



Registered Mail

Handbook DM-901

September 1997



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September 1997
Transmittal Letter

- A. Purpose.** This handbook provides procedures and regulations for handling domestic registered mail from the point of acceptance to the point of delivery. The governing regulations for the domestic registered mail system are contained in *Domestic Mail Manual* (DMM) S911. The governing regulations and individual country requirements for the international registered mail system are contained in the *International Mail Manual*. Additional instructions for the air transportation of registered mail and high-value shipments are contained in CON-CON and Coded Shipment Instructions.
- B. Material Transmitted.** This issue updates and replaces Handbook DM-901, *Registered Mail* (4-1-83).
- C. Distribution.** This handbook is distributed to all postal facilities receiving copies of the DMM.
- D. Requisition.** Offices needing additional copies of this handbook must order them through the material distribution centers, using Form 7380, *MDC Supply Requisition*.
- E. Comments.**
- 1. Content. Refer all questions and suggestions regarding the content of this document to:**

BUSINESS MAIL ACCEPTANCE
US POSTAL SERVICE
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WASHINGTON DC 20260-6808
 - 2. Clarity. Refer all questions regarding the organization and editing of this document to:**

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A handwritten signature in black ink, appearing to read "John H. Ward".

John H. Ward
Vice President
Marketing Systems

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1 General Requirements

11 Purpose

111 Official Instruction

111.1 Governing Regulations

The procedures in this handbook and the *Domestic Mail Manual* (DMM) constitute the official procedures and requirements for processing registered mail. If there is a difference between regulations in this handbook and the DMM, those in the DMM take precedence. Additional requirements for international mail are in the *International Mail Manual* (IMM).

111.2 Exceptions

Additional local procedures must not be instituted to control the acceptance, dispatch, transfer, or delivery of registered mail unless approved by Headquarters. Requests for exceptions or variances from the procedures in this handbook must be submitted to Business Mail Acceptance and the Inspection Service, Office of Criminal Investigations, at Headquarters.

111.3 Registry Coordinator

It is recommended that Processing and Distribution Center managers assign the ad hoc duties of Registry Coordinator to a mid-level supervisor or manager. The individual selected should be afforded sufficient time to coordinate all registry activities, prepare standard operating procedures, coordinate security matters with the security control officer, arrange for training, and ensure that registry procedures are in compliance with current official guidelines.

112 Description

112.1 Purpose

Registered mail provides added protection for valuable and important mail, with evidence of mailing and delivery. Indemnity is provided against loss, damage, or rifling up to \$25,000. Indemnity for international mail is limited (see IMM 934.2).

112.2 Eligibility

All mailable matter may be registered if postage is prepaid at the First-Class or Priority Mail rates and it meets the requirements in chapters 1 and 2.

112.3 Prohibitions

DMM S911.1.4 lists matter that cannot be registered. Mail may not be registered if it is:

- a. Placed in a street letterbox or a mail drop in a public building, post office, or self-service postal unit.
- b. Addressed to a post office to which it cannot be transported safely.
- c. Improperly prepared (see DMM S911.3.0).
- d. Tied or fastened to another article, unless enclosed in the same envelope or wrapper.
- e. Contained in an envelope or package that appears to have been opened and resealed.
- f. Presented in a padded bag or self-sealing envelope. (Exception: Padded bags are permitted for international registered articles.)
- g. Placed in an envelope or mailer manufactured of plastic, glossy paper, spun-bonded olefin such as Tyvek, or substances that will not accept an ink seal.
- h. Sent as business reply mail or enclosed in a business reply mail envelope.

12 Size

121 Minimum

The face of any registered article must be at least 5 inches long and 3-1/2 inches high, regardless of thickness. The minimum thickness is 0.007 inch.

122 Maximum

The maximum size for registered mail is 108 inches, length and girth combined. The maximum weight is 70 pounds.

13 Acceptance

Customers requiring registry service must present the mail to:

- a. *Post Offices and Their Stations and Branches.* Customers must register mail by taking the articles to a post office, station, or branch. Postmasters may accept mail of unusually high value only at designated postal units. The value limitation is determined locally by security considerations.

- b. *Rural Routes and Highway Contract Routes With Delivery Features.* Customers must register mail by leaving the articles and cash for postage and fees in rural mailboxes. Any change is handed to the customer or placed in an envelope in the box on the carrier's next trip. The Postal Service is not responsible for articles or money until a receipt is issued or for any change placed in the box.
- c. *Nonpersonnel Rural Units.* Customers must register mail by taking the articles to nonpersonnel rural units during the time a rural carrier is servicing the unit.

14 Postage

141 Rate Classification

Registered mail is charged the applicable First-Class or Priority Mail rates in addition to fees for registry and other services.

142 Payment Method

142.1 Ordinary Mail

Postage and fees may be paid by stamps, meter stamps, or permit imprints.

142.2 Official Government Mail

Official government mail for which insurance is not requested may be registered without prepayment of postage if prepared under DMM E060. Official registered mail paid by stamps or meter stamps must be fully prepaid. See DMM S911.2.5 for mailing procedures.

15 Declaration of Value

151 Ordinary Mail

The sender must tell the acceptance postal employee (or enter on the firm mailing bill if a firm mailer) the *full value* of mail matter presented for registration. Commercial or private insurance carried on registered mail does not modify the requirements for declaring value as defined in exhibit 151.

Exhibit 151
Declared Value for Registered Mail

Matter to Be Mailed	Value to Be Declared
Negotiable Instruments — Instruments payable to bearer, including stock certificates endorsed in blank	Market value at time of mailing
Nonnegotiable Instruments — Checks, drafts, registered bonds, stock certificates not endorsed in blank, warehouse receipts, deeds, wills, abstracts, and similar documents	No value or replacement cost if postal insurance coverage desired
Money (Domestic and Foreign) — Coin and currency	Full value at rate of exchange at time of mailing
Jewelry, Gems, Precious Metals	Cost or market value at time of mailing
Merchandise	Cost or market value at time of mailing
Nonvaluables — Matter without intrinsic value, such as letters, files, and records	No value or replacement cost if postal insurance coverage desired

Note: A mailer who does not know replacement costs should contact a person or firm familiar with such documents and determine replacement costs before mailing the articles.

152 **Official Government Mail**

Government agencies or officials entitled to use official mail must declare the full value of matter presented for registration to ensure proper handling. If postal insurance is desired, the agency or official must pay both the postage and the appropriate fee by stamps or meter stamps.

16 Fee

161 **Current Schedules**

Use the fee schedules in current DMM exhibit R900.16.0 for registered mail. The fees are in addition to postage and other services requested. For mailings valued at more than \$15,000,000, Business Mail Acceptance sets the fees. For international mail, see IMM 333.

162 **With Postal Insurance**

162.1 **Fee Schedule**

The fee schedule for registered mail with postal insurance is shown in DMM exhibit R900.16.0.

162.2 Maximum Postal Liability

The maximum postal insurance liability, shown in DMM exhibit R900.16.0, is \$25,000.

162.3 Handling Charge

For articles valued at more than \$25,000, there is an additional handling charge. This charge covers the added costs of processing registered mail of higher value but does not provide added insurance coverage.

162.4 Commercial Insurance

A sender mailing an article valued at more than \$25,000 may obtain commercial insurance.

163 Without Postal Insurance**163.1 Definition**

A sender may register an article without purchasing postal insurance for articles valued at \$100.00 or less.

163.2 Fee Schedule

The fee for registered mail valued at \$100.00 or less sent without postal insurance is shown in DMM exhibit R900.16.0.

17 Additional Services

171 Registered Collect on Delivery (COD)

The sender may obtain COD service for registered domestic mail by paying the regular registered mail fees plus the COD collection charge specified in DMM R900.6.0. The mail must meet the requirements for both registered mail (see DMM S911) and COD (see DMM S921).

172 Return Receipt

The sender may obtain return receipt service for registered mail on Form 3811, *Domestic Return Receipt*, by paying the appropriate fee in addition to the registration fee and postage (see DMM S915). Refer to IMM 340 for information on Form 2865, *Return Receipt for International Insured or Registered Mail*.

173 Restricted Delivery

The sender may obtain restricted delivery for registered mail as described in DMM S916. For circumstances under which restricted delivery may be made to a person other than the addressee, see DMM S916.3.1.

174 Registered Merchandise Return

Registered merchandise return service may be obtained only by permit holders on articles returned at the First-Class Mail or Priority Mail rates and must be requested by the permit holder (see DMM S923.2.4).

18 Refund

181 Registration Fee

Registration fees cannot be refunded after the mail is accepted.

182 Return Receipt or Restricted Delivery Fee

Return receipt or restricted delivery fees can be refunded only if the Postal Service fails to furnish a return receipt or give restricted delivery service. The mailer requesting the refund must submit a postmarked receipt showing payment for the service.

2 Preparation

21 Conditions

211 **General Requirements**

Articles to be registered must be prepared under the guidelines and regulations in this handbook and in DMM C010 and S911. Postal employees are not permitted to assist mailers in preparing or sealing mail to be registered.

212 **Addressing**

Registered mail must bear the complete name and address of both the sender and the addressee.

213 **Packaging**

213.1 **Open and Resealed**

Envelopes or packages that appear to have been opened and resealed or that have been improperly prepared may not be registered.

213.2 **Padded Envelopes or Bags**

Padded mailing envelopes or bags may not be used for domestic registered mail, but they may be used for international registered mail.

213.3 **Fragile Items**

The sender must tell the postal employee whether the item to be registered is fragile and if so, describe the interior packing. Packages must be refused if not packed to withstand normal handling in the mailstream. Indemnity may be denied if fragile articles are not properly packed.

22 Sealing

221 Letter-Size Envelopes

221.1 Construction

The sender must securely seal letter-size envelopes. Senders should use good-quality, well-constructed envelopes with heavy deposits of mucilage all the way to the edge of the flap. Self-sealing envelopes are not acceptable. Envelopes or mailing bags manufactured of plastic, glossy paper, spun-bonded olefin such as Tyvek, or substances that will not accept an ink seal are not acceptable.

221.2 Intersection of Flaps

Paper strips, cellulose strips, or wax or paper seals must not be placed over the intersections of flaps where the postmark impressions are made.

