	1,553
		Sub-Total	4,585
Retail	Lobby	Forms	97
		Supplies	189
		Sub-Total	286
Retail	Misc. Services	Business Reply	127
		Post Office Box	1,666
		Postage Due	181
		Stamps by Mail	2,662
		Stamps by Phone	55
		Stamps Online	201
		Sub-Total	4,892
Retail	Products	Envelopes / Postcards	82
		Mailing Products	401
		Money Order	853
		Philatelic	251
		Phone Cards	27
		Stamps / Commemoratives	989
Sub-Total	2,603		

Category	Involve	Detail	Total Count
Retail	Rate change	C.O. D.	8
		Certified	30
		Delivery Confirmation	24
		Express Mail	73
		First Class	39
		Insured	4
		International	27
		Military	3
		Money Order	16
		Other	109
		Package Services	22
		Periodicals	2
		Post Office box	66
		Priority Mail	87
		Registered	3
		Return Receipt	18
		Signature Confirmation	4
Standard Mail	10		
Merchandise Return Receipt	1		
	Sub-Total	546	
Retail	Sure Money	Customer Could Not Send Money	13
		Overcharged	1
		Recipient Can't Collect Money	172
		Refunds	17
		Status Dispute	12
		Sub-Total	215
Retail	Transaction	Charged wrong amount	548
		Couldn't find item for pick-up	62
		Didn't receive item paid for	532
		Equipment problem	181
		Incorrect change	269
		Mailing refused	259
		Payment method not accepted	432
		Received wrong item	91
		Refund wanted	703
		Scale weight incorrect	43
		Service not available	401
		Service paid for/not provided	660
		Stock not available	46
	Sub-Total	4,227	
Retail	USPS Advertisement	Inaccurate information	117
		Objects to spokesperson	9
		Objects to USPS advertisement	61
		Other	154
		USPS spends too much money	10
		Sub-Total	351
Retail	Waiting Time	Did not open on time	176
		Equipment problems	167
		Insufficient staff	4,317
		Long lines	5,711
		Other	1,658
		Sub-Total	12,029

Category	Involve	Detail	Total Count
Web Site / Contacting USPS	800-ASK-USPS	800-ASK-USPS	3,277
		Busy Signal	17
		Disconnected	338
		Excessive time waiting on Hold	242
		Issue with Automated Voice Response Unit	1,381
		No Answer	38
		Objects to 800#	705
		Out of Service	24
		System Down / Information not available	90
		Technical problem with Automated Voice Respon	433
	Sub-Total	6,545	
Web Site / Contacting USPS	Calling the USPS	Other 800 #	240
		Other Postal Location	165
		Post Office	3,000
		Sub-Total	3,405
Web Site / Contacting USPS	District / Area Web Site	Design	4
		Information	81
		Performance	281
		USPS Advertisements	11
		Sub-Total	377
Web Site / Contacting USPS	USPS.com Web Site	Design	38
		Information	634
		Performance	748
		USPS Advertisements	21
		Sub-Total	1,441
Web Site / Contacting USPS	Web Products	eBill Pay	69
		Electronic Postmark	47
		PC Postage	320
		Posters	6
		Sub-Total	442
Total All Service Issues			2,775,484

SERVICE ISSUES FY2005 QTR 1 & QTR 2

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Change of Address	Didn't Cancel as Requested on COA Form	2,393
		Didn't Start as Requested	49,302
		Error on Confirmation Letter	26,102
		Fraudulent COA	8,204
		Mail forwarded to Wrong Address	5,073
		No Mail Received at New Address	75,010
		Received Confirmation Letter No COA filed	5,304
		Some Mail Delivered to Old address	41,283
		Specific Items Not Forwarded	18,146
		Too long to Receive Forwarded Mail	12,415
		Wrong Family(s)/Individual(s) Mail Forwarded	19,893
	Sub-Total	263,125	
Delivery / Mail Pick-up	Damaged Mail	Bent / Creased	3,621
		Contents Damaged	13,590
		Crammed in Mailbox	2,643
		Crushed	3,610
		Left Outside Mailbox	3,315
		Philatelic Item Mishandled	315
		Torn / Ripped	19,594
		Wet	4,711
			Sub-Total
Delivery / Mail Pick-up	Delay	2 to 4 Days	14,500
		5 to 8 Days	16,550
		9 to 12 Days	8,576
		Over 12 Days	20,607
			Sub-Total
Delivery / Mail Pick-up	Did not receive mail	Audio / Visual	6,568
		Cash / Coins	2,365
		Charitable Contributions	113
		Check / Money Orders	35,646
		Credit/Debit/ATM/Phone/Gift Cards	7,317
		Electronic Merchandise	8,065
		Event / Travel Tickets	740
		Greeting Cards	1,737
		Jewelry / Precious Metals	3,153
		None of the Above	171,535
		Prescription Drugs	3,497
		Stocks / Bonds / Securities	701
			Sub-Total
Delivery / Mail Pick-up	Mail Fraud	Chain Letter	444
		Lottery	411
		Mail Order	2,269
		Prizes / Sweepstakes	633
			Sub-Total
Delivery / Mail Pick-up	Mail Pick-Up	Filled to Capacity	595
		Heightened Security: 16 oz. and over	84
		Not Picked Up	15,794
		Picked Up Early	201
		Picked Up Late	660
		Want Additional Pick-ups	411
		Want more end of day Pick-ups	114
	Sub-Total	25,373	

Category	Involve	Detail	Total Count
Delivery / Mail Pick-up	Mail Returned to Sender	Address is Correct	34,310
		Did Not Receive Notice	6,286
		Don't Know Why	41,312
		Endorsed Forwarding Order Expired	2,584
		Endorsed Insufficient Address	2,002
		Endorsed Moved Left no Address	5,856
		Endorsed No Mail Receptacle	316
		Endorsed No Such Number / No Such Street	3,375
		Endorsed Not Deliverable as Addressed	12,690
		Endorsed Refused	376
		Endorsed Unclaimed	538
		Insufficient Postage	429
			Sub-Total
Delivery / Mail Pick-up	Misdelivery	Name Incorrect; All Else Correct	27,108
		Name/5-digit ZIP Code Incorrect	5,733
		Name/Street Name Incorrect; ZIP Code Correct	45,873
		Name/Street# Incorrect; Street /ZIP Correct	55,802
		Sub-Total	134,516
Delivery / Mail Pick-up	No Delivery	Did Not Receive Sample	3,523
		Dog Issue	1,801
		More Than One Day	116,793
		Notice Left; No Attempt	9,410
		Regular Occurrence	21,405
		Today	14,599
	Sub-Total	167,531	
Delivery / Mail Pick-up	Requested Service	Delivery Changes	3,731
		Delivery Confirmation	4,555
		Hold Mail	17,658
		Left Notice Mail	3,608
		Redelivery	6,196
		Signature Confirmation	1,374
	Sub-Total	37,122	
Delivery / Mail Pick-up	Time of Delivery	Arrives Early	541
		Arrives Late	19,704
		Inconsistent	7,742
		Not up by Posted time	2,094
		Wants Delivery Time Changed	7,146
	Sub-Total	37,227	
Delivery / Mail Pick-up	Unsolicited Mail	Advertisement	1,752
		Letter	1,071
		Parcel	126
	Sub-Total	2,949	
Personnel	Appearance	Letter Carrier	267
		Manager / Supervisor	20
		Postmaster	17
		Retail Clerk	57
	Sub-Total	361	
Personnel	Behavior	Letter Carrier	51,314
		Manager / Supervisor	5,107
		Other Personnel	6,445
		Postmaster	3,013
		Window Clerk	6,986
	Sub-Total	72,865	

Category	Involve	Detail	Total Count
Personnel	Knowledge	Letter Carrier	2,783
		Manager / Supervisor	554
		Other Personnel	1,405
		Postmaster	364
		Window Clerk	2,111
		Sub-Total	7,217
Personnel - Behavior	800-ASK-USPS Agent	800-ASK-USPS Agent	1,143
		Agent hung up / terminated call	618
		Agent refused request for Post Office referral	107
		Agent refused to escalate call	201
		Agent was Rude/Unprofessional	819
		Other	313
		Sub-Total	3,201
Personnel - Knowledge	800-ASK-USPS Agent	800-ASK-USPS Agent	721
		Didn't know the answer	194
		Didn't provide all service offerings	55
		Gave incorrect change of address information	27
		Gave incorrect delivery information	116
		Gave incorrect hours and location information	20
		Gave incorrect other information	494
		Gave incorrect phone number	33
		Gave incorrect rates information	24
		Gave incorrect ZIP Code information	44
		Hard to understand	40
		Unable to make decision	46
Sub-Total	1,814		
Post Office / Equipment	Appearance	Collection Box	98
		NDCBU / Centralized Delivery	898
		Post Office	523
		Postal Vehicles	24
		Sub-Total	1,543
Post Office / Equipment	Disability Issue	Other Location	112
		Post Office	257
		Postal Facility	259
		Postal Vehicles	53
		Sub-Total	681
Post Office / Equipment	Lobby Equipment	Copier	27
		Postal Mailing Center	418
		Scales	36
		Stamp Machines	2,567
		Sub-Total	3,048
Post Office / Equipment	Location	Collection Box	312
		NDCBU / Centralized Delivery	608
		Other Location	484
		Post Office	1,079
		Sub-Total	2,483
Post Office / Equipment	Mailing Equipment / Supplies	Other Location	644
		Post Office	452
		Sub-Total	1,096
Post Office / Equipment	Safety	Other Location	155
		Post Office	237
		Postal Vehicles	240
		Sub-Total	632

Category	Involve	Detail	Total Count
Post Office / Equipment	Vandalism / Theft	No Details	9,763
		Sub-Total	9,763
Retail	Claim Filed	Claims Appeal	394
		Domestic Mailing	744
		International Mailing	412
		Sub-Total	1,550
Retail	Hours of Service	Changed hours of operation	411
		Closed early	547
		Closed for lunch	179
		Hours not convenient	605
		Sub-Total	1,742
Retail	Lobby	Forms	28
		Supplies	97
		Sub-Total	125
Retail	Misc. Services	Business Reply	87
		Post Office Box	595
		Postage Due	101
		Stamps by Mail	656
		Stamps by Phone	16
		Stamps Online	101
		Sub-Total	1,556
Retail	Products	Envelopes / Postcards	51
		Mailing Products	340
		Money Order	306
		Philatelic	107
		Phone Cards	11
		Stamps / Commemoratives	392
		Sub-Total	1,207
Retail	Rate change	Delivery Confirmation	3
		Express Mail	4
		First Class	18
		Insured	6
		International	7
		Military	5
		Money Order	2
		Other	28
		Package Services	11
		Post Office box	8
		Priority Mail	11
		Registered	1
		Signature Confirmation	1
		Standard Mail	5
Sub-Total	110		
Retail	Sure Money	Customer Could Not Send Money	3
		Recipient Can't Collect Money	15
		Refunds	2
		Status Dispute	2
		Sub-Total	22

Category	Involve	Detail	Total Count
Retail	Transaction	Charged wrong amount	246
		Couldn't find item for pick-up	27
		Didn't receive item paid for	157
		Equipment problem	84
		Incorrect change	98
		Mailing refused	103
		Payment method not accepted	148
		Received wrong item	43
		Refund wanted	368
		Scale weight incorrect	16
		Service not available	182
		Service paid for/not provided	338
		Stock not available	17
			Sub-Total
Retail	USPS Advertisement	Inaccurate information	58
		Objects to spokesperson	1
		Objects to USPS advertisement	29
		Other	47
		USPS spends too much money	2
	Sub-Total	137	
Retail	Waiting Time	Did not open on time	43
		Equipment problems	65
		Insufficient staff	1,466
		Long lines	1,851
		Other	540
			Sub-Total
Web Site / Contacting USPS	800-ASK-USPS	800-ASK-USPS	591
		Busy Signal	3
		Disconnected	64
		Excessive time waiting on Hold	38
		Issue with Automated Voice Response Unit	233
		No Answer	22
		Objects to 800#	126
		Out of Service	5
		System Down / Information not available	38
		Technical problem with Automated Voice Respons	62
			Sub-Total
Web Site / Contacting USPS	Calling the USPS	Other 800 #	66
		Other Postal Location	80
		Post Office	1,022
	Sub-Total	1,168	
Web Site / Contacting USPS	District / Area Web Site	Information	9
		Performance	88
		USPS Advertisements	1
	Sub-Total	98	
Web Site / Contacting USPS	USPS.com Web Site	Design	32
		Information	237
		Performance	184
		USPS Advertisements	10
	Sub-Total	463	
Web Site / Contacting USPS	Web Products	eBill Pay	10
		Electronic Postmark	10
		PC Postage	118
		Posters	2

<u>Category</u>	<u>Involve</u>	<u>Detail</u>	<u>Total Count</u>
			Sub-Total <u>140</u>
			Total All Service Issues <u><u>1,254,739</u></u>

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-4. For each of the past three years, and for each category or type of First-Class Mail (excluding Priority Mail) for which the Postal Service collects data, please provide nationwide data from EXFC, ODIS, and any other applicable systems showing:

- a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;
- b. The average number of days to delivery.

RESPONSE:

- a. EXFC is an external measurement system of collection box to mailbox delivery performance. EXFC continuously tests a panel of 463 ZIP Code areas selected on the basis of geography and volume density from which 90% of First-Class volume originates and 80% destines. EXFC is not a system-wide measurement of all First-Class Mail performance.

EXFC On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
Overnight	93.71%	94.78%	95.27%
Two-Day	85.32%	90.34%	91.31%
Three Day	80.09%	88.02%	88.84%

ODIS On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
One Day	89.57%	89.66%	89.44%
Two Day	81.73%	84.77%	85.89%
Three Day	76.96%	83.21%	84.02%

(FY 04 data from ODIS-RPW System; other years from ODIS.)

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

Response to DFC/USPS-4 continued:

b.

EXFC Average Days to Delivery			
Service Standard	FY2002	FY2003	FY2004
Overnight	1.12	1.10	1.09
Two-Day	2.08	1.98	1.97
Three Day	3.06	2.84	2.83

ODIS Average Days to Delivery			
	FY2002	FY2003	FY2004
One Day	1.16	1.15	1.16
Two Day	2.11	2.04	2.03
Three Day	3.05	2.85	2.85

(FY 04 data from ODIS-RPW System; other years from ODIS.)