222 Flats and Parcels

222.1 Sealing

The sender must seal flats and parcels with mucilage, glue, or plain paper or cloth tape. Parcels containing currency or securities may not be sealed exclusively by paper tape, but must first be sealed securely with mucilage or glue.

222.2 Envelopes

Large envelopes (flats) that are completely sealed and also have paper tape across the intersections of flaps meet sealing requirements.

222.3 Tape

Only paper tape that can absorb a round-date impression and show tampering if removed may be used on registered mail. Masking tape, nylon filament tape, and transparent tape are not permitted.

222.4 Tamper-Proof Boxes

Tamper-proof boxes, such as jewelry boxes, may be accepted if all seams are sealed in accordance with 222.1.

23 Window Envelopes

A window envelope is acceptable if a transparent panel covers its opening. If the transparent panel is glued to the envelope, the envelope may contain only matter without intrinsic value. If the panel is part of the envelope, the envelope may be used for all registered mail.

24 Firm Mailing Books

241 Purpose

If the sender presents an average of three or more articles for registration at a time, the sender may use Form 3877, *Firm Mailing Book for Accountable Mail*, available at no charge from post offices, or privately printed firm mailing bills.

242 Use

The sender must use Form 3877 in accordance with instructions from the postmaster. The sender must prepare the form in triplicate if requested by the postmaster; otherwise in duplicate. The sender must make all entries in nonerasable ink by typewriter, computer printer, or ballpoint pen.

243 Copies

The acceptance employee must round-date and sign the firm mailing book after checking all entries against the mail. The post office must keep one or two copies of Form 3877 (whichever is applicable) and return the original to the sender. (All unused portions of the addressee column must be marked with diagonal lines.)

25 Mailing Receipts

251 Requirements

When accepting registered mail, the acceptance employee must issue a receipt. Mail is not registered until the receipt is issued.

252 Form 3806

For individual registered mail transactions, issue a receipt on Form 3806, *Receipt for Registered Mail*, at the time of the transaction.

253 Form 3824

If the customer is presenting a large-volume mailing, the acceptance employee may issue a temporary receipt (Form 3824, *Temporary Bulk Receipt*) showing only the total number of articles (see exhibit 253). Indicate on Form 3824 the total number of pieces or sealed pouches accepted. Issue the permanent descriptive receipt as soon as possible after verification of the mail.

26 Return Receipt and Restricted Delivery

261 Completion of Form 3811


Individual senders and firm mailers requesting return receipt service must complete both sides of Form 3811, *Domestic Return Receipt*. Individual senders must take the completed return receipt to a window clerk. Firm mailers must attach return receipts to their mail and show the endorsement as specified in DMM S915.1.3 on the address side of the mail.

262 Restricted Delivery

If delivery of the mail is restricted to a specific addressee, the sender or firm mailer must check the "Restricted Delivery" block on the receipt side of Form 3811. The address side of the mail must be endorsed "Restricted Delivery."

Exhibit 253

Form 3824, *Temporary Bulk Receipt*

 Temporary Bulk Receipt	
Received From _____	
Article	Number of Pieces
Registered	
Certified	
Insured	
COD	
TOTAL	
SENDER: Present this temporary receipt tomorrow (or within a few days) and we will give you a permanent receipt describing each individual article by number.	Postmark
Postmaster, by _____	
PS Form 3824 , November 1992	

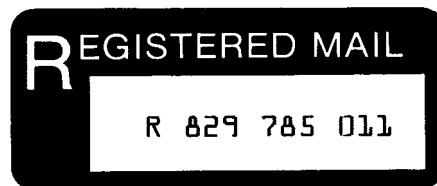
3 Acceptance

31 Label 200

311 General

At the time of mailing, all registered mail must bear a red Label 200, *Registered Mail*. The self-adhesive label, measuring 2-1/4 inches by 1 inch, is printed with a capital letter R followed by nine digits in OCR-A font (see exhibit 311). The letter R followed by the nine-digit number identifies the registered article for all records and inquiries.

Exhibit 311
Label 200, Registered Mail



312 Placement and Endorsements

Proper placement of the label is directly to the right of the return address and above the address (see DMM C010.9.2). Endorse articles with any special service requested by the sender.

313 Postal Service Requisition

Label 200 is requisitioned and issued as follows:

- a. *Offices With Stations/Branches.* Post offices with stations or branches requisition and issue to each station or branch a quantity of labels approximating half of the annual number of window registrations for the unit.
- b. *Other Offices.* All other offices requisition and issue a quantity of labels approximating a 6-month supply.

- c. *Rural Carriers.* In areas where rural carriers are required to accept mail for registration, post offices provide a sufficient supply of labels to meet the needs of the carriers' routes.
- d. *Firm Mailers.* Post offices provide firm mailers a quantity of labels approximating a 6-month supply.

314 **Accountability**

Label 200 is not an accountable item. No records are kept of the assignment of labels to employees or customers.

32 **Receipt**

After accepting registered mail, issue a receipt on one of these forms:

- a. *Individual Articles — Form 3806.* Prepare in duplicate Form 3806, *Receipt for Registered Mail*, for each registered article. Give the original to the sender and file the copy in numerical sequence.
- b. *Multiple Articles — Form 3877.* When a sender uses Form 3877, *Firm Mailing Book for Accountable Mail*, check articles against entries on the form (see DMM S911.3.8).
- c. *Temporary Receipt — Form 3824.* If a sender using Form 3877 does not want to wait for a descriptive receipt, issue a bulk receipt on Form 3824, *Temporary Bulk Receipt*; check mailing and issue regular receipt later.
- d. *Notification of Errors — Form 3876.* Use Form 3876, *Notice to Firm Mailer — Incorrect Fees*, to notify firm mailers of surcharges or incorrect payment of fees (see exhibit 32d).
- e. *Rural Route Registration — Form 3896.* Rural carriers issue Form 3896, *Receipt for Registered Article*, to senders of registered mail. Rural carriers must not assist senders in preparing or sealing mail to be registered.

33 **Individual Article**

331 **Checking Acceptability**

331.1 **Proper Packaging**

Determine whether the article is adequately prepared for mailing as follows:

- a. Examine the article for mailability and proper packaging (see chapters 1 and 2).
- b. Ask the sender about the contents and internal packing (see DMM C010).

331.2 Improper Packaging

Give the article back to the customer if it is improperly prepared. Explain how it should be prepared. Do not assist the sender in preparing or sealing mail to be registered.

332 Completing Forms**332.1 Individual Article — Form 3806**

Senders of individual articles to be registered must prepare Form 3806, *Receipt for Registered Mail*, for each article and present the form with the article to the acceptance employee. The sender must check the block “With Postal Insurance” or “Without Postal Insurance” when completing the form. See 15 and 16 for requirements on declaring value with and without insurance. Rate the article for postage, fees, and other requested services and enter the amounts on the form. If requested to do so by the sender, show the time the article was accepted for mailing on the form and the post office copy.

332.2 Return Receipt Service — Form 3811

A sender requesting return receipt service must complete all appropriate portions of Form 3811 and present it with the article to the acceptance employee. If additional services are requested, the sender must tell the postal employee at the time of the transaction. On the receipt side of the form, the postal employee must write the registry number and mark the box for restricted delivery, if that service is requested.

332.3 International Registered Mail — Form 2865

Use the procedures outlined in 332.2 for completing Form 2865, *Return Receipt for International Insured or Registered Mail*.

333 Safeguarding Registered Articles and Receipts**333.1 Employee Accountability**

Acceptance employees must keep registered mail in a secure place until it is billed to the designated dispatch employee. Individual employee accountability of registered mail must be maintained at all times.

333.2 Secure Place

Post offices with separate registry units must keep registered mail in those units until it is dispatched. Post offices and postal units without separate registry units or cages must keep registered mail in a locked drawer, cabinet, or safe until dispatch time.

334 **Numbering Articles and Receipts**

334.1 **Determining Article Number**

Determine the registry number from the number (R and nine digits) appearing on the Label 200 affixed to the article at the time of mailing. The number on the receipt must be the same as the number on the article being mailed.

334.2 **Maintaining Mailing Office Records**

File mailing office records by date. File firm mailing records in alphabetical order by date. Keep these records for 2 years.

34 **Firm Mailings**

341 **Checking Acceptability**

341.1 **Proper Packaging**

Determine whether the article is adequately prepared for mailing as follows:

- a. Examine the article for mailability and proper packaging (see chapters 1 and 2).
- b. Ask the sender about the contents and internal packing (see DMM C010).

341.2 **Improper Packaging**

Give the article back to the customer if it is improperly prepared. Explain how it should be prepared. Do not assist the sender in preparing or sealing mail to be registered.

342 **Completing Form 3877**

342.1 **Use and Preparation**

Senders may use Form 3877, *Firm Mailing Book for Accountable Mail*, if they present an average of three or more registered articles at a time. Senders must prepare Form 3877 in duplicate or triplicate as directed by the postmaster. Verify number, address, postage, and fees on the articles against entries on Form 3877. If all information is correct, enter the total, run a diagonal line through all blank spaces, sign the original, and postmark the original and copies of Form 3877. Return the original to the sender.

342.2 **Temporary Receipt**

If the quantity of receipts prohibits complete verification at the time of acceptance, give the sender a temporary receipt on Form 3824 showing only the total number of articles received. Issue the signed and postmarked original of Form 3877 to the sender as soon as possible after verification.

342.3 Discrepancies**342.31 During Acceptance**

If a discrepancy is found at the time of acceptance, take the following action:

- a. Attempt to reconcile the discrepancy, with the sender's assistance.
- b. If unable to reconcile the discrepancy, correct the entries on Form 3877, initial all corrections, and sign the bottom of the form. Make sure that these corrections and signatures appear on all copies of Form 3877.
- c. Notify the supervisor of the discrepancy and action taken.

342.32 After Acceptance

If a discrepancy is found after acceptance and the sender received a temporary receipt on Form 3824, take the following action:

- a. If any part of the address on one or more of the articles listed on Form 3877 does not agree with the entry, contact the sender before dispatching the mail.
- b. If there is a discrepancy in a fee or fees, notify the sender on Form 3876 and dispatch the mail.
- c. If the sender is not present, have corrections to Form 3877 witnessed by a supervisor. Both the employee noting the discrepancy and the witnessing supervisor must sign their names near the corrections.