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-5. For each of the past three years, and for each category or type of Priority Mail for which the Postal Service collects data, please provide nationwide data from PETE, ODIS, and any other applicable systems showing:

- a. The percentage of the time that mail is delivered within the number of days specified by the applicable service standard;
- b. The average number of days to delivery.

RESPONSE:

a.

ODIS On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
One Day	81.42%	83.89%	83.77%
Two Day	66.87%	79.18%	79.18%
Three Day	59.97%	73.54%	71.52%

(FY 04 data from ODIS-RPW System; other years from ODIS.)

PETE On Time Percentage, by Service Standard			
Service Standard	FY2002	FY2003	FY2004
Overnight	89.98%	92.21%	92.69%
Two-Day	74.93%	87.64%	89.44%

(PETE does not measure three-day service standard for Priority Mail.)

Delivery Confirmation On Time Percentage by Service Standard			
Service Standard	FY2002	FY2003	FY2004
One Day	93.30%	94.68%	89.81%
Two Day	87.02%	91.00%	84.70%
Three Day	94.56%	88.78%	81.64%

(Includes data for Priority Mail with Signature Confirmation or Delivery Confirmation service only, not all Priority Mail. Limited data exist for FY 2002.)

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

Response to DFC/USPS-5 continued:

b.

ODIS Days to Delivery By Service Standard			
	FY2002	FY2003	FY2004
One Day	1.33	1.26	1.27
Two Day	2.53	2.22	2.23
Three Day	3.78	3.07	3.12

(FY 04 data from ODIS-RPW System; other years from ODIS.)

PETE Average Days to Delivery			
Service Standard	FY2002	FY2003	FY2004
Overnight	1.15	1.11	1.11
Two-Day	2.32	2.05	2.02

PETE does not measure three-day service standard for Priority Mail.

Delivery Confirmation Average Days to Delivery			
Service Standard	FY2002	FY2003	FY2004
One Day	1.11	1.10	1.19
Two Day	1.93	1.68	2.04
Three Day	1.59	1.94	3.13

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-7. Please confirm that EXFC does not test delivery times of SPR's and letters that, due to thickness or other characteristics, cannot be processed on automated sorting equipment.

RESPONSE:

Confirmed.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-9. Please provide all policies and directives governing employees responsible for scanning mail that bears a Special Services bar code.

RESPONSE:

Please see Attachments 1 through 6.



Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures

Handbook PO-610

December 2004
Transmittal Letter 3

- A. Purpose.** This handbook is intended for use by postmasters, managers, supervisors, and employees who deal with the handling and/or delivery of accountable, signature, and/or special services mail. It provides guidance for scanning activities in association with an electronic record management system. This guide does not apply to Army Post Office or Fleet Post Office (APO/FPO) sites, or to any U.S. territories, possessions, or freely associated states (with the exception of Puerto Rico and the Virgin Islands).

Key strategies in the Postal Service™ Transformation Plan are growth through added value to customers and operational efficiency. Clear and streamlined procedures promote customer satisfaction and employee productivity. This handbook provides daily policies and procedures that optimize use of the electronic system for all domestic delivery records.

- B. Explanation.** This full revision replaces Handbook PO-610, *Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures*, July 2003.
- C. Availability.** This handbook is accessible on the Postal Service PolicyNet Web site at <http://blue.usps.gov/cpim> — click on *HBKs* and then on the title of the handbook (or click on the text-only web site, then on *Handbooks by Identification Number* or *Handbooks by Title*, and then on the desired handbook).
- D. Use of Materials.** These materials are intended for reference and training purposes only, and they are to be used only on Postal Service property. They have been prepared in accordance with existing Postal Service policies and standards.
- E. Comments on Content.** Send written comments about the content of this handbook to the following address:

MANAGER
PRODUCT INFORMATION REQUIREMENTS
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 425 PROMENADE
WASHINGTON DC 20260-0425

- F. Effective Date.** This handbook is effective December 2004.



Christine Ray
Acting Manager
Product Information Requirements
Product Development

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Signature Capture and Electronic Record Management

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1 Introduction

1-1 Overview

The signature capture and electronic record management program provides the infrastructure to electronically store delivery records and to allow easy access to such records by customers and Postal Service employees. The Postal Service maintains all domestically delivered Postal Service delivery records electronically in a national database — the Product Tracking System (PTS) — and has discontinued the manual filing of delivery records — PS Form 3849, *Delivery Notice/Reminder/Receipt* — in participating offices. After it electronically stores the signature image and links it to the delivery record, the Postal Service destroys the hardcopy PS Form 3849.

This electronic record management system houses all delivery records, including signature images, for the following classes of mail and/or special services:

- a. Certified Mail™ service.
- b. Collect on Delivery (COD) mail.
- c. Express Mail® service.
- d. Inbound international accountable mail (which includes registered mail, recorded delivery mail, insured parcel post, numbered ordinary parcel post, and Global Express Mail™ service).
- e. Numbered insured mail.
- f. Registered Mail™ service.
- g. Return receipt for merchandise.
- h. Signature Confirmation™ service.

This database also stores electronic information for Delivery Confirmation™ service items. Throughout this document, the items listed above are referred to as “service types.” Different service types are handled in different ways by both handheld scanners and POS ONE terminals/scanners. The scanning event tables in subchapter 2-6 clearly define scan events corresponding to various service types.

Note: The standard operating procedures in this handbook do not pertain to offices not participating in the signature capture and electronic record management programs. A full listing of participating sites is contained in *Postal Operations Manual* (POM) 619.

1-2 Operational Process

Delivery employees must follow the basic procedures noted in this subchapter when using either handheld scanners or POS ONE terminals/scanners to record event information for Express Mail services, special services, or international accountable mail. Scanning instructions for handheld scanners are provided in the Handheld Scanner Training User Guide, Revision F, Course 23Q01-13. Instructions for scanning at/with POS ONE terminals/scanners are provided throughout this handbook and in the POS ONE Procedure Guide.

The following steps apply for capturing signatures electronically:

- a. At delivery, the employee identifies the mailpieces that require scanning and a customer signature. All scanners determine the need for the customer's signature based on the service type of the mailpiece.

Note: Delivery Confirmation items require only a scan, not a signature.

- b. The employee scans/enters the barcode(s) on the accountable mailpiece or numbered insured item with the handheld scanner or POS ONE scanner and has the customer sign and print his or her name in the delivery section on the barcoded side of PS Form 3849.

- c. The employee also uses PS Form 3849 to capture the customer signatures for Express Mail, COD, and firm sheet items.

Note: Firm sheets are used to deliver six or more signature items to a single address. The Postal Service has removed signature blocks from COD and firm sheet forms. If using an old form that has signature blocks, do not have the customer sign twice.

- d. The employee ensures that the customer address is recorded in the delivery section on the barcoded side of PS Form 3849.
- e. The employee scans the barcode below the signature block on PS Form 3849.
- f. The employee turns in forms as usual to the accountable cage or clearance employee.

After proper clearance procedures, the Postal Service employee routes all signed PS Forms 3849 to the Computerized Forwarding System (CFS) site for optical scanning (see chapter 3). The optical scanner creates an electronic image of the recipient's signature, name, and address and transmits it to the PTS database. The barcode on PS Form 3849 is used to link the signature to the barcode on the special service or Express Mail label.

Exhibit 1-2a shows the front side of PS Form 3849. The current valid form edition is November 1999. Use of older versions of PS Form 3849 may result in lost delivery records and will increase errors during processing of forms at CFS.

Exhibit 1-2b shows the reverse, barcoded side of PS Form 3849, including the delivery section.

1-3 Completing and Handling PS Form 3849

A complete and accurate delivery record is necessary to meet Postal Service requirements of service offerings and to protect the Postal Service from fraudulent claims. Delivery employees must follow the rules listed here when completing PS Form 3849 for *all deliveries*:

- a. Three items of information must be present in the Delivery Section on the barcoded PS Form 3849:
 - (1) Recipient signature.
 - (2) Printed name.
 - (3) Delivery address.
- b. The delivery employee must use PS Form 3849 for all signature deliveries — the employee cannot use signature blocks (if present) on the COD or firm sheet. See subchapter 2-10 for scanning international accountable mail.
- c. The delivery employee and recipient must complete PS Form 3849 in blue or black ink. Pencil or red ink is not acceptable.
- d. If the recipient does not fill in his or her printed name, the delivery employee is required to fill in the information.

Note: The Postal Service does not have control over the format of customer signatures and cannot guarantee legibility or readability — only that the recipient's signature and printed name is captured.
- e. The customer must *not* sign or print a company name in the delivery section. The mailer wants to know the name of the person who signed for it. However, in accordance with *Domestic Mail Manual (DMM®)* D042.1.7.g, authorized companies and agencies may use hand stamps.
- f. The delivery employee can record and link up to five mailpieces for one delivery address on a single PS Form 3849.
- g. The delivery employee cannot record forward or return information on PS Form 3849 — the employee must capture this information with the handheld scanner.
- h. For notice left, the delivery employee must record the delivery address on the barcoded side of the form. If different sender information occurs for multiple items attempted, the employee provides the sender information for each item on one PS Form 3849.
- i. It is critical that all offices include their Post Office™ identification information on PS Form 3849. Offices must preprint this information on PS Forms 3849 or apply it with a hand stamp.
- j. All employees must keep the signed PS Form 3849 intact and in good condition, free of folds, tape, and tears. This ensures that the CFS site can image the form properly on the Optical Scanning Workstation.

- k. The employee must not make extra marks on the barcoded side of PS Form 3849. Several preprinted marks on these forms serve as identification points for optical scanning processes.
- l. Upon return to the delivery unit or completion of delivery functions, the employee turns in all signed PS Forms 3849 receipts for clearance.
- m. The employee places the handheld scanner into its appropriate cradle to download delivery information.
- n. An accountable clerk clears the employee and routes PS Forms 3849 to CFS using the CFS Change-of-Address (COA) pouch.

Exhibit 1-3 shows a sample of a properly completed PS Form 3849 after delivery has been made.

Exhibit 1-3
Properly Completed PS Form 3849 — After Delivery

<p>We will redeliver OR you or your agent can pick up your mail at the post office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):</p> <p>1. <input checked="" type="checkbox"/> Check all that apply in section 3; <input type="checkbox"/> Sign in section 2 below; <input type="checkbox"/> Leave this notice where the carrier can see it.</p>		<p>ABC POST OFFICE - 99999 ■</p> <p>101 DAKOTA AVE</p> <p>8:00 a.m. - 5:00 p.m. M-F</p> <p>1-101-555-0003</p>	
<p>2. Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You:</p>		Delivery Section	
<p>3. <input type="checkbox"/> Redeliver (Enter day of week):</p>	<p>Signature</p> <p>X <i>Jane Doe</i></p>	<p>Printed Name</p> <p>Jane Doe</p>	
<p>(Allow at least two delivery days for redelivery, or call your post office to arrange delivery.)</p> <p><input type="checkbox"/> Leave item at my address</p> <p>(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)</p> <p><input type="checkbox"/> Refused</p>	<p>Delivery Address</p> <p>118 S. Main St.</p>	<p>USPS</p> 	
<p>PS Form 3849, November 1999 (Reverse)</p>		<p>5299 9880 0005 5008 ■</p>	

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2 Scanning Procedures

2-1 Overview

The Postal Services uses basic handheld scanning procedures for the following services:

- a. Certified Mail.
- b. COD mail.
- c. International accountable mail (unrecognized barcoded mailpieces).
- d. Numbered insured mail.
- e. Registered Mail.
- f. Return receipt for merchandise.

Scanning procedures are provided in detail in the Handheld Scanner Training User Guide, Revision F, Course 23Q01-13. Some items require additional steps at scanning, or special scenarios may arise that are outside the general scanning techniques learned. Those items are explained in detail in the following sections of this handbook. The scanner software prompts the delivering employee for the correct entries.

Note: If numbers on items such as Certified Mail or insured mail items are not in compliance with the prescribed guidelines provided by the Postal Service, they are not accepted by the handheld scanner. See subchapter 2-10 for additional details.

2-2 Alternate Scanning Procedures

2-2.1 Manually Entered Name

Express Mail, Signature Confirmation, and firm sheet delivery items require the delivery employee to manually enter the recipient's first initial and last name. The handheld scanner or POS ONE terminal prompts the employee when to manually enter a name.

Note: The delivery employee must enter a recipient's name (not the business name) at this point.

2-2.2 **Signature Waiver — Return Receipt for Merchandise, Express Mail, and Signature Confirmation Items**

The mailer may waive the recipient signature for return receipt for merchandise, Express Mail, and Signature Confirmation (note, though, that the waiver feature for Signature Confirmation is scheduled for discontinuance in early 2005). If the waiver of signature is checked or indicated, the delivery employee may deliver a package if the customer is *not available* to sign for it (assuming there is a secure location to leave the package). *The employee must complete and sign PS Form 3849 for these packages at delivery.* This applies to both street and Post Office box deliveries. The same scanning procedures apply as when a customer is signing for the mailpiece, except data entry of the delivery employee name is not required.

Note: A delivery employee cannot leave an item without a recipient/agent signature unless the mailer has chosen the waiver of signature option and the mailpiece is endorsed accordingly. Waiver of signature does not apply if the recipient is available to sign for the item.

2-3 **Firm Sheet Scanning Procedures**

2-3.1 **Firm Sheet — Creation**

PS Form 3849 can link up to five signature items for one delivery address. When delivering six or more signature articles to a single address, the appropriate Postal Service employee should create a firm sheet.

In the signature capture process, there are two types of firm sheet creation options: manual and electronic. (Firm sheet creation options do not apply to POS ONE terminals.)

- a. *Manual.* Using the manual firm sheet option, the Postal Service employee scans mailpiece IDs with a handheld scanner and records them manually on the barcoded PS Form 3883, *Firm Delivery Receipt for Accountable and Bulk Delivery Mail*, a three-part carbonless form, which the Postal Service employee also scans. (See Exhibit 2-3.1.)
- b. *Electronic.* Sites with Firm Print Workstations use these systems to create barcoded firm sheets. Instructions for operating the Firm Print Workstation were provided with those units.

Note: Postal Service employees must scan all mailpieces and/or label IDs associated with a particular firm sheet. Failure to scan mailpieces results in the loss of the delivery record.

The manual linking process is simple:

1. Using the handheld scanner, select the “Create Firm Sheet” option from the main menu.
2. Scan/enter mailpieces (package IDs) when prompted.
3. Scan/enter firm sheet barcode when prompted.

4. Enter/select firm name when prompted.
5. Write the article numbers on the firm sheet and scan the firm sheet barcode upon delivery or attempt of delivery.

Exhibit 2-3.1

PS Form 3883

Article Number		* Code	Office of Origin (International)	Article Number	* Code	Office of Origin (International)
1.				11.		
2.				12.		
3.				13.		
4.				14.		
5.				15.		
6.				16.		
7.				17.		
8.				18.		
9.				19.		
10.				20.		

* CODE: DC = Received in Damaged Condition. R = Return Receipt Requested. RS = Returned to Sender.

Date of Delivery	Number of pieces described above	Recipient signs Form 3849. ERM sites: send Form 3849 to CFS MRM sites: file Form 3849 with Form 3883	Postmark – Delivery Office
Delivered By: (Clerk/Carrier)			
Form 3849 Barcode Number			

PS Form 3883, February 2002
◆ Follow proper scanning procedures for all articles.

1- Delivery 2- Office 3-Customer

Postal Service employees may use only the Firm Print Workstation to electronically produce firm sheets. Other automated equipment such as Delivery Confirmation Receipt System (DCRS) or Electronic Delivery Confirmation Receipt System (EDCRS) *must not be used with the signature capture process or electronic record system*. Postal Service employees may use the DCRS or EDCRS only for Registry dispatch functions.

Note: These instructions do not apply to manual record management sites. Those offices must continue to use the traditional manual method of creating and filing PS Form 3883, which is used for delivery of high-volume accountable mail. Delivery employees must capture all signatures on PS Form 3849.

2-3.2 **Firm Sheet — Delivery**

Delivery processes are the same for firm sheet and single mailpieces. Delivery employees simply scan the firm sheet barcode and link it to the PS Form 3849 delivery receipt that the customer has signed. *Do not rescan individual mailpieces at the time of delivery (unless an exception noted in 2-3.3 applies). Do not have the customer sign PS Form 3883.*

2-3.3

Signature Capture and Electronic Record Management

2-3.3 Important Notes Regarding Firm Sheet Creation and Delivery

The delivery employee must be aware of the following information when creating and delivering firm sheets:

- a. Create all firm sheets, both manual and electronic, using the handheld scanner.
- b. Upload firm sheet creation data to the Product Tracking System database via the handheld scanner cradles.
- c. Create a firm sheet for each 5-digit ZIP Code™ when a firm sheet customer has multiple destination ZIP Codes assigned.
- d. Deleting a firm sheet ID from the scanner deletes all articles associated with the firm sheet.
- e. Handheld scanners configured to create firm sheets from Firm Print Workstations cannot be used to create manual firm sheets, unless re-configured as such, and vice versa.

2-3.4 Firm Sheet Exceptions

On occasion, a firm will accept a large volume of accountable mail prior to verifying all mailpieces in the delivery. This practice creates unique scanning scenarios for modifying the delivery record created in 2-3.2. The following sections contain some possible scenarios for firm deliveries.

2-3.4.1 Adding One or More Mailpieces to an Existing Firm Sheet

The scanning procedures to add one or more items to a firm sheet are the same as for creating the firm sheet initially. If a delivery employee receives additional items to add to a firm sheet after conducting the initial “Create Firm Sheet” process but prior to delivery, he or she simply does the following:

1. Select “Create Firm Sheet.”
2. Select “Option 2: Add Label ID(s).”
3. Scan the items.
4. Scan/enter the firm sheet barcode.

Note: Items cannot be added to a firm sheet *after* delivery has been made. A firm sheet ID can be scanned as delivered only one time. If delivery has been completed, the delivery employee must create a new firm sheet or, if there are five or fewer pieces, use a single PS Form 3849 instead.

2-3.4.2 Refusal of Mailpiece Prior to Delivery of Firm Sheet

If a customer refuses one or more articles *before* the delivery employee scans the firm sheet as “Delivered,” the employee must delete the refused articles as follows:

1. Select “Firm Sheet Options” and then select “Remove Label ID.”
2. Scan/enter the mailpiece ID to remove it from the firm sheet.
3. Scan/enter the firm sheet ID.
4. Cross out the label ID written on the firm sheet.
5. Return the refused article to the accountable clerk.

2-3.4.3 Refusal of Mailpiece After Delivery of Firm Sheet

If a customer refuses one or more articles *after* the delivery employee scans the firm sheet as “Delivered” but while the firm sheet is still available, the employee must follow the procedure described in 2-3.4.2. However, if the firm sheet is no longer available, the employee does the following:

1. Select “Review Entries.”
2. Select “Mail Entries.”
3. Scan/enter the label ID.
4. Select the “Remove Label ID” option.
5. Rescan the mailpiece with the appropriate event (missent, refused, etc.).
6. Return the refused article to the accountable clerk.

Keep in mind that customers are responsible for verifying what pieces they are accepting prior to signing. Items handled in this manner will be indicated in the electronic system of record as “Limited,” meaning that an incorrect delivery was made and that the signature is on file for Postal Service use only.

2-4 COD and Customs Clearance Procedures

Hardcopy COD and customs delivery receipts contain additional information that is needed in the electronic delivery record, including the following:

- a. The amount returned to the mailer.
- b. The customer’s check or money order number(s).

The employee who is responsible for submitting collected COD or customs funds to the mailer must enter this information using the handheld scanner or POS ONE terminal. The employee must complete this procedure for all individual COD and customs items *after* delivery. This option is available *only* on the In-Office User function on the handheld scanner. When submitting funds to the customer, the employee must follow normal procedures. The handheld scanning process is simple:

1. Select “COD/Customs Clearance” from the main options menu.
2. Scan/enter the COD or customs label ID.

3. Enter the check or money order number(s).
4. Enter the dollar amount of the check or money order(s).
5. When the handheld scanner displays the message “COD Successfully Cleared,” the process is completed.

Note: To guarantee that the Postal Service does not pay indemnity claims for incomplete records, employees must make sure all clearance procedures are completed for every item delivered with COD or customs service.

2-5 Undeliverable Accountable Mail

2-5.1 Overview

The processes for handling accountable mail when a customer has moved have not changed. However, the Postal Service has added scanning procedures so that this information is contained in the electronic record. *The signature capture process eliminates the need to record forward or return information on PS Form 3849.*

2-5.2 On-Street Users

If the delivery employee identifies the item on the street as a forward, or if the item is undeliverable for any reason, the delivery employee does the following:

1. Scan/enter the article barcode using the handheld scanner.
2. Select the appropriate event.
3. Return the article to the accountable clerk for forwarding procedures.

Note: Forwarding options are not available on POS ONE.

2-5.3 In-Office Users

In-office users are responsible for using the handheld scanner to record specific forwarding or return information for all accountable/signature mail. In some offices, one particular person or persons may be responsible for handling all accountable/signature mail that is forwarded or returned. The procedures for handling these items include scanning the barcode and entering the appropriate event. Users may scan only one piece at a time for forward and return scan events.

Note: Forwarding options are not available on POS ONE.

2-5.3.1 Forwarding Express Mail

For Express Mail items scanned as “forwarded” using the handheld scanner, in-office employees are prompted to enter the forwarding or destination ZIP Code. They must enter the 9-digit destination ZIP Code (if the last four digits

are not available, the scanner allows a 5-digit ZIP Code). Users may scan only one piece at a time for forwarding scan events.

Note: Forwarding options are not available on POS ONE.

2-5.3.2 **Dead Mail Event**

In-office employees must use the “Dead Mail” event on a handheld scanner to scan undeliverable items that cannot be forwarded or returned and that meet the criteria for routing to a Mail Recovery Center.

Note: This option is not available on POS ONE.

2-5.3.3 **Scanner Malfunction or Sites Without Scanners**

If an employee’s handheld scanner malfunctions, the employee must make the appropriate manual entries on PS Form 3849 at the time of delivery. Later, when the handheld scanner is functioning properly or another scanner is available, the employee can use the scanner to record the manual entries designated for this activity. The process is simple:

1. Select “Manual Input” from the main options menu.
2. Enter the label ID.
3. When prompted, scan the PS Form 3849 (for delivered items only).
4. When prompted, enter the appropriate mailing date and time.
5. Send PS Form 3849 to CFS for optical scanning.

For a site that does not have a scanner, such as a contract Post Office, the process is similar. As in the first scenario, the employee must make the appropriate manual entries on PS Form 3849 at the time of delivery. Then the employee follows the standard procedures for handling a PS Form 3849 by forwarding it to the designated facility that completes the processing of these forms. There, a Postal Service employee performs the process noted above.

2-5.3.4 **Forwarded Mail Inquiries**

Postal Service employees must handle inquiries and release of information on the disposition of a forwarded mailpiece as usual. Information on the forwarding address can be found on the original PS Form 3575, *Change-of-Address Order*, or PS Form 3982, *Change of Address (card)*, which is kept at the carrier’s case. Alternately, the postmaster or station manager can make these inquiries to the CFS manager or supervisor.

2-6 Scanning Events

There are multiple scanning events on the handheld scanner. All scans are related only to Postal Service–identified special services items (see 1-1), international mail service, and Express Mail service. The employee must not scan any letter or parcel that is not identified with a Postal Service special service ID or international special service ID. Also, the employee must scan each label for each special service, because an item may have multiple special services and multiple label IDs.

Exhibit 2-6a describes all handheld scanner scanning events and their appropriate use in relation to individual service types.

Exhibit 2-6b lists POS ONE scan events.

Exhibit 2-6a

Scanning Events for a Handheld Scanner

Event No.	Event Description	Event Use	Service Type	
1	DELIVERED	Delivery is made on item(s).	All service types.	
2	ATTEMPTED	Item(s) cannot be delivered and a notice is left.	All service types.	
3	ACCEPT/PICK-UP	ACCEPT: Used to indicate that an item has been accepted into the mailstream. PICK-UP: Not used at this time.	Confirmation Services: non-IRT and POS sites only. <i>Not for Express Mail acceptance.</i>	
4	REFUSED	Item(s) refused by the addressee.	All service types.	
5	UNDELIV AS ADDRSSD	On-street user: item(s) undeliverable. In-office user: item(s) undeliverable and the final status is not known.	All service types.	
6	FORWARDED	In-office user: undeliverable item(s) having a valid forwarding address or item(s) forwarded due to customer addressing error.	All service types.	
7	ARRIVAL AT UNIT	Scan Express Mail item(s) when entering facility of destination.	Express Mail items.	
8	MISSENT	Item(s) missent due to Postal Service error.	All service types.	
9	RETURN TO SENDER (See events listed below in items 1-9)	In-office user: undeliverable, unforwardable item(s) with valid return address.	All service types.	
R E T U R N T O S E N D E R E V E N T	1	NO SUCH NUMBER	Item(s) having such numbers do not exist.	All service types.
	2	INSUFFICIENT ADDR	Item(s) that have an incorrect or insufficient address for delivery.	All service types.
	3	UNABLE TO FORWARD	Item(s) that cannot be forwarded.	All service types.
	4	FORWARD EXPIRED	Item(s) where the forwarding order has expired.	All service types.
	5	ADDRESSEE UNKNOWN	Item(s) where the addressee is unknown at the address.	All service types.
	6	VACANT	Item(s) addressed to vacant premises.	All service types.
	7	UNCLAIMED	Item(s) that have been attempted and held the allotted amount of time but remain unclaimed.	All service types.
	8	DECEASED	Item(s) sent to deceased persons.	All service types.
	9	OTHER	Item(s) not meeting any of the specific return events provided.	All service types.
0	ENROUTE (processing scan)	Used mainly on Express Mail items to track progress through mailstream. Generally scanned at each processing site.	Express Mail items.	
A	ARRIVAL AT PICK-UP POINT	Used when an Express Mail piece arrives at the Postal Service destination designated as a pick-up location.	Express Mail items.	
D	VISIBLE DAMAGE	Used on items that have obvious visible damage.	COD, Express Mail, numbered insured mail, Registered Mail, international accountable mail.	
G	AUTHORIZED AGENT	Used when an addressee designates an agent to sign for his or her item(s) using PS Form 3849 and the agent is there to receive the item(s).	All service types.	
J	DEAD MAIL	Item(s) that cannot be delivered, forwarded, or returned sent to a mail recovery center.	All service types.	
M	MISSHIPPED	Used for Parcel Select items with Delivery or Signature Confirmation that have either been left at the incorrect entry facility by the shipper or returned to the shipper for other shipping error.	Parcel Select with Delivery Confirmation or Signature Confirmation.	
P	DC/EVS Arrive	Used for Parcel Select items with Delivery Confirmation when the mailpiece enters the facility of destination.	Parcel Select with Delivery Confirmation	

2-7

Signature Capture and Electronic Record Management

Exhibit 2-6b

Scanning Events for POS ONE

Event No.	Event Description	Event Use	Service Type
1	DELIVERED	Delivery is made on item(s).	All service types.
3	ACCEPT/PICK-UP	Used when an item is accepted at the retail counter.	Express Mail, Delivery Confirmation, and Signature Confirmation items.
4	REFUSED	Item(s) refused by the addressee.	All service types.
5	UNDELIV AS ADDRSSD	Item(s) undeliverable and the final status is not known.	All service types.

2-7 Authorized Agent Event and Usage

The authorized agent section of PS Form 3849 allows a customer to authorize *someone else* to sign for a signature item in the customer's absence.

For authorized agent redeliveries of signature items, the same PS Form 3849 that includes the recipient's name and the designated agent's name must be used for the authorized agent's signature.

For signature items, the authorized agent approval must be captured as a handheld scanner or POS ONE scan event. The process is simple:

1. Scan/enter the mailpiece barcode.
2. Select the "Authorized Agent" event on the handheld scanner or POS ONE.
 - (a) For a handheld scanner, record this scan as a separate event in addition to the delivery scan event. This scan is allowed only at the time of delivery, just prior to the delivery scan event. Scan the item and select the authorized agent event (event "G"). The scanner will return to the event screen for the next event selection.
 - (b) For POS ONE, select the authorized agent option during processing functions for each individual mailpiece.
3. Obtain the authorized agent's signature and printed name on the same barcoded PS Form 3849 that has the addressee's authorizing signature.
4. Verify that the customer's address (or authorized agent's address, if different) is recorded in the delivery section below the signature and printed name blocks. If it is not recorded, do so at the time of delivery.