35 Rural Carriers

351 Checking Acceptability**351.1 Packaging****351.11 Proper**

Determine whether the article is adequately prepared for mailing as follows:

- a. Examine the article for mailability and proper packaging (see chapters 1 and 2).
- b. Ask the sender about the contents and internal packing (see DMM C010).

351.12 Improper

Give the article back to the customer if it is improperly prepared. Explain how it should be prepared. Do not assist the sender in preparing or sealing mail to be registered.

351.2 Remittance

Before taking the article to the post office, check that the sender has left sufficient funds to cover the cost of registering the article.

352 **Completing Form 3896**352.1 **Use and Preparation**

Use Form 3896, *Receipt for Registered Article*, as a receipt for the sender and for the assignment of a registered number to the article (see exhibit 352.1). If a rural carrier loses a registration book or is unable to account satisfactorily for a missing receipt, the postmaster must report the facts immediately to the local Postal Inspector In Charge.

Exhibit 352.1

Form 3896, Receipt for Registered Article (Front)

U. S. POSTAL SERVICE RECEIPT FOR REGISTERED ARTICLE	
Name of Carrier	Route No. or Letter
Post Office	
PS Form 3896 , May 1985	

Exhibit 352.1

Form 3896, Receipt for Registered Article (Reverse)

INSTRUCTIONS NOTE: No carbon required. RECEIPTS: Prepare original and one copy. Place stop card under second copy. Enter the amount of registry fee, amount of postage, the full value of the article as declared by sender, the register number from the registry label you have applied to the mail, and the handling charge, if any, paid. If return receipt, restricted delivery, or special delivery services are requested, enter the fees in the appropriate box(es). When receipt is completed, detach second copy and give to the sender. Be sure and check appropriate box to indicate if Postal Insurance is desired or not. AT THE POST OFFICE: Promptly upon return, deliver the registered articles and money collected for postage and fees to the postmaster or authorized clerk, who will complete stub receipt, detach and retain the original copy of the receipt, and return the book to you together with any money due the sender. The postmaster will furnish and affix postage to the article. When book is completed, return it to the postmaster, who will issue a memorandum receipt therefor and issue you another book.
--

352.2 Handling Article

Hand the article to be registered to the postmaster or postmaster's representative for proper handling and documentation.

36 Round-Dating and Canceling Stamps

361 Envelopes

Round-date letter-size envelopes twice on the back of the envelope at the crossing of the upper and lower flaps. If a return receipt is used, round-date partially on the receipt and partially on the envelope flaps. If the return receipt covers the entire back of the envelope, round-date the perforation on both ends of the return receipt.

362 Parcels, Flats, and Sack Jackets

Round-date packages and flats sealed with paper tape across opposite edges of the strips. Use additional round-dates if it will make it easier to detect rifling. Round-date all seams on the wrapping if paper tape is not used. Round-date sack jacket tags once on the back of the tags.

363 Canceling Stamps

Cancel stamps using the Obliterator, Item 570 (*Postal Operations Manual*, 231.52).

37 Withdrawal, Recall, or Remailing

371 Procedures

The sender may withdraw or recall registered mail before delivery under the following conditions:

- a. Before Dispatch. The sender must write on the receipt "Withdrawn Before Dispatch," sign, and surrender the receipt.
- b. After Dispatch. The sender must file a written request for its return after dispatch at the post office where the article was mailed, giving the name and address of the sender and addressee, the registry number, and the date of mailing. Form 1509, *Sender's Application for Recall of Mail*, may not be used for this purpose. The sender must pay for faxes sent or long-distance telephone calls made to locate the article.

372 Refunds

If a registered article is withdrawn or recalled, do not refund postage and fees.

373 Remailing

If a registered article is withdrawn or recalled, the sender may not re-mail it in the same envelope or mailing container. The article must be mailed under new cover and bear new postage and fees.

4 Transfer of Custody

41 Hand-to-Hand Exchanges

411 Description

A hand-to-hand exchange is the transfer of registered articles, numbered seal pouches, rotary lock pouches, or CON-CON containers between postal employees or highway contract drivers.

412 Procedures

412.1 Use

Make hand-to-hand exchanges when transferring valuables to or from the valuable cage to delivery sections, stations, and branches, as well as to units inside a post office or air mail facility not in view of the registry section.

412.2 Descriptive Lists and Receipts

Descriptively list articles on the appropriate form when making a hand-to-hand exchange, and obtain a signed receipt from the receiving employee. The receiving employee must verify that each pouch, container, and/or outside article listed on the receipt is present before signing the receipt. Hand-to-hand receipts must be used for dispatches between the main office and its stations, branches, and detached carrier annexes.

42 Employee Responsibilities

421 **Acceptance**

The acceptance employee must use Form 3854 to transfer registered articles to registry employees (see exhibit 421).

Exhibit 421

Form 3854, Registered Mail Dispatch Bill

Manifold Registry Dispatch Book
(30 Entries)

Dispatching Unit

PS Form 3854, April 1985

422 **Incoming Opening Unit**

If an incoming opening unit and a registry section are not in view of each other, the designated opening unit employee must prepare in duplicate on Form 3854 a descriptive list of registered articles received before transferring the articles to the registry section. After the receiving employee in the registry section verifies all the entries on the form, that employee signs, round-dates, and returns the copy of the form to the transferring employee. The original of the form is kept with the articles.

423 **Dispatch**

The designated dispatch employee at a station or branch of a post office must prepare in triplicate on Form 3854 a descriptive list of registered pouches and outside registered articles for transport to the main office.

424 Postal Vehicle Services

The postal vehicle services (PVS) operator must sign, date, and enter the time of receipt of the registered mail dispatch on all copies of Form 3854. The PVS operator takes the original and one copy with the mail being dispatched. At the main office, the registry section employee assuming responsibility for the dispatch signs Form 3854. The PVS operator keeps the duplicate as a receipt.

43 Highway Contract Responsibility (HCR)

431 Form 3854

When registered mail is dispatched by HCR, postmasters must prepare Form 3854 using a separate manifold, dedicated to tracking HCR accountability. This form should be in triplicate, notated with the dispatch seal, rotary lock, and/or outside registered numbers. Leave the dispatch and Form 3854 in the vestibule if the HCR operator arrives after the post office closes. Form 3854 and registered mail should be placed so that the HCR operator can quickly identify it.

The HCR operator must sign, date, and enter the time of receipt of the registered mail dispatch on all copies of Form 3854. The HCR operator leaves the second copy of Form 3854 and takes the original and remaining copies with the registered mail. At the main office or next mail transfer point, the employee designated to receive registered mail on the platform assumes responsibility for the dispatch by signing all copies of Form 3854. The HCR driver keeps one copy, and the original is filed by the employee.

Before signing Form 3854 at each post office, HCR operators should inspect registered pouches for any apparent damage and verify that rotary lock numbers or seal numbers match the numbers recorded on Form 3854. All discrepancies or damage must be noted on Form 3854. Transportation of mail should continue, and discrepancies or damage should be reported to the supervisor as soon as possible but no later than upon arrival at the transfer point.

432 Transferring Registered Mail

When an HCR operator transfers registered mail dispatched from a post office to another HCR operator at a transfer point where postal employees are not on duty, the new HCR operator signs and receives copies of Form 3854 and continues after verifying the lock or seal number or outside registered mail. Sufficient copies of Form 3854 must be created at the originating office for each HCR operator to have one copy with the original remaining with the registered mail.

5 Dispatch

51 Operations

The principal operations for preparing and making registry dispatches are as follows:

- a. Selecting the proper equipment.
- b. Preparing the dispatch, delivery bill, or nil-bill (see 564).
- c. Placing the mail into the equipment and closing and securing the equipment.
- d. Preparing the dispatch receipt.
- e. Dispatching, transporting, and delivering the mail.

52 Equipment

521 **Restriction**

Once registered articles are billed into the registry section, distribute and place them in postal equipment for dispatch. Use only authorized equipment for registered mail, as described in 522 through 527.

522 **Rotary Lock Pouch**

522.1 **Use**

Rotary locks are the prescribed method of locking. Always consider using rotary lock pouches for any office or unit in possession of a rotary key.

522.2 **Information Entered on Dispatch Bill**

Enter the following information on Form 3854 or Form 3854-A, *Manifold Registry Dispatch Book*, at the time of dispatch:

- a. Lock and rotary number.
- b. Bill number and page number, if needed.
- c. Destination of dispatch.
- d. Time of dispatch.

- e. Round-date of bill and coupon.
- f. For domestic mail, registered numbers (R and nine digits) for individual articles. Do not list the five-digit ZIP Code of origin unless automated systems, which track registered mail, will accept the data. For international mail, registration numbers plus country of origin as described in 592.3.
- g. Registration numbers and offices of origin and destination for any enclosed direct pouches or jackets.

522.3 Pouching Method

Pouch registered mail as follows:

- a. Handwrite registered numbers of articles to be dispatched on Form 3854 or scan or manually input the numbers on Form 3854-A used on available systems, such as Automated Dispatch System for Registered Mail (ADSRM) or Delivery Confirmation Receipt System (DCRS).
- b. Count the number of articles being dispatched and compare with the number listed on Form 3854 or Form 3854-A. If the count does not agree, verify each piece against the corresponding entry on the bill.
- c. Tie articles into bundles of not more than 30 pieces each, placing the articles in sequence of listing.
- d. Place Form 3854 or Form 3854-A (contents bill) under the first article of the bundle.
- e. If articles cannot be bundled, place Form 3854 or Form 3854-A into a penalty envelope and place it inside the pouch.
- f. Do not dispatch more than 180 individual articles in any one pouch.
- g. Attach an EP-9 envelope to the hasp before engaging lock. Lock the pouch with the rotary number of the pouch facing up. Make sure that the lock is secure. Prepare and insert Form 3830-A (see exhibit 522.3g) into EP-9 and slide/label into pouch.
- h. Do not double pouch.
- i. File in the registry section the records of registered mail dispatched in rotary pouches.