Exhibit 2-7 shows a sample of a properly completed authorized agent PS Form 3849.

Exhibit 2-7

Sample of a Properly Completed Authorized Agent PS Form 3849

We will redeliver OR you or your agent can pick up your mail at the post office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here): <u>Allen Smith</u>	
1. a. Check all that apply in section 3; b. Sign in section 2 below; c. Leave this notice where the carrier can see it.	US Postal Service 101 S Main Ave Anytown, US 00000-0000 M-F 8:00 a.m. - 5:00 p.m. Sat 9:00 - 11:00 a.m. Phone: 1-000-000-0000
2. Sign Here to Authorize Redelivery or to Authorize an Agent to Sign for You: <u>Ms. Jane Doe</u>	Delivery Section
3. <input type="checkbox"/> Redeliver (Enter day of week):	Signature X <u>Allen Smith</u>
(Allow at least two delivery days for redelivery, or call your post office to arrange delivery.) <input type="checkbox"/> Leave item at my address	Printed Name <u>ALLEN SMITH</u>
(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.) <input type="checkbox"/> Refused <input type="checkbox"/> Forward <input type="checkbox"/> Return	Delivery Address <u>12 PARKWAY DRIVE</u>
PS Form 3849, November 1999 (Reverse)	USPS  5290 0011 2670 0085

PS Form 3849 allows the addressee to authorize an agent for an *individual* delivery event. For long-term authorized agent purposes, a customer must use PS Form 3801, *Standing Delivery Order*. Alternately, the customer can submit a letter to the local Post Office authorizing an agent (as described in DMM S916.3.3). When a PS Form 3801 or letter is on file locally, the delivery employee does not need to obtain an individual authorized agent scan for deliveries. However, if a PS Form 3801 or letter is not on file locally, the delivery employee must complete an authorized agent scan event using PS Form 3849. The Postal Service does not maintain a copy of the PS Form 3849 with the addressee's signature authorizing an agent.

Note: For a restricted delivery item, only the addressee or the person authorized in writing on PS Form 3801 or letter may sign for the item. If the Post Office has no standing delivery order or letter on file, the delivery employee may leave a PS Form 3849 for the authorization. On the back of the form, the addressee enters (along the top line, where instructed) the name of the person designated as the authorized agent and signs section 2. The employee must follow the procedures outlined in this section for obtaining the authorized agent signature information. Additional information on restricted delivery service can be found in DMM S916.

2-8 Visible Damage Event

If an indemnity item has "visible damage" — which is described as any visible evidence that the U.S. Postal Service™ mishandled the mailing container — the employee must record the event using the handheld scanner or POS ONE. Recording this information assists the Postal Service in processing claims. Delivery employees should make this scan at the time of delivery *for indemnity items only*.

- a. For a handheld scanner, this is a separate scan event in addition to the delivery scan. Employees use event "D" on the handheld scanner to

record visible damage, and then move on to the appropriate delivery scans.

- b. Employees using POS ONE are allowed to indicate that the item is damaged for each scanned mailpiece. The default is “no damage.”

Indemnity items include the following:

- a. COD mail.
- b. Express Mail.
- c. International accountable mail.
- d. Numbered insured mail.
- e. Registered Mail.

2-9 Scanning Multiple Items at a Single Delivery Point

The signature capture software on the handheld scanner or POS ONE terminal allows the delivery employee to link multiple mailpieces to a single signature at a delivery point. This means that the employee can deliver up to five pieces of signature mail and have the customer sign only one PS Form 3849. The scanning process is simple:

1. Scan each piece.
2. Press enter.
3. Select the “Delivered” event for handheld scanner. (For POS ONE, “Delivered” is the default event.)

Note: Express Mail and Signature Confirmation items require a manually entered name. Employees must follow the prompts from the handheld scanner or POS ONE, which will enable them to record the highest level of service.

2-10 Scanning International Accountable Mail

Incoming international accountable mail requires signatures. These items are usually limited to international registered, customs, or insured items or incoming Global Express Mail items. Postal Service employees must scan/enter all incoming accountable international parcels that contain a barcode or handwritten/stamped number that indicates the item is accountable.

- a. The process for scanning or entering international accountable mail is similar to domestic deliveries. If a mailpiece does not have an identifiable barcode (such as CA123456789GB), then the Postal Service employee must manually enter on the scanner the letters and/or numbers that indicate that the item is accountable. The scanner will ask if the piece is international. Answering “no” means that the scan will not be accepted. Answering “yes” will activate prompts that will allow the employee to continue the signature capture process. Exhibit 2-10a shows examples of handwritten/stamped accountable

numbers on incoming international items. Employees should enter the preceding special service identifier if available (such as R or V), and the numbers written on the mailpiece.

- b. The U.S. Customs Service of the Department of the Treasury originates Customs Form 3419A. The delivery employee must have the customer sign both PS Form 3849 and Customs Form 3419A. On Customs Form 3419A, the employee scans only the ME# barcode (the left barcode), and then scans PS Form 3849 when prompted. The employee must submit forms as usual. Exhibit 2-10b shows a sample of Customs Form 3419A.

Exhibit 2-10a
Samples of Accountable Numbers on Incoming International Items

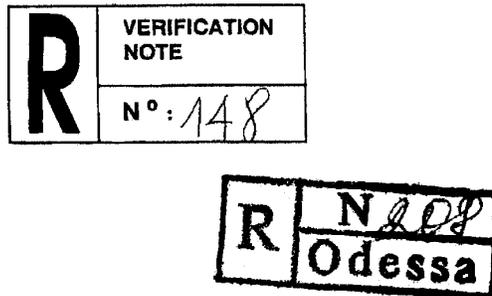


Exhibit 2-10b
Sample of Customs Form 3419A

INSPECTOR	RESI	ITEM CODE	VALUE	RATE	QUANTITY	RATE	AMOUNT
FORM 4-557-6094 PARCELS	DEC	6913102000	950.00	0.400			38.00
SAMPLE							
DATE INSPECTED	Customs Processing Fee (Pub. L. 99-272) (Does not include Postal handling fee.)						5.00
07/30/98							
MAIL ENTRY #	POSTMASTER COLLECT		\$		43.00		
47814302892							
ORIGIN	SHIP TO		MIDDLE VILLAGE, NY 12542-0000				
GERMANY, FED R	SUSAN SMITH						
	22-66 56 RD.						
SENDER	DATE		DATE				
BONE CHINA INC.							
ADDRESS RECEIVED	SIGNATURE		POSTMASTER RECEIVED		SIGNATURE		
ARTICLES	X		PAYMENT		X		
POSTMASTER:				SEND PROTEST TO THE ADDRESS BELOW (IMPORTANT - SEE REVERSE)			
RETURN THIS FORM WITH REMITTANCE TO ADDRESS SHOWN ON BACK OF ORIGINAL.				U.S. CUSTOMS MAIL FACILITY			
				BUILDING 250			
				JAMAICA, NY 11430			
ME #	AMT						
[Barcode]		[Barcode]					

Scan the ME# Barcode

2-11 Waiver and Non-Waiver Items

Listed below are special situations that employees might encounter during delivery of signature capture items.

2-11.1 Customer Is Not Available

The delivery employee must follow these procedures when a customer is not available for a delivery of multiple items when one or more of the items allow a waiver of signature (endorsed by the mailer) and one or more of the items

2-11.2

Signature Capture and Electronic Record Management

do not. (This example involves delivery of both a waiver item and a non-waiver item — Certified Mail — to the same address.)

1. Scan/enter the barcode of the item that has the waiver endorsement and select “waived” at the signature capture screen on the handheld scanner.
2. Sign PS Form 3849 and scan the PS Form 3849 barcode.
3. Leave the mailpiece with signature waiver in a secure location.
4. Fill out another PS Form 3849 for the Certified Mail item and leave it for the customer as a notice-left attempt.
5. Scan the Certified Mail item according to Exhibit 2-6a.

Note: The only special service offerings that allow signature waiver are return receipt for merchandise, Express Mail, and Signature Confirmation (note, though, that the waiver feature for Signature Confirmation is scheduled for discontinuance in early 2005). However, even these items require a signature unless the mailer has chosen the waiver of signature option and the mailpiece is endorsed accordingly.

2-11.2 Customer Is Available

The delivery employee must follow these procedures when a customer is available for a delivery of multiple items when one or more of the items allow a waiver of signature (endorsed by the mailer) and one or more of the items do not.

1. Scan/enter all mailpiece barcodes.
2. Have the customer sign PS Form 3849 and print his or her name.
3. Manually enter the customer’s first initial and last name when prompted by the handheld scanner or POS ONE terminal.
4. Scan PS Form 3849.

2-12 Scanning Multiple Barcodes on a Single Package

On occasion, delivery employees may find that a single package has multiple labels. For example, a likely combination would be a numbered insured item with Delivery Confirmation service. In these instances, the delivery employee must scan *both* labels at the time of delivery — similar to scanning two separate mailpieces. The employee would then capture a signature on PS Form 3849 for the insurance portion.

3 Routing PS Forms 3849 to CFS

3-1 Overview

The Postal Service personnel operating in the Computerized Forwarding System (CFS) unit are responsible for optically scanning all signed PS Forms 3849. This scanning process completes the record that was initially created by the delivery employee.

The accountable clerk must perform the following functions daily, regardless of PS Form 3849 volume:

- a. During the clearance procedure, check that all forms have been properly completed with a signature, printed name, and address in the delivery section on the barcoded side of the form. Bring all forms that are not properly completed to the attention of the delivery employee or supervisor. If possible, have the delivery employee or supervisor make corrections immediately — employees can correct a form that is missing a printed name or an address but not a signature. Instruct the delivery employee to properly complete forms in the future.
- b. Do not include forward/return PS Forms 3849 with those being sent to CFS. Instruct employees not to record forward/return information on PS Forms 3849.
- c. Properly face all forms, and remove any tape, staples, etc.
- d. Secure the bundle of PS Forms 3849 with rubber bands or clips and place the bundle in the CFS pouch. Send only signed, properly faced PS Forms 3849 to CFS.
- e. Give any forms returned from CFS to the postmaster/manager or supervisor for corrective action.
- f. *All sites must send signed PS Forms 3849 to CFS daily. (Only manual record management units are exempt.)*

3-2 Processing PS Form 3849 Errors

3-2.1 Overview

CFS has two methods of reporting errors on PS Forms 3849. Forms scanned in CFS have a 5-digit number printed down the left-hand side of the reverse

(barcoded) side of PS Form 3849. This is a sequence number that is used to retrieve the form if required.

3-2.1.1 **Method 1: Returning PS Form 3849 for Remedial Action**

CFS may return PS Forms 3849 to the delivery unit for remedial action. These returns are limited to PS Forms 3849 that were scanned in CFS but were not apparently linked to a mailpiece at the time of delivery. (The CFS site receives daily reports showing PS Forms 3849 that are not linked to a mailpiece delivery event.) The responsible manager, supervisor, or other employee at a delivery unit that receives a form back from CFS indicating that the mailpiece delivery link is missing must do the following:

1. If the form was used for delivery, select the “Manual Input” option on the main options menu of the handheld scanner (item number 5). Because there is no manual input option on POS ONE, the delivery unit must use the handheld scanner in all instances.
2. Manually enter the article number(s) from the front of PS Form 3849 and make the appropriate scans.
3. Discard the signed PS Form 3849 — *do not* reroute it to CFS for additional scanning.

If the PS Form 3849 was not used for delivery, instruct the employee on the proper use of forms for events other than delivery.

3-2.1.2 **Method 2: Site-Specific Reports**

CFS creates a site-specific report on PS Form 3849 problems. These types of errors include but are not limited to the following:

- a. Improper form used (obsolete PS Forms 3849 dated prior to November 1999).
- b. Improperly prepared forms:
 - (1) Forms are not faced properly.
 - (2) Forms have tape or staples.
- c. Improperly completed forms:
 - (1) Customer signature appears in the authorized redelivery/agent section rather than in the delivery section.
 - (2) Form was used for other than delivery (forward/return).
 - (3) Form is missing a signature, printed name, and/or address.

In all instances, the manager or supervisor must inform the delivery employee responsible for the discrepancy of the deficiencies and instruct the employee on the proper procedures to capture delivery receipt information.

3-2.2 Unresolved Errors on PS Form 3849

The accountable clerk or designated employee must discard PS Forms 3849 that have been returned from CFS with errors that cannot be resolved. *Failure to perform the proper functions at the time of delivery or when a form is returned from CFS results in the record being irretrievable for future customer requests or for claims purposes.*

PS Forms 3849 that are used for functions other than delivery (notice left, postage due, etc.) may be discarded with recycled paper.

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4 Delivery Inquiries and Retrieval

4-1 Delivery Record Storage

Under the signature capture program, there are two possible storage scenarios:

- a. *Electronic Record Management (ERM) Site Items.* These records are filed electronically in a national database by offices that participate in the electronic system of records. This national database includes records for all items destined to all sites in the U.S., including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.
Note: When requesting a record from an ERM site, the customer can receive the search result by fax, e-mail, or mail, whichever the customer requests. See 4-3.1.2 for more information.
- b. *Manual Record Management (MRM) Site Items.* These records are filed manually at the office of delivery (for the required retention period). APO/FPO offices and certain territories, possessions, and freely associated states do not participate in the signature capture or electronic record management program at this time. A list of participating sites is in *Postal Operations Manual (POM)* 619.
Note: When requesting a record from an MRM site, the customer can receive the search result by mail *only*. See 4-3.1.3 for more information.

Refer to Appendix A for information on accessing the delivery record database through the Postal Service Intranet. Refer to the matrix in Appendix B for specific information about requesting stored records by service type.

4-2 Delivery Inquiries

4-2.1 Overview

There are two basic types of delivery record inquiries: external (Postal Service customer) and internal (Postal Service employee). Within each query type, the inquiry may be for the delivery status or for the delivery record of the mailpiece.

4-2.2 Delivery Status Request

With a delivery status request, the customer wants to know if an item was delivered. The Postal Service can release this information for Express Mail, Delivery Confirmation, Signature Confirmation, Certified Mail, and Registered Mail items, according to the procedures noted below.