522.4 Procedure in Small Offices

Employees in small offices responsible for dispatching registered mail should bill the registered articles at the time of acceptance. This procedure eliminates the necessity of billing all articles at dispatch time. If a different employee dispatches the mail, the acceptance employee must initial the last entry before turning the dispatch bill and registered articles over to the dispatching employee. The dispatching employee must verify all entries

made on the dispatch bill. This verification ensures individual accountability of the registered mail at all times.

Exhibit 522.3g
Form 3830-A, Registry Dispatch Record

Via		REGISTRY DISPATCH RECORD	
		No. 51260499	
To			
No.		Office of Origin	
No. Pieces Dispatched ▶		By (Last Name and Initial)	
Postmark or Date		Dispatch Receipt Received	
		Card Returned for	
		Duplicate Card Sent on	
		Report of Nonreceipt Made on	
PS Form 3830-A , August 1995		102595-96-B-0475	

523 **Numbered Tin Band Sealed Pouches (Item O817-C)**

523.1 **Use**

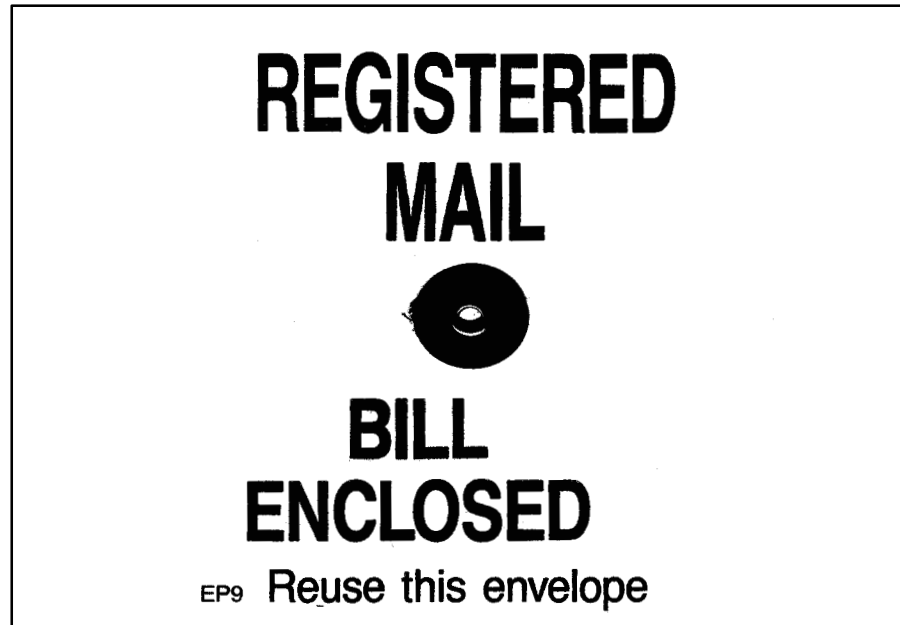
Item O817-C, numbered tin band seal, should be used only when rotary locks are not available. Prepare numbered tin band sealed pouches in the same manner as rotary lock pouches when dispatching airmail (CON-CON), except when dispatching coded shipments that must be secured in accordance with coded shipment instructions. Also use tin band sealed pouches when dispatching registered mail to a post office (without a rotary lock key), a government agency, or a business.

523.2 **Preparation**

Prepare numbered tin band sealed pouches in the same manner as described for rotary lock pouches in 522 and:

- a. Attach an EP-9 envelope (see exhibit 523.2a) to the hasp of the pouch.

Exhibit 523.2a
EP-9, *Envelope, Registry Jacket*



- b. If applicable, attach Tag 1, *CON-CON* (see exhibit 523.2b).

Exhibit 523.2b
Tag 1, *CON-CON*



- c. Slip the seal, number down, through the hasp and a grommet of the pouch before sealing. This method ensures that the number appears on the outside of the seal.
- d. Do not double pouch.
- e. File in the registry section the records of registered mail dispatched in numbered tin band sealed pouches.

524 **Registry Jacket Envelopes (Items EP-388 and EP-390)**

524.1 **Billing**

Bill articles enclosed in an EP-388 or EP-390 registry jacket envelope (see exhibit 524.1) in the same manner as articles sent in a rotary lock or numbered tin band sealed pouch.

524.2 **Use**

Use a registry jacket envelope under these conditions:

- a. If five or more articles are to be dispatched and at least one handling and recording can be saved.
- b. In Alaska, if the dispatch of one or more letters or small sealed packages can give greater protection to the mail.

524.3 **Pouching**

Bill and pouch the jackets as follows:

- a. Number from the jacket series. Dispatches need not be made in jacket number series.
- b. Address the jacket.
- c. Use these special marks when required:
 - (1) "Naval Mail" on jackets containing mail for U.S. Navy vessels.
 - (2) "Area Comprising Former Canal Zone" on jackets containing mail for the area comprising the former Canal Zone.
 - (3) "Official Mail" on jackets containing official mail from government agencies for dispatch to U.S. overseas destinations.
- d. Check the appropriate blocks on the jacket if it contains special delivery articles.
- e. Enclose jackets in rotary pouches or envelope containers (EP-399) descriptively listed or presented in a hand-to-hand exchange.
- f. File records of registered mail dispatched in registry jackets in the registry section.
- g. If a missing article is reported, follow the instructions in 63.

525 Envelope Container (EP-399)**525.1 Use**

Use the EP-399 envelope container only for items of minimal or no value. Do not handle as transit mail (see exhibit 525.1).

Exhibit 525.1

EP-399, *Envelope, Registry Container*

**525.2 Handling**

Open each envelope at the arrival point and rebill to the next destination. Use Form 3830-A, *Registry Dispatch Record*, as the dispatch bill for listing the article numbers and the name of the destination office. Total, sign, and round-date Form 3830-A and keep the original. Place the articles in the envelope with the other part of Forms 3830-A and 3830-B. When a registered article is too large for the envelope container, place all the registered mail into a pouch and secure it with a rotary lock.

525.3 Sealing

Enter the control number from Form 3830-A or the dispatch bill onto Label 89, *Label for Closing Registered Mail Containers* (see exhibit 525.3). Seal the envelope container with gummed Label 89. Round-date the label. The

destination shown on Label 89 must be the same on the slide/label of the iron lock pouch in which the mail is dispatched.

Exhibit 525.3

Label 89, Closing Registered Mail Container

No: _____

To: _____

Postmark

Dispatch Unit

Label 89, October 1991

525.4 **Numbered Tin Band Seal (Item O817-C)**

If the mail is for delivery to a government agency, business, or post office not furnished with a rotary lock key, secure the pouch with a numbered tin band seal.

525.5 **Transit Mail**

If the envelope container holds transit mail for enclosure in a locked pouch, check the appropriate block on Label 89 to indicate that transit mail is enclosed.

526 **Sack Jacket**

Sack jackets are regular pouches containing only registered mail and are closed with an approved seal. In addition to the usual pouch label, a durable eyelet address tag for the post office or individual addressee may be attached to the staple if only one registered article is enclosed. The tag and pouch label bear a registry number preceded by the initials "SJ" for sack jacket (unless made up in a foreign country) and any other required postal endorsements.

527 **CON-CON and Special Containers**

527.1 **Use**

Use CON-CON and special containers only between CON-CON facilities designated and authorized by Postal Service Headquarters. Use these containers to dispatch rotary lock, numbered seal, and outside registered

articles to the maximum extent possible. CON-CON containers may not be used for the surface transportation of registered mail.

527.2 **Preparation**

Descriptively list the articles enclosed in each container on a separate Form 3854 or Form 3854-A. (Six copies of Form 3854 may be used only on coded shipments.) Enclose the bill with the mail inside the container. Attach an EP-9 envelope and a Tag 1 to the hasp of the CON-CON, close the container, and secure with a rotary lock. Item O817-C, numbered tin band seal, may be used only if no rotary lock is available. Prepare a slide/label and affix it before dispatch.

528 **Distribution Labeling Requirements**

Prepare and label all pouches and containers based on the national registered mail distribution labeling list as directed by the area distribution network office.

53 **Outside Articles**

531 **Description**

The term “outside articles” refers to articles too large or heavy to be enclosed within a pouch or container.

532 **Individual Article**

532.1 **Billing and Labeling**

Prepare outside articles for dispatch as follows:

- a. Bill each article on a separate Form 3830-A (dispatch card) to the final destination point or massing point, as applicable. Show on the dispatch card the following:
 - (1) Registered article number preceded by the capital letter O with a slash (/) through it.
 - (2) Office of origin and destination, the latter preceded by the word “to.”
 - (3) Route and trip numbers.

- b. Place the card in an EP-11, Registry Bill Container Envelope (see exhibit 532.1b). Tuck the flap of the envelope inside but over the card to prevent the card from slipping out of the envelope.

Exhibit 532.1b

EP-11, Envelope, Combination Registry Bill

REGISTERED OUTSIDE MAIL
FROM
U.S. MAIL-ROUTING
<p>INSTRUCTIONS Enter under "ROUTING" the name of the next postal unit to which the package is to be dispatched. Cross out the previous routing shown, if any.</p>
<p>BILL ENCLOSED EP-11</p>

- c. Attach the EP-11 envelope to the address side of the article in a manner that does not interfere with the address or endorsement.

- d. Show the routing on the EP-11 envelope. See exhibit 532.1d showing a completed EP-11 for a registered outside article from Cincinnati, Ohio, routed through Louisville, Kentucky, to Bowling Green, Kentucky.

Exhibit 532.1d

Completed Routing on EP-11

<hr/> REGISTERED OUTSIDE <hr/>
From: Cincinnati, OH <hr/>
ROUTING Louisville, KY <hr/>

532.2 **Several Articles for Same Destination**

532.21 **Preparation**

If there are more than three outside registered articles for the same destination, handle as follows:

- a. List all the articles on one bill or card.
- b. Enclose the bill or card in an EP-11 envelope attached to one of the outside registered articles.
- c. Attach Label 87 to each of the remaining articles, show the routing, and number the labels appropriately as follows: 1 of 4, 2 of 4, 3 of 4. The article bearing the EP-11 envelope is numbered 4 of 4. When using rolling stock such as an all-purpose container (APC), attach the EP-11 envelope to the security liner. The security liner must be closed in the same manner as a rotary lock pouch. Security liners may not be placed over the top of rolling equipment.

532.22 **Between Mail Office and Units**

Do not use the procedure in 532.21 for outside registered articles transported from stations and branches to the main office registry section. Use hand-to-hand receipts in these cases.

532.23 **Pallets**

All packaging requirements for palletized shipments must be adhered to, in addition to the following:

- a. List all articles on one Form 3854.

- b. Enclose the form in an EP-11 envelope attached to one of the outside registered articles. EP-11 must face the outside of the pallet facade.
- c. Attach Label 87 to each of the remaining articles, showing the routing, and number the labels appropriately as follows: 1 of 4, 2 of 4, 3 of 4, etc. The article bearing the EP-11 envelope is 4 of 4. The pallet can be shrinkwrapped with clear plastic, allowing the EP-11 with Form 3854 enclosed to be clearly visible from outside the wrapping.

Use of pallets for large shipments of stamp stock must be approved by the Inspection Service, Office of Criminal and Security Investigations, at Headquarters.

54 Pouching

541 Form 3854

Use Form 3854 or Form 3854-A to list and describe registered articles for dispatch. Enter the following information with ballpoint pen on Form 3854 or Form 3854-A:

- a. Round-date the bill and coupon on all copies of the bill. When using the Automated Dispatch System for Registered Mail (ADSRM), do this after removing the bill from the printer.
- b. Enter the rotary lock or seal number.
- c. Enter the bill number and, if applicable, the page number.
- d. Enter the control card number, if applicable.
- e. Record the destination office.
- f. Enter the registered number for individual articles.
- g. Enter the numbers and offices of origin for registry jackets included in the dispatch.
- h. Enter the numbers and offices of origin and destination for rotary lock pouches, number seal pouches, and outsides.
- i. Draw a diagonal line through unused spaces.
- j. Total, print name legibly, sign, and show time of dispatch.

542 Form 3830-A

542.1 Use

Use Form 3830-A, *Registry Dispatch Record*, to account for registered articles normally dispatched by surface transportation.

542.2 Preparation

Prepare the form as follows:

- a. Enter the necessary dispatch information in the "via" block (identification of carrier).

- b. Enter the city, state, and ZIP Code of the destination office.
- c. Enter the registered number and office of origin of each article.
- d. Draw a diagonal line through unused spaces.
- e. Enter the total number of pieces dispatched and sign (last name and initial) the form.
- f. Round-date all copies.
- g. Keep the original, and send parts A and B with the dispatch.

55 Hand-to-Hand Receipts

551 Use

551.1 Between Postal Units

Exchange hand-to-hand receipts when transferring custody of rotary lock pouches, numbered seal pouches, and outside registered pieces:

- a. Between main offices and stations, branches, and detached carrier units.
- b. Directly between employees of postal units, when there is a large volume of registered mail.

551.2 High-Value Mail

Exchange hand-to-hand receipts for registered mail of high value in the following instances:

- a. When the declared value of an individual shipment meets coded value requirements set forth in special instructions issued by National Network Operations at Headquarters. These instructions are issued on a need-to-know basis.
- b. When the aggregate value of a particular dispatch warrants such handling to the first transfer point as determined at the origin registry unit.

552 Procedure

552.1 Instructions

When a hand-to-hand receipt is exchanged in transferring the custody of rotary lock pouches, numbered sealed pouches, and outside registered pieces, follow these instructions:

- a. Enter in duplicate on a dispatch bill the rotary lock or seal numbers of the pouches and the article numbers of outside pieces. Deliver one copy of the bill with the mail. The receiving employee must check the particulars of the pouches and outside registered articles against the entries on the bill at the time of the transfer.
- b. Obtain a descriptive receipt from the person to whom delivery is made.

552.2 Joint Verification

The employee conveying registered mail shipments may assist the receiving employee in checking the articles against the bills, if requested by the receiving employee.

552.3 Acceptance by Counts

Under exceptional conditions, when time prevents descriptive checking of registered articles, the dispatch may be accepted by count if full particulars are checked against listed entries as soon as possible.

56 Transportation and Routing

561 Bus Service

Dispatch only registered mail of minimum value in rotary locked or sealed pouches by bus service. Do not dispatch outside articles by this mode of transportation unless authorized by the area distribution network office with the concurrence of the Postal Inspection Service.

562 Air Taxi Service**562.1 Restrictions**

Dispatch only registered mail of minimum value in rotary locked or sealed pouches by air taxi service. Do not dispatch valuable registered mail and outside registered articles by this mode of transportation unless authorized by the area distribution network office with the concurrence of the Postal Inspection Service.

562.2 Commercial Air Transportation

Operational and security procedures for the dispatch of registered mail by commercial air transportation are outlined in the "Restricted CON-CON Instructions" issued by National Network Operations.

563 Highway Contract Service

Dispatch rotary locked or sealed pouches, numbered seal pouches, and outside registered articles by highway contract service, unless otherwise directed. Do not include coded shipments without proper escort as determined by the Postal Inspection Service.

564 Nil-Bill System

Registered Mail containing remittances from associate offices must be dispatched on "close-out" trucks. If for any reason dispatch is made on an earlier transportation run, call the processing and distribution center and report the trip number and the reason for early dispatch.

Write "NIL" on PS Form 3854 if no registered mail is available for dispatch. "NIL" must be written in the area where contents are to be listed. Place Form 3854 inside the EP-399 envelope and place the envelope inside the pouch.

565 **Special Routing**

565.1 **Instruction**

A post office originating a shipment that meets the criteria for a coded or high-value shipment for which routing has not been established must request routing instructions from the area distribution network office. The requesting office must use Form 5168, *Coded and High Value Registered Mail — Dispatch Instructions*, to record all pertinent information (see exhibit 565.1).

565.2 **Late Arrival at Destination**

Do not accept coded shipments for routing if the shipment would arrive at the destination office on a holiday or weekend, or at a time that would preclude delivery to the addressee on the day of receipt.

566 **Postal Vehicle Services (PVS)**

566.1 **Dispatch**

Dispatch rotary lock pouches, numbered sealed pouches, and outside registered articles.

566.2 **Hand-to-Hand Dispatch**

Hand-to-hand dispatches are acceptable for dispatch.

57 **Dispatch Service**

571 **Applicability**

These instructions do not apply to post offices where no employee is on duty at the departure time of the highway contract carrier or mail messenger trip.

Form 5168, Coded and High Value Registered Mail — Dispatch Instructions

RESTRICTED INFORMATION			
U.S. Postal Service Coded and High Value Registered Mail - Dispatch Instructions <i>(Use in post offices where routing has not previously been established)</i>			
1. Requested Routing From <i>(Enter location of TMSC)</i> Manager, Transportation Management Service Center (TMSC),			
TMSC Telephone	Person Contacted	Date	Time
2. No. of Pouches	Lock Numbers		
From <i>(Office of origin)</i>		To <i>(Office of destination)</i>	
INFORMATION FROM TMSC			
3. Code Name of Shipment <i>(Use in telephone calls, letters, etc.)</i>		4. Dispatch VIA <i>(Flight, HCR, etc.)</i>	Trip No.
5. Notify Postal Representative At <i>(Destination or transfer point)</i>			
Address or Telephone Number			
INFORMATION FROM CONVOY CLERK			
6. Name of Convoy Clerk		Advise convoy clerk to use Form 1375, Employee Identification Card, or Form 4098, Employee Identification.	
7. Date of Dispatch	Departure Time	8. If by Air, Location Within Aircraft	Bin No.
AFTER DEPARTURE OF TRANSPORTATION			
9. Notify postal representative at destination or transfer point <i>(Item 5):</i>			
a. Date of Telephone Call	b. Time of Call	c. Name of Person Notified	
d. Title of Person Notified		e. Code Name	f. No. of Pouches
g. Transportation Used			
10. For air shipments, notify postal representatives at en route stop points:			
POINT		PERSON CONTACTED	TIME
Remarks			
When form is completed, file under "Restricted Information."		Signature	Date

572 **Loading**

572.1 **Employee Responsibility**

An employee from the registry section or pouching area must accompany all registered mail dispatches (except hand-to-hand) to the loading platform. These dispatches include those for transportation by highway contract route, mail messenger, or air taxi, whether enclosed in rotary lock or numbered sealed pouches. The employee must remain at the platform until loading is completed and the vehicle doors are locked.

572.2 **Delegation of Responsibility**

When management deems it advisable, the employee may deliver the pouches to a designated employee on the platform after identifying the dispatches to be made. The registry employee must obtain the signature of the employee taking custody of the dispatch.

573 **Coded Shipment**

Instructions for convoy service of registered mail dispatches of coded value that require hand-to-hand receipts are issued by the area distribution network office, subject to the approval of the designated Postal Inspector In Charge.

574 **Employee Identification**

Employees assigned to perform convoy service must wear their official identification in full view. Postal police officers may not sign for registered mail.

58 **Dispatch Cards**

581 **Returned Dispatch Card**

581.1 **Daily Check**

Check dispatch records daily to ensure satisfactory accounting for all dispatches.

581.2 **Form 3830-A**

When Form 3830-A is used and the dispatch receipt card is filed with the dispatch record, it is not necessary to note on the dispatch record the date the card is returned. Attach returned copies of the dispatch bills to the office dispatch record and file them promptly.

Exhibit 581.2
Form 3830-A (p. 2)

RECEIVING UNIT- Check articles against items on this sheet. Show on Part B the number of articles received and any irregularities. Postmark and sign in spaces provided. Mail Part B and File Part A. Show any reported irregularities below.

PS Form **3830-A**, August 1995

582 **Nonreceipt or Delay of Dispatch Receipt**

582.1 **Follow-Up Form**

If a receipt for a dispatch is not received within 3 days after it is expected, send a duplicate card or bill with Form 3829, *Registered Dispatch Follow-Up*, to the installation to which the dispatch was made (see exhibit 582.1). When appropriate, make a telephone inquiry. If the inquiry reveals nonreceipt, promptly report the matter to the Postal Inspection Service by telephone, then follow up with a written memorandum. Make an appropriate notation on the office copy of the dispatch record.