- a. Express Mail, retail rate Confirmation Services, Certified Mail, and Registered Mail customers can request delivery status information by calling the toll-free number — 800-222-1811 — or by accessing the Track & Confirm Web site at *www.usps.com*.
- b. Mailers who use electronic option Confirmation Services can inquire about delivery status only by accessing the Track & Confirm Web site at *www.usps.com* (not by calling the toll-free number).

Note: Postal Service personnel are not allowed to provide verbal confirmation of delivery (delivery status request) for items not supported by the Internet or toll-free number. Customers must make a delivery record request and pay the appropriate fees. Additional information on electronic option Delivery Confirmation and Signature Confirmation service is available in DMM S918 and S919.

4-2.3 Delivery Record Request

With a delivery record request, the customer wants a copy of the delivery record, including the signature. Customers can make delivery record requests for most special service items — refer to the DMM for restrictions and fees. Delivery record requests include return receipt after mailing, duplicate return receipts, and Return Receipt (Electronic) items. Delivery record requests are free of charge for Express Mail, Signature Confirmation, and Return Receipt (Electronic) items.

Note: Delivery record requests for all other special services articles require additional fees or proof of purchase.

Retrieval of delivery records in the electronic record management system is easy, quick, and convenient for offices with access to the Postal Service Intranet. Offices without access to the Postal Service Intranet are required to use a centralized manual retrieval method. A Postal Service employee must verify all delivery record requests (i.e., proof of purchase or payment of fees). See 4-3 through 4-5 for additional information.

4-3 Retrieving Delivery Records

4-3.1 **Completing PS Form 3811-A**

4-3.1.1 **Overview**

Before the Postal Service employee can retrieve a delivery record, the customer (with the Postal Service employee's assistance, if necessary) must complete Section 2 of PS Form 3811-A, *Request for Delivery Information/Return Receipt After Mailing*. The Postal Service uses this single-sheet form to retrieve both electronic and manual records. Only forms dated September 2004 or later are acceptable for inquiries. Exhibit 4-3.1.1 shows a copy of this form, which is also accessible from the Postal Service Intranet home page at <http://blue.usps.gov> (under "Essential Links" in the left-hand column, click on *References*; under "References" in the right-hand column, click on *PolicyNet*; click on *Forms*; and then click on the form number or form name).

Note: The customer must complete Section 2 *accurately and completely* to ensure that the Postal Service can send the search result to the customer. See 4-3.1.2 and 4-3.1.3.

4-3.1.2 **Requesting a Record From an ERM Site**

When requesting a record from an electronic record management (ERM) site, the customer can receive the search result by fax, e-mail, or mail. In Part D of Section 2 of PS Form 3811-A, the customer must provide either a mailing address or a fax number or e-mail address. The system will send a response by only one method, whichever the customer requests.

ERM sites are in the United States (including Alaska and Hawaii), Puerto Rico, and the U.S. Virgin Islands. For delivery records at these sites, retrieve a record following the process described in 4-3.2. (For more information on ERM sites, see POM 619.)

4-3.1.2

Signature Capture and Electronic Record Management

Exhibit 4-3.1.1

PS Form 3811-A, Request for Delivery Information/Return Receipt After Mailing (September 2004)

United States Postal Service® Request for Delivery Information/Return Receipt After Mailing					
INSTRUCTIONS FOR USE: Accepting Office 1. <i>Internal Use Only.</i> Help the customer complete Section 2 of this form and carefully compare it to the customer's receipt. Complete the shaded portions in Section 1. 2. Collect fees if required. 3. Select <u>ONE</u> of the following two options: A. <input type="checkbox"/> If the item was mailed to an office using electronic record management (all offices in the U.S., including Alaska, Puerto Rico, and the Virgin Islands), choose one of the following two options: <input type="checkbox"/> If your office has Intranet access, use the Intranet to generate the request via fax, mail, or e-mail. <input type="checkbox"/> If your office does not have Intranet access, send this entire form, with Sections 1 and 2 completed, to a designated inquiry location. If electronic record is found, request the record electronically and discard this form. If the electronic record is not found, manually complete Section 3 and mail to the customer. B. <input type="checkbox"/> If the item was mailed to an office using manual record management (refer to POM Part 619 for full listing), send this entire form, with Sections 1 and 2 completed, to the delivery office. Delivery Office - Use Only for Manually Filed Delivery Record Inquiries (3B checked above) 1. If the fee is not attached or the form is not postmarked to show that the fee was paid at the time of the mailing, return this form to the accepting office. 2. Complete the items in Section 3 below. Enter the delivery information or indicate the reason for no information. 3. After completion, detach and insert the bottom portion of this document in an envelope addressed to the requestor and deposit it in the mailstream. Discard the remaining portion.					
Section 1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> Accepting Office: Postmark if Return Receipt fee was paid at time of mailing. </td> <td style="width: 50%; padding: 5px;"> <input type="checkbox"/> Return Receipt fee WAS paid at time of mailing. (Customer has provided receipt. Postmark where indicated at left) <input type="checkbox"/> Return Receipt fee WAS NOT paid at time of mailing. (Attach fee below.) <i>Attach fee here if applicable</i> </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Accepting Office City/State/ZIP Code™: _____ </td> </tr> </table>	Accepting Office: Postmark if Return Receipt fee was paid at time of mailing.	<input type="checkbox"/> Return Receipt fee WAS paid at time of mailing. (Customer has provided receipt. Postmark where indicated at left) <input type="checkbox"/> Return Receipt fee WAS NOT paid at time of mailing. (Attach fee below.) <i>Attach fee here if applicable</i>	Accepting Office City/State/ZIP Code™: _____	
Accepting Office: Postmark if Return Receipt fee was paid at time of mailing.	<input type="checkbox"/> Return Receipt fee WAS paid at time of mailing. (Customer has provided receipt. Postmark where indicated at left) <input type="checkbox"/> Return Receipt fee WAS NOT paid at time of mailing. (Attach fee below.) <i>Attach fee here if applicable</i>				
Accepting Office City/State/ZIP Code™: _____					
Delivery Office/Manual Inquiries: Detach at dotted line and return bottom portion to customer when inquiry is resolved — discard remainder of form. Electronic Inquiries: Generate request from Intranet and discard the entire form if record is found.					
Section 2	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> A. TYPE OF SERVICE <input type="checkbox"/> Certified Mail™ <input type="checkbox"/> Numbered Insured <input type="checkbox"/> COD <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Express Mail® <input type="checkbox"/> Return Receipt for Merchandise </td> <td style="width: 50%; padding: 5px;"> C. ARTICLE INFORMATION Article Number _____ Mailing Date (mm/dd/yy) _____ </td> </tr> <tr> <td style="width: 50%; padding: 5px;"> B. ARTICLE ADDRESSED TO Addressee Name _____ Addressee Address _____ (No., street, apt./ste. no.) _____ (City, state, ZIP Code™) _____ </td> <td style="width: 50%; padding: 5px;"> D. REQUESTOR Requestor Name _____ Requestor Address _____ (No., street, apt./ste. no.) _____ (City, state, ZIP Code) _____ Fax Number (Include area code) or email address (Complete ONLY if an electronic inquiry) _____ </td> </tr> </table>	A. TYPE OF SERVICE <input type="checkbox"/> Certified Mail™ <input type="checkbox"/> Numbered Insured <input type="checkbox"/> COD <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Express Mail® <input type="checkbox"/> Return Receipt for Merchandise	C. ARTICLE INFORMATION Article Number _____ Mailing Date (mm/dd/yy) _____	B. ARTICLE ADDRESSED TO Addressee Name _____ Addressee Address _____ (No., street, apt./ste. no.) _____ (City, state, ZIP Code™) _____	D. REQUESTOR Requestor Name _____ Requestor Address _____ (No., street, apt./ste. no.) _____ (City, state, ZIP Code) _____ Fax Number (Include area code) or email address (Complete ONLY if an electronic inquiry) _____
A. TYPE OF SERVICE <input type="checkbox"/> Certified Mail™ <input type="checkbox"/> Numbered Insured <input type="checkbox"/> COD <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Express Mail® <input type="checkbox"/> Return Receipt for Merchandise	C. ARTICLE INFORMATION Article Number _____ Mailing Date (mm/dd/yy) _____				
B. ARTICLE ADDRESSED TO Addressee Name _____ Addressee Address _____ (No., street, apt./ste. no.) _____ (City, state, ZIP Code™) _____	D. REQUESTOR Requestor Name _____ Requestor Address _____ (No., street, apt./ste. no.) _____ (City, state, ZIP Code) _____ Fax Number (Include area code) or email address (Complete ONLY if an electronic inquiry) _____				
Section 3	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"> For Delivery Office Use Only Postal Service records show no delivery information because: <input type="checkbox"/> Record not found <input type="checkbox"/> Forwarded (date: _____) <input type="checkbox"/> Returned (date: _____) </td> <td style="width: 40%; padding: 5px;"> Delivered to the following individual, company or organization _____ Delivery Date _____ Delivery Address (if different from address in section 2B) _____ </td> <td style="width: 30%; padding: 5px;"> Delivery Office Postmark _____ </td> </tr> </table>	For Delivery Office Use Only Postal Service records show no delivery information because: <input type="checkbox"/> Record not found <input type="checkbox"/> Forwarded (date: _____) <input type="checkbox"/> Returned (date: _____)	Delivered to the following individual, company or organization _____ Delivery Date _____ Delivery Address (if different from address in section 2B) _____	Delivery Office Postmark _____	
For Delivery Office Use Only Postal Service records show no delivery information because: <input type="checkbox"/> Record not found <input type="checkbox"/> Forwarded (date: _____) <input type="checkbox"/> Returned (date: _____)	Delivered to the following individual, company or organization _____ Delivery Date _____ Delivery Address (if different from address in section 2B) _____	Delivery Office Postmark _____			
PS Form 3811-A, September 2004 (PSN 7530-02-000-9054) Request for Delivery Information/Return Receipt After Mailing United States Postal Service®					

4-3.1.3 **Requesting a Record From an MRM Site**

When requesting a record from a manual record management (MRM) site, the customer can receive the search result by mail *only*. In Part D of Section 2 of PS Form 3811-A, the customer must provide a mailing address (*not* a fax number or e-mail address).

MRM sites are in the U.S. military (APO/FPO sites), American territories and possessions (such as American Samoa), and freely associated states (such as the Marshall Islands). For delivery records at these sites, retrieve a record following the process described in 4-3.3. (For more information on MRM sites, see POM 619.)

4-3.2 **Retrieving a Delivery Record From an ERM Site**

4-3.2.1 **Overview**

A Postal Service employee can retrieve a delivery record from an electronic record management (ERM) site whether or not the employee's office has access to the Postal Service Intranet.

4-3.2.2 **Offices With Intranet Access**

A Postal Service employee whose office has access to the Postal Service Intranet does the following:

1. The employee accesses the Track & Confirm Web site (see Appendix A) and inputs the article number from PS Form 3811-A.
2. If the database finds the record, the database generates the response and sends it directly to the customer (by fax, e-mail, or mail, whichever the customer requested) using PS Form 3819, *Electronic Delivery Record*. (See Exhibit 4-4.1 for a sample of a computer-generated PS Form 3819.) The employee then discards the PS Form 3811-A.
Note: Postal Service employees must not provide screen shots to customers — screen shots do not serve as verification or proof of delivery.
3. If the database does not find the record, the employee completes Section 3 of PS Form 3811-A and sends the form to the requestor.

4-3.2.3 **Offices Without Intranet Access**

A Postal Service employee whose office does not have access to the Postal Service Intranet relies on a designated site to process electronic delivery record requests. Each district has designated an established network to support delivery record inquiries from offices without access to the Postal Service Intranet. (For information on a district's designated location, contact the district's Delivery Confirmation coordinator.) The process is simple:

1. The employee at the office without Intranet access sends PS Form 3811-A to the designated location within the district.
2. The designated location inputs the article number from PS Form 3811-A.

4-3.3

Signature Capture and Electronic Record Management

3. If the database finds the record, the database generates the response and sends it directly to the customer (by fax, e-mail, or mail, whichever the customer requested) using PS Form 3819, *Electronic Delivery Record*. (See Exhibit 4-4.1 for a sample of a computer-generated PS Form 3819.) The employee then discards the PS Form 3811-A.
Note: Postal Service employees must not provide screen shots to customers — screen shots do not serve as verification or proof of delivery.
4. If the database does not find the record, the employee completes Section 3 of PS Form 3811-A and sends the form to the requestor.

4-3.3 Retrieving a Delivery Record From an MRM Site

To retrieve a delivery record from a manual record management (MRM) site, the Postal Service employee must place the PS Form 3811-A in an envelope addressed to the delivery unit. Once received, the office or delivery unit generates the response manually and sends it directly to the customer using Section 3 of PS Form 3811-A.

4-4 Responding to Delivery Record Requests

4-4.1 Information Available — Automatically Generated Response (PS Form 3819)

The Track & Confirm application provides the majority of customer responses from the centralized database by automatically generating a letter — PS Form 3819, *Electronic Delivery Record* — and sending it to the customer (by fax, e-mail, or mail, whichever the customer requested).

Electronic record searches result in five possible responses:

- a. Item Found — Delivery w/Signature Appended.
- b. Item Found — Delivery, Signature Missing.
- c. Item Found — Delivery, Waiver of Signature Option Exercised (no signature included).
- d. Item Found — No Delivery Event.
- e. Duplicate — Unable to Resolve.

Exhibit 4-4.1 shows a sample response letter for an item found with a signature appended.

Offices with Postal Service Intranet access are able to print active delivery receipts locally; however, such offices should use this option only when necessary.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because CFS is still completing the optical scanning process), the database will not generate a record until the signature arrives. In the meantime, though, the Track & Confirm application indicates that the delivery has been made.

Exhibit 4-4.1

Sample of Computer-Generated PS Form 3819, Electronic Delivery Record

Date: November 29, 2004

JOHN DOE
PO BOX 12
ANYTOWN US 55555-55555

Dear John Doe:

The following is in response to your November 29, 2004 request for delivery information on your Certified item number 7099 7856 4563 7869 9182. The delivery record shows that this item was delivered November 18, 2004 at 10:31 a.m. The scanned image of the recipient information is provided below.

Signature of Recipient:

Mark Olson
M Olson

Address of Recipient:

11 Deming Dr.

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,

United States Postal Service

4-4.2 **Information Not Available — Manual Response on PS Form 3811-A**

If the database does not find a record of the mailpiece, the Track & Confirm application cannot provide an electronically generated response. In such cases, the Postal Service employee must complete the customer response manually using PS Form 3811-A and then send the form back to the customer.

4-5 Retaining Delivery Records

4-5.1 **ERM Sites**

4-5.1.1 **Retention**

The national database keeps electronic records as follows:

- a. Express Mail: 2 years.
- b. Delivery Confirmation: 6 months.
- c. Signature Confirmation: 1 year.
- d. Certified Mail, COD, inbound international accountable mail, insured mail, Registered Mail, and return receipt for merchandise: 2 years.

4-5.1.2 **Archiving**

Delivery records for all products and services reside “live” in the PTS database for 3 months. During this “live” period, the Postal Service will return all event information and related signature images for a query. (*Exception:* Incoming international items with incomplete accountable numbers, such as R123, reside “live” in the database for 6 months.) After this “live” period, the Postal Service sends items requiring additional retention to offline archive storage, where employees and customers can still query the record for the remainder of the retention period.

If information on an article is not found in a live database/Intranet search (quick search), a Postal Service employee can request an archived database/Intranet search (extensive search). Postal Service customers using the Internet or the toll-free number to query items will receive information on all available search items, including archived items. No extensive search function is necessary.

As with “live” delivery record requests (both from the Internet and Postal Service Intranet), the Track & Confirm application will automatically send a response letter to the requestor by fax, e-mail, or mail (as selected by the requestor) as soon as the archived search is complete.

Additionally, Postal Service employees and customers can restore an archived record. Restoration brings back all events for the mailpiece to the “live” database (for a period of 30 days). The restoration of a record is beneficial if the requestor requires additional event-level information. The

Postal Service generally requires up to 4 hours to process a restoration request, but processing some items might take up to 24 hours.

Note: Signature and address images will not be available for viewing for any archived or restored delivery record. However, the images will appear in the appropriate response letter.

4-5.1.3 **Disposition of Forms**

4-5.1.3.1 **PS Forms 3849**

As stated previously, a designated employee must route all PS Forms 3849 to CFS for optical scanning.

4-5.1.3.2 **Other Forms**

Employees in electronic record management (ERM) sites should handle remaining forms as follows:

- a. *Express Mail Labels.* Postal Service employees are not required to record delivery information (date and time) on the Express Mail label, nor are they required to remove the delivery copy of the Express Mail label. The only exception to this scenario is if the postmaster has received a written request from the Postal Inspection Service to retain the delivery copy for investigative purposes. Unless these alternative instructions are received, the delivery copy should remain affixed to the package. This will enable the customer who receives the mailpiece to have a legible copy of the label.
- b. *COD Labels.* Postal Service employees must continue to use the appropriate COD label for sending payment to the mailer. Because of electronic COD clearance, employees do not need to retain COD labels for filing purposes. Continue to use the appropriate COD label for sending payment to the mailer.
- c. *Firm Sheet Receipts (PS Form 3883).* Continue to use copies of the firm sheet for clearance and customer receipts. Firm sheet receipts do not need to be retained for filing purposes.

4-5.2 **MRM Sites**

The manual record management (MRM) site must keep PS Forms 3849 on file for the required retention period (as it does for the records for all other special services listed in 1-1). For the current required retention period, see *Administrative Support Manual (ASM) Exhibit 351.11*.

MRM sites must use PS Form 3849 to capture signatures for all items, including Express Mail, COD, and firm items. The designated employee should still route the Express Mail label itself for processing to an Expedited Special Services or designated office, as appropriate.

An employee in an MRM site may not record multiple items on a single PS Form 3849; instead, the delivery employee must use a single PS Form 3849 for each mailpiece.

4-6 Claims and Inquiry Process

Basic processes for handling indemnity claims have not changed. Postal Service employees can research domestic items delivered/filed electronically. *Postal Service employees must research/request records filed in manual record management sites with the delivery Post Office.*

5 Retail

5-1 Lobby Sweeps

When an office conducts a lobby sweep to reduce the time customer have to wait in line, the employee conducting the sweep must have access to either a handheld scanner or a POS ONE terminal to capture the appropriate delivery information for signature items.

5-2 Entering Customer Name

When entering the customer's name into the handheld scanner or POS ONE terminal, the employee should review the customer's identification card (e.g., driver's license, passport, etc.) or the signed PS Form 3849 to avoid having the customer verbally state his or her name.

5-3 Signature Waiver Items

Signature waivers do not apply to retail operations. If a customer is at the retail counter to pick up an item, the waiver no longer applies, and the customer must sign for the article.

5-4 Verifying Address on PS Form 3849

For each delivery made, the retail employee must verify that the delivery address is recorded on the barcoded side (delivery section) of PS Form 3849. If the address is not present, the employee is responsible for recording this information on the PS Form 3849. The address on the PS Form 3849 must reflect the address of the customer picking up the mailpiece.

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Appendix A

Retrieving Electronic Delivery Record Information From the National Database

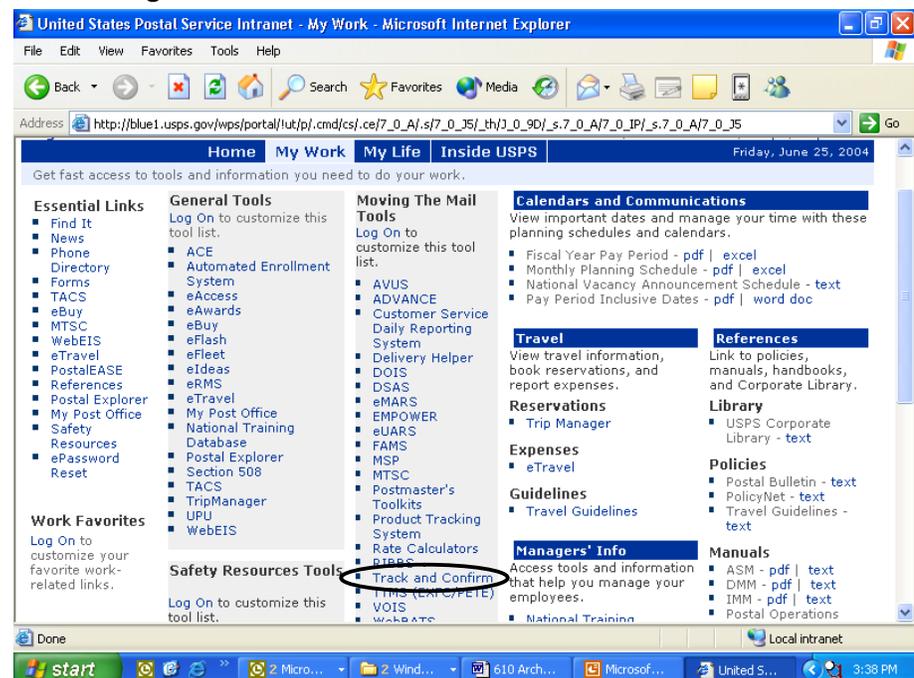
Postal Service Intranet Retrieval

Retrieving delivery record information from the Postal Service Intranet is fast and efficient. Shown in this appendix are the screens that appear for record inquiry. Use PS Form 3811-A (shown in Exhibit 4-3.1.1) to gather customer information to make a query.

Access Screen

To gain access to the delivery record database, go to the Postal Service Intranet home page at <http://blue.usps.gov>; under “Essential Links” in the left-hand column, click on *References*; and then under “Moving the Mail Tools” in the middle column, click on *Track & Confirm*. Exhibit A-1 shows this page and highlights the Track & Confirm link with a circle.

Exhibit A-1 Access Page



Signature Capture and Electronic Record Management

Inquiry Pages

Exhibit A-2a shows the inquiry page. Users can choose from a quick or extensive search.

- a. Quick search is for items that are not more than 90 days old (with the exception of non-standard international items such as R123).
- b. Extensive search is for items that are more than 90 days old (up to full retention period).

Exhibit A-2a
Inquiry Page

Track/Confirm - Intranet Item Inquiry

Thank you for using the Product Tracking System.

Track/Confirm inquiries can be performed for the following products:

- Express Mail
- Delivery Confirmation
- Signature Confirmation
- Global Express Guaranteed
- Certified
- COD
- Numbered Insured
- Registered
- Return Receipt for Merchandise
- Customs

This USPS Intranet Track/Confirm page provides information not displayed on the external Track/Confirm page. It is intended for USPS employee access only.

Enter Request Type and Item Number:

Quick Search
 Extensive Search

[Explanation of Quick and Extensive Searches](#)

Inquire on [multiple items](#).

Go to the Product Tracking System [Home Page](#).

Retrieving Electronic Delivery Record Information

Exhibit A-2b shows the page allowing users to make multiple inquiries. Users access this page by selecting the "Inquire on multiple items" link near the bottom of the inquiry page (see Exhibit A-2a). On the multiple inquiries page, users can make inquiries for up to 10 item numbers at one time.

Exhibit A-2b
Multiple Inquiries Page

The screenshot shows a Microsoft Internet Explorer browser window displaying the USPS Intranet. The address bar shows the URL: http://pts.usps.gov/netdata-caj/db2www/cbd_270.d2w/input. The page title is "Track/Confirm - Intranet Item Inquiry Multiple Item Entry Screen". The main content area features a blue box with the following elements:

- Header: "Enter Request Type and Item Number:"
- Radio buttons: "Quick Search" (selected) and "Extensive Search"
- Link: "Explanation of Quick and Extensive Searches"
- Input fields for "Item 1" through "Item 10", arranged in two columns of five.
- Submit button at the bottom.

The browser's status bar shows "Done" and "Internet". The Windows taskbar at the bottom includes the Start button, a taskbar with "Direct Query - Intranet...", and a system tray with the time "12:59 PM".

Signature Capture and Electronic Record Management

Delivery Record Request Page

Exhibit A-3 shows the page allowing users to request a Delivery Record.

Note: In some cases, a delivery event may be present although the “View Delivery Signature and Address” button may not be present. In such cases, the item might have been delivered only recently and the signature record might not yet have been scanned into the database during CFS operations. Allow up to 5 days after delivery for signature records to be scanned in CFS operations.

In some cases, users can request delivery records on items when a delivery event is not present. In such cases, the system generates a response letter stating that a delivery record was not found (see 4-4.1, item d). This type of request is allowed when the last non-delivery event on the mailpiece is at least 8 days for Express Mail service, at least 16 days for First-Class Mail service or Priority Mail service, or at least 31 days for Package Services items or undetermined mail classes.

Exhibit A-3

Delivery Record Request Page

The screenshot shows a Microsoft Internet Explorer browser window displaying the Delivery Record Request Page. The address bar shows the URL: http://pts.usps.gov/netdata-cgj/db2www/cbd_242.d2w/OUTPUT. The page content includes:

Item: 2188 4386 2770 0337 2481 **Date/Time Mailed: 03/15/2002 20:23**

Destination	ZIP Code: 31088	City: WARNER ROBINS	State: GA
Origin	ZIP Code: 33630	City: TAMPA	State: FL

Class: Priority Mail

Special Services

- DELIVERY CONFIRMATION (Electronic)
- SIGNATURE CONFIRMATION

Event	Date	Time	Location
DELIVERED	03/19/2002	15:46	WARNER ROBINS GA 31088
			Recipient : 'C NEWELL'
			Request Delivery Record
			View Delivery Signature and Address
NOTICE LEFT	03/18/2002	14:19	WARNER ROBINS GA 31088
ACCEPT OR PICKUP	03/15/2002	20:23	TAMPA FL 33630
MANIFEST ACKNOWLEDGEMENT	03/18/2002	08:15	CLEARWATER FL 33762

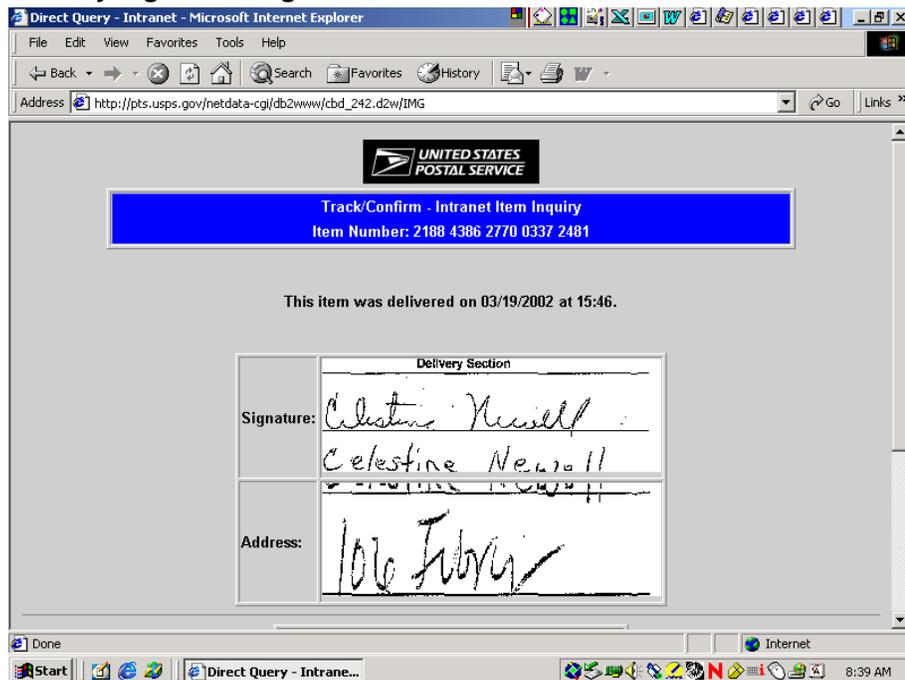
The browser's taskbar shows the Start button, several application icons, and the system tray with the time 8:36 AM.

Retrieving Electronic Delivery Record Information

Delivery Signature Page

Exhibit A-4 shows the delivery signature page. For items with a delivery signature appended, users can view the recipient signature and address. If there is no signature image, the "View Delivery Signature and Address" button will not be enabled.