Exhibit 582.1
Form 3829, Registered Dispatch Follow-Up

U.S. Postal Service Registered Dispatch Follow-Up			
From		Signature	Date
Please comply with item(s) checked.			
<input type="checkbox"/> (Duplicate) Complete and return	<input type="checkbox"/> Sign and return	<input type="checkbox"/> Receipt and return coupon only	<input type="checkbox"/> No record at this office
<input type="checkbox"/> Postmark and return	<input type="checkbox"/> Show number of pieces and return	<input type="checkbox"/> Verify total; our records show _____ dispatched	<input type="checkbox"/>
Remarks:			
PS Form 3829 , September 1984			

582.2 **Consistent Delays**

Report consistent delays in the return of dispatch receipts from any installation to the manager of processing and distribution of the district involved.

59 International Registered Mail

591 **Authorized Offices**

Only post offices and airport mail facilities designated as exchange offices by Headquarters are authorized to dispatch and receive international mail to and from foreign countries.

592 Procedures**592.1 Documentation**

Exchange office procedures are documented in Handbook T-5, *International Mail Operations*.

592.2 Incoming

International exchange offices must descriptively list all incoming registered articles valued at \$1,000 or more and all registered articles from Canada regardless of value. All other items, including special delivery, are bulk billed from the exchange office to intermediate or delivery offices.

592.3 Billing/Distribution

Offices receiving registered mail of foreign origin and all subsequent offices handling the articles must bulk bill the mail to the next point, unless received descriptively listed, in which case the mail must continue to be listed. Follow the procedures for processing domestic pouches.

592.4 Outgoing

Foreign registers originating in the United States must be descriptively listed in accordance with domestic mail processing regulations.

6 Processing and Delivering

61 Receipt and Transfer

611 Platform (Dock) Operators

611.1 Authorized Areas

Never open rotary lock pouches or numbered sealed pouches on the platform area.

611.2 Authorized Employees

Employees of units other than the registry section are not authorized to open registered mail pouches. One or more designated employees of the platform area should be responsible for the immediate recovery, custody, and protection of all rotary lock and numbered sealed pouches, sack jackets, container envelopes, and outside registered articles.

612 Collection of Containers

612.1 Placement in Equipment

Place rotary lock and numbered sealed pouches, sack jackets, container envelopes, and outside registered articles collected at the platform in a secured locking container. These containers and articles must be kept under the immediate control of the designated employee until transfer is made to the registry section. When more than one employee is designated to receive registered mail on the platform, each employee must have his or her own locking container.

612.2 Transfer of Articles

Transfer registered articles to the registry section immediately after each major receipt of incoming mail. Do not hold these articles in the opening unit more than 30 minutes.

613 **Verification**

The employee designated to receive registered mail must prepare, in duplicate, a Form 3854 manifold dispatch bill listing the following:

- a. The particulars of all rotary lock pouches and numbered sealed pouches.
- b. The outside registered articles by registry numbers preceded by the symbol Ø (the capital letter O with a diagonal line through its center) and offices of origin.

The employee designated to receive registered mail on the platform will transfer registered mail to the registry unit using Form 3854.

62 **Registry Unit**

621 **Rotary Lock or Numbered Sealed Pouches**

621.1 **Procedures**

For verification of the contents of a rotary lock or numbered sealed pouch:

- a. Remove the contents of the EP-9 envelope and verify the entries against the rotary lock or attached numbered seal.
- b. Open and remove the lock or seal and check the condition of the pouch before removing its contents.
- c. Elbow the pouch and turn it out to be sure that all contents are removed.
- d. Check the lock or seal number entered at the top of the bill for accuracy.
- e. Verify the articles against the entries on the enclosed Form 3854 or Form 3854-A.
- f. Examine the condition of the articles received.
- g. Total, sign, and postmark the bill, and enter the time of receipt.

621.2 **Discrepancies**

621.21 **Broken Label**

If the label is broken on an envelope container received in the opening unit, immediately notify a supervisor. With a supervisor present, immediately check the contents of the container against the enclosed bill. Endorse the slide/label "Received Open," and sign it. Note informally all discrepancies in contents. Sign and attach the note to the bill or card in the container.

621.22 **Contents**

Notify a supervisor of any discrepancy, irregularity in contents, or damaged article. Enter the letters "BO" (bad order) on the bill after the listing of the

damaged article and make a corresponding entry on the coupon to be returned to the dispatching office.

621.23 **Lock or Seal**

If there is a discrepancy in the lock or seal received, record the discrepancy on the Form 3830-A and return the hard copy to the dispatching office. Both the supervisor and the clerk must sign the card or bill.

622 **Envelope Containers**

622.1 **Removing Contents**

Carefully cut Label 89 along the flap of the envelope and remove all contents.

622.2 **Verifying Contents**

Verify the articles received against the entries on the enclosed dispatch bill or card. Examine the condition of the articles and follow the procedures used for a rotary lock or numbered sealed pouch.

622.3 **Disposing of Unserviceable Containers**

Treat an unserviceable envelope container as waste. Open the envelope on two sides in order to lay it flat to show that it is empty before disposal.

623 **Registry Jackets**

623.1 **Removing Contents**

Open the jacket and remove all contents.

623.2 **Verifying Contents**

Verify the articles received against the entries on the enclosed dispatch bill or card. Follow the procedures used for an envelope container in examining the condition of the articles. If there is a discrepancy, hold out the jacket until it is resolved.

623.3 **Disposing of Jacket**

Once the discrepancy is resolved, treat the jacket as waste. Open the jacket on two sides in order to lay it flat to show that it is empty before disposal.

624 **Outside Articles**

624.1 **Procedures**

Follow these instructions:

- a. Remove the dispatch card from the EP-11 envelope attached to the article and verify the routing.
- b. Check the article against the entry on the Form 3830-A.

- c. Examine the condition of the article, sign (last name and initial), and round-date.
- d. Return the receipt to the dispatching office by the next dispatch.

624.2 **Irregularities and Discrepancies**

If there is an irregularity or discrepancy, record it on Form 3830-A and return the hard copy to the dispatching office. Both the supervisor and the clerk must sign the card or bill.

625 **Valuables**

625.1 **Designation**

Local management determines the minimum value for articles to be transferred to a safe, vault, or valuable unit. This value may not be less than \$1,000.

625.2 **Identification of Value**

To identify a valuable, determine the registry fee for the minimum established value by subtracting the required postage and fees from the postage shown on the article. If the remaining figure is equal to or greater than the registry fee for the minimum established value, consider the article a valuable piece.

625.3 **Safekeeping**

Once an article is identified as a valuable, transfer the article to the employee responsible for the safe, vault, or valuable unit.

63 **Irregularities and Discrepancies**

631 **Definitions**

631.1 **Irregularity**

An irregularity is any deficiency in preparing, accepting, paying, or dispatching a registered article. If there is a difference in preparing, accepting, or billing a registered article, including incorrect postage and fees, report the matter to the mailing post office or exchange office on Form 3826, *Registry Irregularity Report* (see exhibit 631.1).

631.2 **Discrepancy**

A discrepancy is any difference in the number or type of entries on the dispatch bill written at the dispatching office and the registered articles received by the destinating office.

Exhibit 631.1
Form 3826, Registry Irregularity Report

REPORTING OFFICE
 POSTMARK

United States Postal Service
Registry Irregularity Report

1. TO:

Instructions to Reporting Post Office

Enter in the address space the name of the post office at fault. Complete description of article and indicate irregularities below. Use Item 23 for describing an irregularity not printed on this form and cite governing instructions. Mail report directly to the postmaster. (Use window envelope.)

Instructions to Postmaster of Office at Fault

Please instruct employee at fault. If firm mailer is involved, request cooperation to prevent recurrence.
 If the article was short paid and the required stamps were affixed at the time of mailing, file this form. If there is reason to believe stamps were not affixed, attach to this form serviceable postage stamps or meter stamp in the amount of the deficiency, cancel them, and file this form.

DESCRIPTION OF ARTICLE

2. Name and Address of Sender		3. Registration Number	4. Date of Mailing
5. Name and Address of Addressee		6. Station at Fault (If mailed at station)	

IRREGULARITIES (Check applicable items)

<input checked="" type="checkbox"/>	Preparation	<input checked="" type="checkbox"/>	Short Paid		
	7. Improperly wrapped or enveloped		19. Total amount required on article at time of mailing	\$	
	8. Improperly sealed (Show details in Item 23)		20. Amount of postage attached when received	\$	
	9. Sealing device affixed in such manner as to interfere with proper postmarking		21. Short paid (See breakdown)	\$	
	10. Two or more articles registered as one	22. Breakdown of Short Payment			
	11. Return address lacking or incomplete (Indicate which)		Actually Paid	Amount Required	Short Paid
		Postage	\$	\$	\$
		Registry Fee	\$	\$	\$
<input checked="" type="checkbox"/>	Acceptance				
	12. Fourth-class matter not prepaid at First-Class rate erroneously registered	Return Receipt	\$	\$	\$
	13. Not marked "Registered"	Restricted Delivery	\$	\$	\$
	14. Not numbered (See Item 3 for registration number assigned)	Handling Charge	\$	\$	\$
	15. Illegible endorsing or numbering	Special Delivery	\$	\$	\$
	16. Not postmarked on back or not postmarked at and over intersection of sealing flaps	23. Other irregularity			
	17. Not legibly postmarked				
	18. Not accompanied by return receipt				

PS Form 3826, May 1992

632 Damaged Wrapper or Envelope

632.1 Repairing

Show any registered mail with a damaged wrapper to a supervisor, then repair the wrapper with official tape and seals. Endorse the mail "Received in Damaged Condition." Round-date and sign.

632.2 Rewrapping

632.2.1 Procedure

Rewrap or reclose registered mail received in such bad condition that the contents are or could easily become exposed, or registered mail with a wrapper that cannot be repaired by minimum use of official tape and seals. Endorse the original envelope or wrapper "Received in Damaged Condition at," show the date and unit noting the bad order, and sign.

632.2.2 Annotation of Form 3899 and Dispatch Records

Complete Form 3899, *Registered Matter — Damaged, Unsealed, or Without Cover*, and attach to the rewrapped article (see exhibit 632.22). Note the type of irregularity on the dispatch card or coupon of the registry dispatch bill and send to the dispatching office. Endorse the transit record or incoming dispatch bill to show irregularity and action taken. If appropriate, notify the local postal inspector.