Exhibit A-4
Delivery Signature Page



Signature Capture and Electronic Record Management

Item Summary Page

Exhibit A-5 shows the item summary page. The database indicates items that are archived and lists all delivery events. If the item has not been delivered, the database lists the first scan event date. A user can make a Delivery Record request by clicking on the check box in the "Select" column and selecting the "Request Delivery Record for Selected Items" button. Users can also restore records (if necessary) by clicking on the "Restore" button.

Exhibit A-5

Item Summary Page

The screenshot shows a web browser window displaying the USPS Intranet Item Inquiry page. The page title is "Track/Confirm - Intranet Item Inquiry". Below the title, there is a message: "The item you queried is summarized below. If you would like to request a delivery record check the box in the 'Select' column to the right of the item (if available). Learn more about [Restore](#)." Below this message is a table with the following data:

Detail	Item	Origin	Destination	Firm	Recipient	Event/Image	Info	Date	Time	Select	Restore
Archived	EA006302160US		96743		WAIVED	DELIVERED		02/08/2001	08:32	<input type="checkbox"/>	RESTORE

Below the table is a button labeled "Request Delivery Record for Selected Items". At the bottom of the page, there is a search box with the text "Enter Request Type and Item Number:" and two radio buttons: "Quick Search" (selected) and "Extensive Search". Below the search box is a link "Explanation of Quick and Extensive Searches" and a "Submit" button.

Retrieving Electronic Delivery Record Information

Validation and Notification Pages

Exhibits A-6a and A-6b show the validation dialog box and the page for requesting a notification.

The system prompts users to validate Delivery Record/Proof of Delivery requests. The Track & Confirm application will send the recipient a delivery record request by fax, e-mail, or mail (as selected by the requestor). Alternately, for live records, users can print a record locally by clicking the "Show Delivery Record" link.

Note: Postal Service employees must *not* provide screen shots to customers.

Note: The Track & Confirm application provides records requested through the Intranet as soon as they are requested. Employees need to ensure that they allow enough time for completion of the proof of delivery letter.

Exhibit A-6a

Validation Page

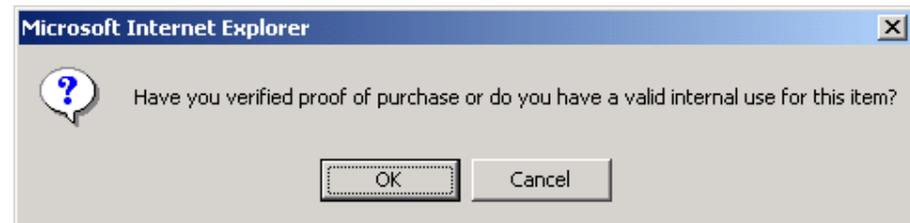


Exhibit A-6b

Notification Request Page

Internet Retrieval

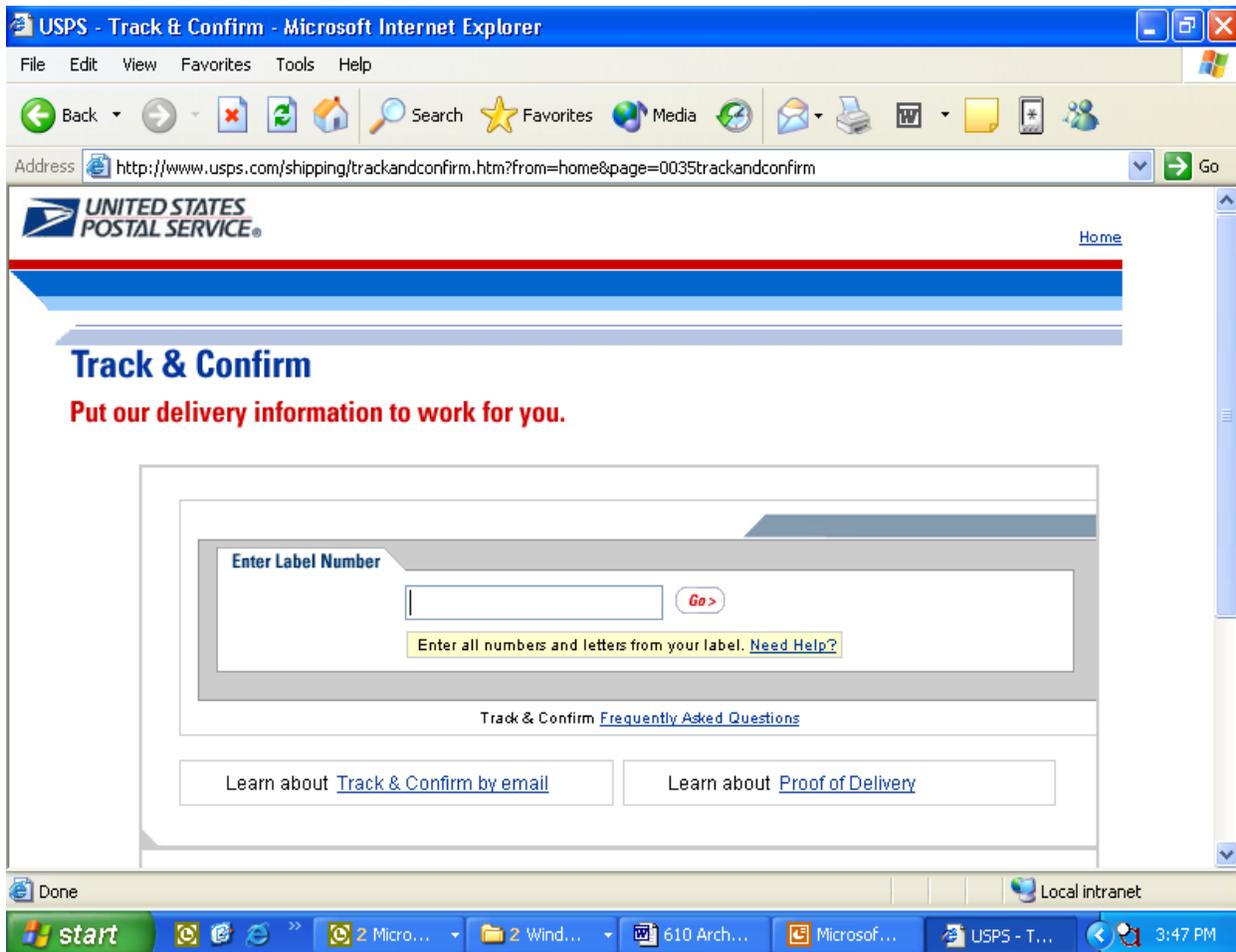
Postal Service customers can retrieve delivery status (date and time) and delivery record (date, time, and signature) information from the Postal Service Internet Track & Confirm Web site. This is a convenient way to get immediate access to delivery status information. Customers can access the Track & Confirm Web site by going to *www.usps.com* and then clicking on *Track & Confirm*.

Main Track & Confirm Page

Exhibit A-7 shows the main page for the Postal Service's Internet Track & Confirm Web site. Through the Internet Track & Confirm site, customers can determine delivery status of their Express Mail, Global Express Mail™ (GEM™), Global Express Guaranteed® (GXG™), Signature Confirmation, Delivery Confirmation, Certified Mail, and Registered Mail service mailings. Customers can also request e-mail notification, which provides an e-mail on the current status of the mailpiece or provides future e-mails with the updated status of the mailpiece.

Exhibit A-7

Main Track & Confirm Page



Retrieving Electronic Delivery Record Information

Proof of Delivery Request Page

Exhibit A-8 shows the Postal Service Internet Track & Confirm screen that customers can use to request a proof of delivery record. Customers can request that the Track & Confirm application send them a proof of delivery record (for Express Mail and Signature Confirmation items) by fax, e-mail, or mail.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because CFS is still completing the optical scanning process), the database will not generate a record until the signature arrives. In the meantime, though, the Track & Confirm application indicates that the delivery has been made.

For complete details on processing delivery records requests, please contact the program office listed in the Transmittal Letter of this handbook.

Exhibit A-8

Proof of Delivery Request Page

USPS - Track & Confirm - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media

Address http://56.224.4.21:800/netdata-cgi/db2www/cbd_243.d2w/htmProofOfDlvry Go

Request Proof of Delivery

Label Number 2100 1120 2780 0000 2796

A Proof of Delivery letter verifies delivery status and will include information such as the recipient's name and a copy of the recipient's signature if available. Proof of Delivery letters can be requested online for Express Mail and Signature Confirmation services only.

Please fill in the following information: (* Required Fields)

▶ **Enter Your Name**

* Your Name

▶ **Select One Option Below and Enter the Required Information**

Send by email

* email

Send by Fax

* Fax number

10 digits. Do not use dashes or spaces.

Done Local intranet

Office

start

3 Microsoft ... PO 610 610 Archive_ ... USPS - Track ... 4:36 PM

Archive and Restoration Page

Exhibit A-9 shows the Postal Service Internet Track & Confirm archive and restoration screen. When presented with this screen, customers can restore an archived item and, if they prefer, request an e-mail with the restoration and events. If a delivery event is available, it is displayed. If no delivery event is present, the screen simply indicates that event information on the item is stored in files offline.

Exhibit A-9

Archive and Restoration Page



Retrieving Electronic Delivery Record Information

Return Receipt (Electronic) Page

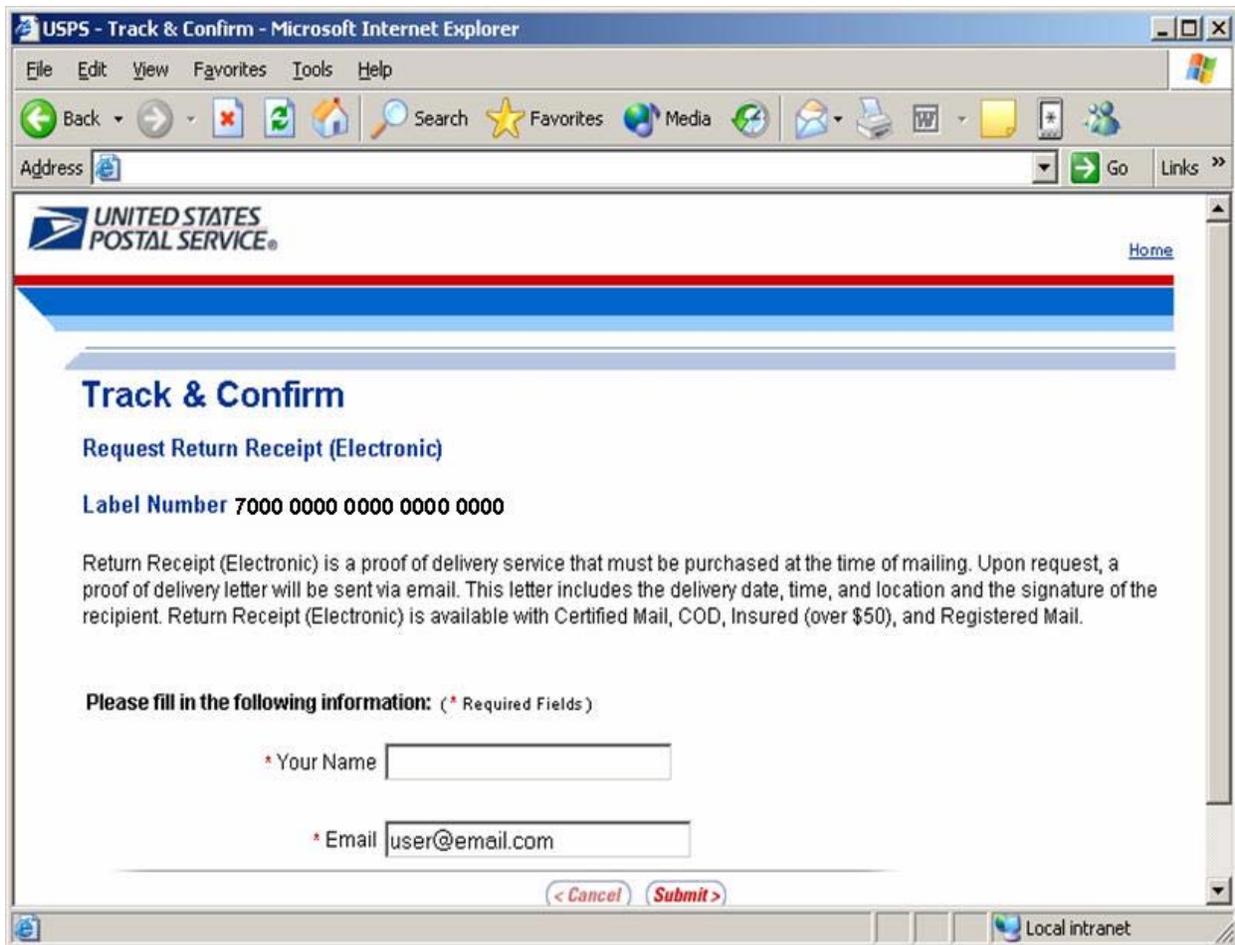
Exhibit A-10 shows the Postal Service Internet Track & Confirm screen that customers can use to request a Return Receipt (Electronic) for Certified Mail, Registered Mail, numbered insured mail, and COD items. The Track & Confirm application will send this receipt to the customer by e-mail.

Note: The customer must have purchased this service at the time of mailing. Customers who purchase Return Receipt (Electronic) at retail units must make their delivery record requests through the Track & Confirm site on *www.usps.com*.

For more information on Return Receipt (Electronic), speak with a retail associate, see DMM S915, or access the Track & Confirm Web site at *www.usps.com*.

Exhibit A-10

Postal Service Intranet Retrieval: Return Receipt (Electronic) Page



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Appendix B

Quick Reference Guide for Delivery Status/Delivery Record Requests

Overview

There are two basic types of delivery record inquiries: external (Postal Service customer) and internal (Postal Service employee). Within each query type, the inquiry may be for the delivery status or for the delivery record of the mailpiece. (See Exhibit B for specific information about requesting stored records by service type.)

Delivery Status Request

With a delivery status request, the customer wants to know if an item was delivered. The Postal Service can release this information for Express Mail, Delivery Confirmation, Signature Confirmation, Certified Mail, and Registered Mail items, according to the procedures noted below.

- a. Express Mail, retail rate Confirmation Services, Certified Mail, and Registered Mail customers can request delivery status information by calling the Postal Service's toll-free number — 800-222-1811 — or by accessing the Track & Confirm Web site at *www.usps.com*.
- b. Mailers who use electronic option Confirmation Services can inquire on delivery status only by accessing the Track & Confirm Web site at *www.usps.com* (not by calling the toll-free number).