Exhibit 632.22

Form 3899, *Registered Matter — Damaged, Unsealed, or Without Cover*

U.S. Postal Service		Registered Matter — Damaged, Unsealed, or Without Cover <i>Have This Package or Envelope and Its Contents Examined on Delivery</i>		First-Class Mail Postage & Fees Paid USPS Permit No. G-10
RETURN TO SENDER IF NOT DELIVERED IN _____ DAYS		This package or envelope when once sealed must not be opened until it is delivered to the addressee or sender.		POSTMARK OF OFFICE WHICH
Office of Origin	Date	Exact Address and Original Registration No. on Original Envelope or Package	Register No.	
Sender	Sender's Address	Name of Person To Whom Contents Are Addressed		RE-ENVELOPED OR REWRAPPED CONTENTS
Original envelope or wrapper must be marked to show its condition when first seen. Facts must be stated below. Money or articles found loose must be described on this form in all cases.		Street, Apt./Suite No. or Post Office Box		
Witnesses To Above Statement	Contents Found on Delivery	City, State, and ZIP Code		
Rec By (Sig of person to whom delivery is made)	Del By (Del clerk's or carrier's sig and No.)	Upon delivery, the postmaster, clerk, or carrier will request examination of contents in his presence. If anything is missing, obtain original envelope or other container, and the wrapper, if any, with statement of addressee as to alleged and actual contents endorsed thereon. Send it with this envelope or wrapper to the proper inspector-in-charge with report of the facts. In case of damage to contents, the container, wrapper, if any, and the packing material used should be obtained from the addressee and submitted with the report. If contents are found correct on delivery, retain this form on file for 60 days before destroying. On delivery of articles received without cover, the facts must be endorsed and witnessed on this form.		
PS Form 3899, January 1983				

633 Emergency Opening

633.1 Cutting Pouch

If the post office or other unit to which the pouch is addressed has no rotary lock key or a defective key, or if a rotary lock is damaged and cannot be opened, *do not cut the leather strap*. Cut the side seam of the pouch beginning about 6 inches from the bottom, and extend upward as far as

necessary to remove the registered mail but not closer than 6 inches from the top hem.

633.2 **Removing Unserviceable Pouches**

If the pouch seam is cut or the leather strap is accidentally broken, cut, or otherwise damaged in opening, immediately remove the pouch from service. For every pouch removed from service under the above conditions, endorse the coupon of the bill to show the action taken, and return the coupon to the dispatching office. Ship the pouch to the nearest mail bag depository with a note containing the lock number and the reason for opening. Send a copy of the note to the nearest Postal Inspector In Charge.

634 **Missing Containers or Articles**

634.1 **Listed Pouch or Outside Article Not Received**

If a listed pouch, jacket, container, or outside article is not received, telephone the dispatching office and the Postal Inspection Service.

634.2 **Listed Pouch or Outside Article Found Later**

If a pouch or outside article reported as lost later arrives or is found, notify the dispatching office either by telephone or memorandum, and telephone the Postal Inspection Service.

634.3 **Missing Pouch or Article**

If HCR arrives at the office and discovers a missing pouch or article, HCR should notify the designated postal official as soon as possible and no later than upon arrival at transfer point.

635 **Discrepancy in Articles Listed**

635.1 **Listed But Not Received**

If a listed article is not received, write "Not Received" opposite its entry on the dispatch bill or card. Check the bill or card to ascertain whether the entry is duplicated on another line. If there is no duplication, telephone the dispatching office and write the article number on the back of the bill or card, complete the coupon portion, detach, and mail it to the dispatching office. Retain the pouch, container, jacket, label, lock, or seal until the discrepancy is resolved or instructions are received from the Postal Inspection Service. If there is evidence of rifling or theft, report the matter by telephone to the Postal Inspector In Charge. Follow the telephone call with a detailed memorandum.

635.2 **Received But Not Listed**

If a received article is not listed, write the article number and "Received Not Listed" on the bill and coupon. Return the coupon to the dispatching office. If

a card was used, record the information on parts A and B, and return part B to the dispatching office.

636 **Missing or Improperly Completed Dispatch Bill/Card**

636.1 **Missing**

If the dispatch card is missing, prepare a new one. Write "Duplicate" across the top of the card and list articles received. Write the dispatching office name in the designated area on all copies. Total, sign, and round-date as the receiving office. Return the top copy and part B to the dispatching office with a completed Form 3826, *Registry Irregularity Report*. If the dispatch bill is missing, prepare a new bill in duplicate and follow the procedure for a missing card. Keep the original and send the copy to the dispatching office.

636.2 **Improperly Completed**

If a card or bill is improperly completed, correct it if possible, or prepare a new one and follow the procedures described in 636.1. Complete Form 3826 and send to the dispatching office.

637 **Missent Articles**

637.1 **Instructions**

Instructions for handling missent articles do not apply to transfers between the main office and its stations, branches, and annexes. Follow instructions in 712.1.

637.2 **Individual Articles**

Endorse individual articles of ordinary value and the dispatch bill or card "Missent." Return the coupon or part B of the card to the dispatching unit showing the article number, office of origin, and destination office.

637.3 **Pouches, Containers, and Jackets**

Report missent pouches, containers, and jackets immediately to the dispatching and destination offices by telephone or fax. Furnish a receipt to the dispatching office. If the articles in the pouch, container, or jacket are of ordinary value, make a report to the dispatching office by memorandum only.

637.4 **Envelope Containers**

Open envelope containers and endorse the enclosed articles "Missent." Note the discrepancy on the coupon of the bill or part B of the card and return it to the dispatching office.

638 **Unaddressed and Misdirected Articles and Containers**

638.1 **Individual Article**

If an individual registered article is received as ordinary mail or as unpaid or shortpaid mail, immediately notify the dispatching office and the Postal Inspection Service.

638.2 **Containers**

638.21 **Jackets**

Open the jacket and verify the contents. Dispatch any articles in the jacket that can be expedited and file the empty jacket. Sign and endorse the coupon of the bill with the reason for opening and send it to the dispatching office. If none of the contents can be expedited, re-enclose the entire contents in the jacket with the bill. Endorse the jacket and bill to show the reason the jacket was opened and whether the contents were correct. Sign the endorsement. Place the opened jacket and contents in another jacket. Properly address and endorse this jacket with the names of the original dispatching office and the rejacketing unit. Dispatch under the original number of the opened jacket.

638.22 **Rotary Lock Pouches**

Open the rotary lock pouch and verify the contents. Endorse the bill across the top to show the reason the lock was opened. If the contents are correct and none of the articles can be expedited, show the change in rotary number, unit opening the lock, and signature of person opening the pouch. Dispatch the pouch with the original lock and bill on the next available transportation.

638.23 **Numbered Sealed Pouches**

Handle a numbered sealed pouch like a rotary lock pouch and record the new seal number. Send a memorandum to the dispatching office showing the old seal number and the number replacing it if dispatching the contents as originally billed.

639 **Loose Articles**

639.1 **Identifiable**

If only one damaged article is in a registered mail container, loose matter in the container may be presumed to relate to the damaged article. Place the article and the loose contents in a bad order envelope or an ordinary penalty envelope addressed and numbered as the original.

639.2 **Not Identifiable**

If loose matter is found in a jacket or rotary lock pouch without an envelope or other container, note all particulars on the bill and coupon. Round-date and sign the statement and have it signed by a witness, preferably a supervisor.

Return the coupon to the dispatching office. If the sender or addressee of a registered article found loose cannot be determined, report the facts to the local Postal Inspector In Charge and hold the article for further instruction.

64 Delivery

641 **Postal Service Responsibility**

641.1 **Carrier Delivery**

The responsibility of the Postal Service for registered mail ends with its proper delivery (see DMM S911.4.0). Registered mail for delivery by a carrier is taken on the first trip after its receipt in the delivery unit, unless the addressee has requested otherwise.

641.2 **Customer Acceptance**

The addressee or addressee's representative may obtain the name and address of the sender and may look at the mailpiece while it is held by the postal employee before accepting delivery and signing the receipt. Identification is required if the person accepting the registered mail is unknown to the postal employee. The signature of the person receiving the article must appear in the appropriate block on Form 3849, *Delivery Notice/Reminder/Receipt*, or Form 3883 or Form 3883-A, *Firm Delivery Book for Accountable Mail*.

641.3 **Attempted Delivery**

If the carrier is unable to deliver registered mail, the carrier must leave a notice of arrival on Form 3849. If the addressee does not call for the article or have it delivered within 5 days, the carrier issues a second notice, provided that the maximum period for which the mail may be held permits. The carrier does not make a second attempt to deliver unless the post office is requested to do so. Postmasters may require customers to call for registered mail at the post office if delivery by carrier is unsafe.

642 **Retention of Undelivered Mail**

642.1 **Maximum Holding Period**

An undeliverable registered mail article must be held a maximum of 15 days before returning it to the sender, unless the sender specifies fewer days by endorsing the article.

642.2 **Minimum Holding Period**

Senders of registered mail may not request the Postal Service to hold the mail for fewer than 3 days.

643 Post Office Box Section Delivery

The registry cage may prepare large volumes of registered mail addressed for delivery to customers through the box section as follows:

- a. Prepare Form 3883 or Form 3883-A, *Firm Delivery Book for Accountable Mail*, in triplicate.
- b. Place the registered mail in a pouch with a numbered tin band seal.
- c. List the seal numbers on Form 3854 and annotate the form (for example, "100 registered for ABC Company").
- d. Attach a copy of Form 3883 or Form 3883-A to the registry cage copy of Form 3854.

65 Other Mail

651 Registered Articles in Ordinary Mail**651.1 General**

Handle mail endorsed as registered mail, official and otherwise, found in ordinary mail in accordance with 638.1.

651.2 Without Postage

If no postage is paid, endorse the piece "Not in the Registered Mail" and "Returned for Postage." Return the endorsed piece to the sender for postage and fees.

651.3 Without Registry Fee

If only the First-Class postage rate is paid, endorse the piece "Not in the Registered Mail" and deliver to the addressee as ordinary First-Class Mail.

651.4 With Sufficient Postage and Fees

If the amount of postage and fees affixed is sufficient to indicate that the article is intended to be registered, endorse it "Found in Ordinary Mail." Complete and send to the sender a registration receipt and Form 3892. Rate the item as postage due and forward it to the addressee as registered mail.