Note: Postal Service personnel are not allowed to provide verbal confirmation of delivery (delivery status request) for items not supported by the Internet or toll-free number. Customers must make a delivery record request and pay the appropriate fees. Additional information on electronic option Delivery Confirmation and Signature Confirmation service is available in DMM S918 and S919.

Delivery Record Request

With a delivery record request, the customer wants a copy of the delivery record, including the signature. Customers can make proof of delivery record requests for most special service items — refer to the DMM for restrictions and fees. Delivery record requests include return receipt after mailing and duplicate return receipts. Delivery record requests are free of charge for Express Mail and Signature Confirmation items.

Note: Delivery record requests for all other special services articles require additional fees or proof of purchase. Customers who purchase Return Receipt (Electronic) at retail units must make their delivery record requests at the Track & Confirm site on www.usps.com.

Retrieving Records

Retrieving delivery records in the electronic record management system is easy, quick, and convenient for offices with access to the Postal Service Intranet. Offices without access to the Postal Service Intranet are required to make queries using a designated centralized inquiry location. A Postal Service employee must verify all delivery record requests (i.e., proof of purchase or payment of fees). See 4-3 through 4-5 for additional information. When allowed, Postal Service customers can make their own proof of delivery requests through the Postal Service Internet. Customer procedures for access are available in Appendix A.

Note: For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because CFS is still completing the optical scanning process), the database will not generate a record until the signature arrives. In the meantime, though, the Track & Confirm application indicates that delivery has been made.

For the Intranet, the Track & Confirm application provides records as soon as they are requested. Employees need to ensure that they allow enough time for completion of the proof of delivery letter. For complete details on processing delivery records requests, please contact the program office listed in the Transmittal Letter of this handbook.

Quick Reference Guide for Delivery Status/Delivery Record Requests

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Signature Capture and Electronic Record Management

Exhibit B

Quick Reference Guide for Delivery Status/Delivery Record Requests

Service Type	Request Type ¹	Intranet/Internet Procedure	Other Procedure	Response
Items mailed to manual record management site (see POM 619), regardless of service type	Delivery record	Not applicable.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to Post Office of delivery.	Post Office of delivery searches for record and completes PS Form 3811-A before returning to customer.
	Delivery status	Not applicable.	Information not provided.	Information not provided.
Certified Mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²
COD	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Delivery Confirmation	Delivery record	Not applicable.	Not applicable.	Not applicable.
	Delivery status	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)
Express Mail	Delivery record	No fees required. Employee generates request via Intranet. No fee retrieval available by customer inquiry. ²	No fees required. Employee sends completed PS Form 3811-A to designated inquiry site. No fee retrieval available by customer inquiry. ²	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²
Global Express Mail sent from the U.S.	Delivery record	No fees required. Employee directs customer to make inquiry or request receipt by phone. ²	No fees required. Employee directs customer to make inquiry or request receipt by phone. ²	International Call Center provides response to customer.
	Delivery status	Employees directs customer to make inquiry. ²	Employees directs customer to make inquiry. ²	Employees directs customer to make inquiry. ²
Global Express Mail sent to the U.S.	Delivery record	No fees required. Employee directs customer to file an inquiry with foreign (origin) post office.	No fees required. Employee directs customer to file an inquiry with foreign (origin) post office.	Origin post office provides response to customer.
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²

¹ Delivery Record Request: Hardcopy record requested via PS Form 3811-A or by user for Express Mail or Signature Confirmation service.

Delivery Status Request: Verbal information request — allowed only for Express Mail, Confirmation Services, Certified Mail, and Registered Mail items.

² Customer can make inquiries via Track & Confirm on www.usps.com or toll free at 800-222-1811.

Quick Reference Guide for Delivery Status/Delivery Record Requests

Exhibit B

Quick Reference Guide for Delivery Status/Delivery Record Requests

Service Type	Request Type ¹	Intranet Procedure	Non-Intranet Procedure	Response
Inbound international registered, insured, numbered ordinary parcel post, and recorded delivery (inquiry initiated in U.S.) ³	Delivery record	No fees required. Employee verifies proof of mailing. Complete PS Form 542 and send to appropriate ICIO. See IMM 920.	No fees required. Employee verifies proof of mailing. Complete PS Form 542 and send to appropriate ICIO. See IMM 920.	ICIO responds to request for delivery information.
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Insured mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Registered Mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²
Return Receipt (Electronic)	Delivery record	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²
	Delivery status	Not applicable.	Not applicable.	Not applicable.
Return Receipt for Merchandise	Delivery record	Employee verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee verifies proof of purchase for duplicate return receipt. Complete PS Form 3811-A and send it to designated inquiry site.	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Signature Confirmation	Delivery record	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee provides delivery record search result to customer by fax, e-mail, or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)

³ Product Tracking System is not available for outbound international inquiries. Follow procedures in IMM 920. For international inquiries for mail originating in a foreign postal administration, the foreign postal administration must send an inquiry to the appropriate International Claims and Inquiries Office (ICIO).

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Processing Operations

Service Talk #6

Handheld Scanner Use

The handheld scanner we use to provide the entry scan for mail received on the back dock has been used for many years by clerks and carriers to capture delivery information. The handheld scanner has proven to be a safe, sturdy device for daily employee use.

Here is a list of a few services that the scanner supports:

- Express Mail, Delivery Confirmation, and Signature Confirmation barcodes are scanned for date, time and location of delivery. This delivery information is then available to customers via a toll-free number, or the Track & Confirm site on www.usps.com.
- Special Services' mail is scanned to retain electronic delivery records.
- And now we perform "entry" scans on drop shipments received on the platform to "start the clock" for service performance measurement.

Mailers, who want an "entry" scan, must print a USPS ASN barcode on PS Form 8125. Once a shipment is unloaded, the handheld scanner will be used to scan this barcode. When the handheld scanner is cradled, information is uploaded to a national database. The national database provides shipment information electronically to the mailer.

The handheld scanner plays a critical role in the success of many current and planned USPS programs. These programs help us compete in today's competitive market.

STANDARD OPERATING PROCEDURES

RETAIL ACCEPTANCE SCANNING OF AUTOMATED POSTAL CENTER (APC) GENERATED LABELS

This standard operating procedure outlines the process of handling articles collected from the APC parcel drum and articles retrieved from all other collection location with labels generated from the APC.

Do not scan the following articles with Delivery Confirmation labels generated from the APC:

- Priority Mail
- First Class
- Parcel Post

Note: Customers are paying for delivery information, not acceptance tracking information on these articles.

Scan all Express Mail Articles with labels generated from the APC using the following scenarios:

● **Scenario 1 – Article with APC generated label and Form 11B**

If the article has an APC generated label and an Express Mail Form 11B **Scan both** labels.

- Scenario 2 - Article with an APC generated label and with typewritten and/or handwritten sender and recipient addresses.

Scan the APC generated label

Note: Always remember, the APC is used to provide our customers ease of use and therefore customers should not be directed to proceed to the full service window after finalizing an APC transaction.



Let's Talk Retail

Internet Access Certified Mail and Registered Mail Service

On June 30, 2002, customers will have Internet access to the delivery status information of their Certified Mail and Registered Mail items. Customers will view their information via the Track & Confirm website at www.usps.com.

The success of this new service offering depends on the highest level of **scanning** accuracy possible! Please ensure that the barcode on every Certified and Registered Mail item is scanned at the point of delivery or delivery attempt. Without a delivery or delivery attempt scan, customers will not be able to access their information. Remember customers will be eligible for a refund for services not rendered if we do not follow proper scanning procedures. With Internet access to Certified and Registered mail information at their fingertips, our ability to follow proper scanning procedures is now going to be on display. Let's prove we can deliver!

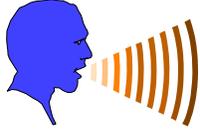
Here's some additional information that you need to know about Internet Certified Mail and Registered Mail service:

- Access to the delivery status information (date and time) is not available through our 800 numbers. **This information is only available through the Internet.**
- Internet access to delivery information is not available on mail addressed to APOs and FPOs.
- The same refund policies for these services still apply. Additionally, refunds will still be processed at the post office. See DMM P014 for information on refund policies.
- Information will be available online for 6 months. After that, customers will need to purchase a Return Receipt After Mailing to get information on their mailpiece.
- If a customer needs a copy of the recipient's signature, they must also purchase a Return Receipt After Mailing.

The success of this value-added service depends on you! So remember to scan the barcode on all Certified and Registered Mail items. We do not get a second chance to make a good first impression!

Local Notes





Let's Talk Retail

Delivery Confirmation Label, PS Form 152

IMPORTANT: Placement of retail Delivery Confirmation Labels, PS Form 152, must always be placed so that it can be readily identified and scanned at delivery.

Label Placement on Package

- On address side of package.
- Above the delivery address and to the right of the return address or to the left of the delivery address within ½ inch. On odd-sized packages, the label must be placed so that the barcode can be scanned. (i.e., on tubes, place the label so that the barcode is horizontal to the length of the package).
- Do not bend label around the package edge.
- Do not cover barcode with tape or plastic wrap.
- When used in combination with other special services, keep the two labels as close to each other as possible for easy identification at delivery.

Local Notes





Let's Talk Retail

To Scan or Not to Scan... that is the question?

Labels generated online or via other automated methods do not adhere to the same procedures as labels purchased from retail units. Outlined below is the process for handling specific articles collected from Carrier Pick-Up, Automated Postal Center (APC) parcel drums or lobby mail drops.

Customers purchase postage online or through an APC for convenience and ease of use; therefore they should not be directed to proceed to the full service window or Postal Store Register to deposit their mail.

All postage-paid APC, Click-N-Ship[®] and PC Postage[®] mail transactions are recorded; therefore; it is not required to scan online **Signature Confirmation[®]** and **Delivery Confirmation[®]** mail found in the various mail receptacles. Acceptance scans are not mandatory unless they are part of a POS ONE sale.

On the other hand, acceptance scans are mandatory on ALL Express Mail[®], Global Express Guaranteed[®], and Global Express Mail[™] online labels. These customers are paying for fast, end-to-end tracking of their mail and as such these articles **MUST** have an acceptance scan before dispatching.

Note: All Express items **MUST** be scanned with either the POS or IRT scanners and **NOT** with the MDCD handheld.

There are two **APC** scenarios which need more clarification:

● **Scenario 1 – Article with APC generated label and Form 11B**

If the article has an APC generated label and an Express Mail Form 11B

Scan both labels.

● **Scenario 2 - Article with an APC generated label and with typewritten and/or handwritten sender and recipient addresses.**

Scan the APC generated label

Providing excellent customer service means getting it right the first time and knowing the correct procedures will ensure that we keep delivering results.

Click-N-Ship[®]

Carrier Pickup



Delivery Scans –

When delivering accountable mail articles, **always scan ALL barcodes at delivery.** Customers who purchase our additional services deserve to receive the service for which they have paid.

Retail Tip :



As experts in each local post office, be sure you are familiar with our online services at usps.com. Advertising running right now encourages customers to visit usps.com and learn more about services available online.

Look out for the new postal service T.V., the web, radio and magazine ads publicizing ***“Almost anything you can do at the Post Office you can do online at usps.com”.***

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-10. Please provide all facts and information indicating that postal employees are or are not properly completing Form 3811, Domestic Return Receipt.

RESPONSE:

The Postal Service does not track either proper or improper completion of Form 3811 by postal employees as a separate category.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-12. Please provide data describing the extent to which delivery employees scan Delivery Confirmation bar codes. Also, please identify the measurement system.

RESPONSE:

Based on Web-Enabled Enterprise Information System (WEBeis) data, the Delivery Confirmation scan rates for January through March of 2005 were 98 percent for Priority Mail, 97 percent for Package Services parcels, and 94 percent for First-Class Mail Letters and Sealed Parcels subclass parcels.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-15. Please provide the percentage of Certified Mail that received an acceptance scan at a retail terminal but that did not receive a scan indicating a final disposition or delivery.

RESPONSE:

For January through March of 2005, WEBeis data show that 6 percent of Certified Mail received an acceptance scan at a retail terminal but did not receive a scan indicating a final disposition, including delivery.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-16. Please provide the percentage of electronic return receipts purchased for which no signature appears on file.

RESPONSE:

For the period 2/1/05-4/1/05, 5 percent of mail for which electronic return receipt was purchased received a scan indicating a final disposition, such as delivery, but did not have a signature linked to the piece.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-17. Please provide the percentage of Signature Confirmation items for which a scan indicating a final disposition or delivery exists but for which no signature is on file. For this response, please differentiate between mail pieces for which the sender waived the signature and mail pieces for which the sender did not waive the signature.

RESPONSE:

For the period 2/1/05-4/1/05, 8 percent of Signature Confirmation pieces without signature waiver requested received a scan indicating a final disposition, such as delivery, but did not have a signature linked to the piece. In addition, another 1 percent of Signature Confirmation pieces had signature waiver requested, received a scan indicating a final disposition, and did not have a signature linked to the piece.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-18. Please provide the percentage of Delivery Confirmation items for which an acceptance scan at a retail terminal exists but for which no scan is on record indicating a final disposition or delivery.

RESPONSE:

The percentage of Delivery Confirmation items for which an acceptance scan at a retail terminal exists, but for which no scan is on record indicating a final disposition or delivery, for January through March of 2005, is 2 percent for Priority Mail, 3 percent for Package Services parcels, and 3 percent for First-Class Mail Letters and Sealed Parcels subclass parcels.

**RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF DOUGLAS CARLSON**

DFC/USPS-19. Please provide all facts and information indicating that postal employees are or are not properly scanning mail that bears a Special Services bar code.

RESPONSE:

Please see the responses to interrogatories DFC/USPS-9, 12, 14, 15, 16, 17, and 18. Also, the scan performance for special services not reported in those responses, with acceptance at a retail terminal or by electronic manifest, for January through March, 2005, is 94 percent for Certified Mail, 93 percent for Registered Mail, 96 percent for Signature Confirmation on Priority Mail, 95 percent for Signature Confirmation on Package Services parcels, and 93 percent for Signature Confirmation on First-Class Mail Letter and Sealed Parcels subclass parcels. The Postal Service has pursued improved scan performance by its field employees.