652 Ordinary Mail Found in Registered Mail System**652.1 General**

Handle any article with no postage or insufficient postage as registered mail if found in the registered mail system. Do not collect postage due on the article if the article is found without postage or with insufficient postage.

652.2 Procedure

The unit noting the irregularity completes Form 3826, *Registry Irregularity Report*, endorses the article "Form 3826 Completed," and dispatches the article in the registered mail. Return the Form 3826 to the accepting post office for collection of postage.

7 Special Instructions

71 Offices With 950 or More Revenue Units

711 Registry Section

711.1 Transfer From Opening Units

711.11 City of Local Delivery

Back-stamp these registered articles. Round-date envelopes once over the intersection of the flaps. Send registered articles to the carrier cage and obtain a receipt on Form 3854. Show the registration numbers of all articles. A receipt is not required if there is no separate cage.

711.12 Transit Pouches and Jackets

Send these containers to the outgoing dispatch cage. Obtain a receipt on the incoming bill if there is a separate cage. Use a separate form or the back of the incoming bill if you have a large number of pouches and jackets.

711.13 Transit and Station Articles

Transfer these articles to the dispatch unit to be included in outgoing dispatches.

711.14 Valuable Mail

Secure valuable registered mail in a vault or safe while waiting for delivery or dispatch. If an article is to be delivered or dispatched in the near future, promptly place it in a pouch or jacket. You must acknowledge receipt of this mail by signing opposite each valuable article listed on the incoming bill. If more practical, bracket all valuable articles on the bill and sign only once.

711.2 Transfer From Acceptance or Delivery Windows

711.21 Receipts

Transfer registered mail to other units without obtaining a receipt except under the conditions in 711.22 through 711.25.

711.22 Valuable Mail

When transferring valuable registered mail from the acceptance window, obtain a receipt on Form 3806 or the firm mailing bill.

711.23 DIS and City Cages

When transferring registered mail from separate DIS and city cages, obtain a receipt on Form 3854 for articles to be forwarded or returned.

711.24 Acceptance or Delivery Window

When transferring registered mail from an acceptance or delivery window in a separate cage, obtain a receipt on Form 3854.

711.25 Mail Recovery Center

When transferring registered mail to the mail recovery center, complete Form 3849, showing the disposition of the article.

711.3 Records of Employees**711.31 Daily Record**

The supervisor must keep a daily record of employees working in the registry section on Form 1625, *Record of Entry — Registry Section or Distribution Units*. Keep a separate record of employees detailed to that section.

711.4 Valuable Cage or Vault

Employees in charge of or working in the valuable cage or vault must record their times of entering and leaving the valuable cage or vault.

712 Stations and Branches**712.1 Mail Received From Main Office**

When processing registered mail received from the main office, follow these steps:

- a. Check the articles received in pouches against the entries on the bill.
- b. Report any discrepancies to the supervisor of the station or branch and to the supervisor in charge of the main registry section. Endorse the bill and coupon to show discrepancies. Mail the coupons after they have been signed by the supervisor and the opening employee. Show discrepancies to the official in charge of the main registry section.
- c. Separate registered articles for window delivery and carrier delivery.

712.2 Mail Dispatched to Main Office

Bill this registered mail as instructed in chapter 4.

72 Protection

721 **All Registered Mail**

721.1 **Separation From Ordinary Mail**

Keep registered mail separate from ordinary mail.

721.11 **Physical Separation of Registry Activities**

When practicable, keep registry activities apart from the workroom floor and other service areas where employees are not charged with registered mail.

721.12 **Facilities With Minor Registry Business**

In postal facilities with service windows where registry activities are minimal, wire screen partitions are not necessary to separate the registry activities from the workroom floor and other service areas. Use standard furniture or counter-high partitions to separate the activities.

721.13 **Facilities With Major Registry Business**

In postal facilities requiring a separate registry section on the workroom floor, enclose an operating area with wire screen partitions. If the partitions do not extend to the ceiling, cover the area with a top.

721.2 **Responsibility**

721.21 **Individual**

Handle registered mail so that individual responsibility can be assigned at all times, consistent with instructions in this handbook.

721.22 **Career Employees**

Use only career employees in the registered mail function.

721.23 **Area**

721.231 **Description and Exception**

Area responsibility occurs when a group of employees, rather than an individual employee, is responsible for the registered mail. Keep the group size to a minimum and use Form 1625 to record all employees working with registered mail. (Exception: Where service counter activities are combined, registered mail must be handled so that individual responsibility for registered mail can be assigned.)

721.232 **Authority for Area Responsibility**

The manager of processing and distribution may permit area responsibility at an office when the cost of individual responsibility is prohibitive.

721.233 **Enclosed Registry Section**

With permission, area responsibility may be used for all registered mail when the mail is handled separately or with other accountable mail in an area enclosed by wire screen partitions.

721.234 Not Enclosed Registry Section

With permission, area responsibility may be used for incoming and notified registered mail when the mail is handled separately or with other accountable mail in an area not enclosed by wire screen partitions, provided that the area is separated from the main workroom by cases or other means.

721.3 Notified Mail

Treat all registered mail not assigned to carriers or delivered to customers on the day it arrives as notified mail, and keep it in locked containers. Employees must sign for the keys to locked containers daily, and the mail must be accounted for at the end of each business day.

721.4 Unaccounted for Registered Mail

When a piece of registered mail is unaccounted for, immediately notify, by telephone and in writing, the Postal Inspection Service.

722 Internal Protection of Valuable Mail**722.1 Application of Rules**

The special rules in this part apply only to internal handling in a stationary postal unit.

722.2 Security

Provide a safe, vault, separate cage, or locked container for valuable registered mail. Assign one or more employees responsibility for valuable registered mail. Do not permit other employees access to this unit.

722.3 Determination of Valuable Articles

Determine by local conditions the value of articles to be placed in the valuable unit. This determination is the responsibility of the postmaster. However, this value may not be less than \$1,000. The term "valuable" as defined in this section is not to be used as a guide for dispatching or carrier delivery.

722.4 Transfer

Transfer valuable mail to and from the valuable unit by receipts, showing the number for individual pieces or full particulars of rotary lock pouches. Record on Form 3854 the valuable articles and pouches in the unit.

722.5 Reminder

While registered mail is in the valuable unit, use Form 3810, *Reminder Record*, in the dispatch or delivery sections as a reminder (see exhibit 722.5). List each registered article on a separate Form 3810. When a dispatch or delivery employee retrieves a listed article from the clerk in the valuable unit, the employee initials Form 3810 opposite the article listed and

leaves the form with the clerk. Cross out on Form 3810 articles retrieved from the vault, and reuse the form.

722.6 **Office With Multiple Tours**

At an office operating on a tour basis with a separate valuable cage, make a balance at the end of each tour. The balance covers only the registered articles in the valuable cage. Use Form 3875, *Daily Balance — Registry Section*, for this purpose (see exhibit 722.6). The employee in charge of the valuable cage must obtain a receipt for the valuable articles from the responsible employee in the succeeding tour. Tour receipts must be approved and filed by the supervisor.

722.7 **Discrepancies**

Report serious discrepancies in handling valuable registered mail by telephone or fax to the Postal Inspector In Charge or the local postal inspector.

723 **Postal Employees' Responsibility**

Postmasters and postal employees are personally responsible for the wrong delivery, depredation, or loss of any registered mail because of negligence or disregard of instructions.

73 **Record Keeping**

731 **Forms and Filing**

731.1 **Authorized Forms**

Use only Postal Service forms for all record keeping. Locally designed and produced forms are not permitted.

731.2 **Filing**

731.21 **Dispatch Receipts**

File daily all records pertaining to the dispatch and receipt of registered articles. Identify files and incoming and outgoing bills. Keep these records for 2 years.

731.22 **Other Records**

File daily other records, such as window receipts, firm mailing bills, valuable cage records, and records of registers kept overnight in a safe. Identify and keep these records for 2 years.

732 **Statistics**

732.1 **Essential Statistics**

Keep only the following essential statistics of registry activities:

- a. Number of registers accepted at the window.
- b. Number of registers accepted on a firm mailing bill.
- c. Number of incoming registers received.
- d. Number of outgoing registers dispatched.
- e. Number of registers transferred into the valuable cage or safe.
- f. Number of registers delivered to customers.

732.2 **Periodic Review**

Review periodically statistical records kept at offices.

74 **Claims and Inquiries**

741 **Claims**

741.1 **Mail With Postal Insurance**

Accept claims at any post office for registered mail sent with postal insurance. Customers must file claims on Form 1000, *Domestic Claim or Registered Mail Inquiry*. See the *Postal Operations Manual* for instructions on processing claims for loss, damage, or rifling.

741.2 **Time Limits**

Customers may not file claims sooner than 15 days after the date of mailing. Customers may not file claims later than 1 year after the date of mailing.

741.3 **Lost Articles**

Claims for the complete loss of registered articles sent with postal insurance may be filed only by the sender. Customers must support claims for the loss of registered mail with proof that a loss actually occurred before a claim may be accepted.

741.4 **Damaged Articles**

Claims for damage or partial loss of contents for registered articles sent with postal insurance may be filed by either the sender or the addressee. Customers filing claims for damage must present the damaged article, the container, and the packaging at the time the claim is filed. A complete description of damage to the article, the outside container, and the interior packing must accompany the claim file.

741.5 Rifled Articles

Customers must support claims for rifling or total loss of contents with the envelope or container and packaging.

741.6 Claims for Alleged Wrong Delivery, Rifling, or No-Value Loss

Forward all claims for alleged wrong delivery, alleged rifling, and no-value loss to the local Postal Inspector In Charge.

742 Inquiries**742.1 Mail Without Postal Insurance**

Customers may file an inquiry on registered mail sent without postal insurance at any post office, using Form 1000. Customers may not file an inquiry sooner than 15 days after the date of mailing.

742.2 Alleged Loss

Any customer filing an inquiry for alleged loss must provide proof that a loss actually occurred before a post office may accept the inquiry (see DMM S911.5.0).

743 Other**743.1 Merchandise Return**

Only permit holders may file claims or inquiries for articles sent by registered merchandise return at the office where the permit is held.

743.2 International Mail

Customers must use Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Parcel*, to file international registered mail inquiries.