

American Postal Workers Union

Kansas City National Business Agent Office
10841 W. 87th Street, Suite 400 Overland Park KS 66214, Tel. 913-888-8555, Fax 913-888-8777
www.KCNBA.org

October 27, 2010

RE: ACCOUNTABLE MAIL

Our office has recently received several calls concerning the Postal Service changing the procedures of assigning accountable mail to carriers. As of this time it appears to only be affecting "certified" mail.

Basically, the Postal Service has eliminated the process of having a clerk issue certified mail to a carrier before the carrier goes out on their route and the process of a clerk clearing the carrier of the certified mail upon return – commonly referred to as "checking the carriers in and out".

It appears that the elimination of the process was based upon a recent "bad" regional arbitration award. In this particular case the Arbitrator ruled that "she could not determine that the provisions of the Handbook M-41 and PO-603, seemingly directed at the Carrier Craft, are incorporated under Article 19 in the APWU National Agreement.

Of course we adamantly disagree with her decision. **ALL** of the Postal Service's handbooks and manuals are incorporated into Article 19 of the APWU National Agreement. Although the M-41 and PO-603 are mostly directed at the carriers, they also address **clerk craft** issues – specifically the handling of accountable mail.

Included are relevant pages of the Handbook M-41, Postal Operations Manual (POM), and Handbook PO-603 that address the handling of accountable mail.

Our contentions are simply this. The Postal Service is required to follow their own handbooks and manuals and, until they are changed, carriers are required to sign for their accountables from a clerk and also be cleared of their accountable by a clerk. Additionally, this action is to be documented on the appropriate postal forms.

If this violation is happening in your office you need to immediately file a grievance. I would suggest you talk to the City Carrier and Rural Carrier Union and have them file a grievance, too. This also affects them when it comes to route counts. They will not get credit for time obtaining and returning their accountable mail.

Dennis Taff & Bob Kessler
National Business Agents
APWU Clerk Craft



Handbook M-41



Exhibit 121.12

Time Allowances for Carrier Office Work

TIME ALLOWANCES FOR CARRIER OFFICE WORK

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

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

* Computing Standard Office Time Under Columns (e), (f), and (g) on Form 1838:

If the actual time for each of Lines 14, 15, 19, and 21 is less than the base minimum and the carrier performs the function the base minimum must be entered for the Line Item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.



122.2 Special Services

- 122.21 Deliver and collect charges on Customs, postage-due, and COD mail.
- 122.22 Deliver and obtain date, time of event, and signature receipts for registered, certified, Express Mail, insured, and other special services mail. Use scanning device where appropriate.
- 122.221 Receipt for such matter, except insured and Delivery Confirmation mail, at the Post Office before beginning route.
- 122.222 If applicable, account for it on return by payment of the amounts collected, delivery of receipts received, or return of the article.
- 122.223 Special services mail that is first identified while performing street duties will need to have a Form 3849 completed at the delivery point, to ensure proper recording of these items when the carrier returns to the office.

123 Other Duties**123.1 Mailing Cards**

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

123.2 Reports

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

124 Part-Time Flexible City Carriers

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

13 Delivery and Collection Rules

131 Delivery on Letter Routes**131.1 Security of Mails**

- 131.11 Keep the mail in your possession or locked in a relay box or vehicle. All equipment and undeliverable mail must be returned to the post office at the end of each trip.
- 131.12 If the use of a satchel cart is authorized, exercise reasonable care to prevent any attempted theft from the cart while delivering your route.



242.2 Periodical Mail

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

242.3 Standard Mail (A)

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

242.4 Standard Mail (B)

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

242.5 Accountable and Signature Mail

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

242.6 Other Undeliverable Mail

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



26 Accountable Items

261 Accountability Procedures

261.1 Acquiring Accountable Items

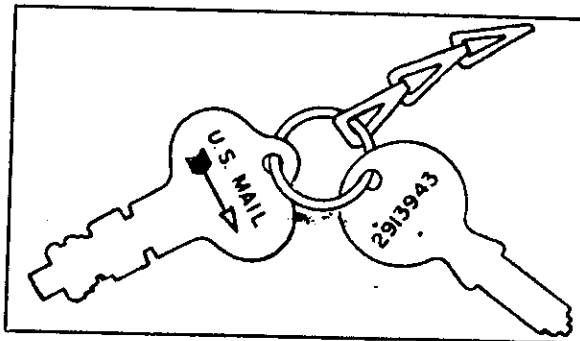
261.11 Accountable items are keys, postage due, customs duty, and special services mail.

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

261.2 Receipting for Accountable Items

261.21 Keys

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



261.22 Postage Due (Exhibit 261.22)

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



Exhibit 261.22 (p. 1)

U.S. Postal Service
POSTAGE DUE BILL

Name of Customer and Address <i>Kaplan Electric 22 St. Marys Lane</i>		Dated Postmark
Postage due articles amounting to <u>4</u> dollars and <u>32</u> cents are delivered upon payment of this amount. Equivalent postage is attached to this and the necessary follow sheets that form a part of this bill. If you have deposited a sum in advance for postage due mail, the amount of this bill is being deducted from your account. Please see that the value of the attached postage corresponds with the amount stated.		
Number of Follow Sheets to This Bill <i>1</i>	Signature of Postmaster <i>Bob Pierson</i>	Per <i>George Pierson</i>

PS Form 3582-A, December 1986 U.S. GOVERNMENT PRINTING OFFICE: 1982 576-514

Exhibit 261.22 (p. 2)

U.S. POSTAL SERVICE
POSTAGE DUE LOG

		MAIL ACCEPTED		CARRIER (Signature)	MAIL RETURNED		CARRIER CHECK-IN		DATE
ROUTE NO.	PIECES	AMOUNT DUE (a)			PIECES	AMOUNT (b)	AMOUNT COLLECTED (a-b)	CARRIER INITIALS	
TOTAL AMOUNT DUE		← TOTAL OTHER LOGS THIS DATE →				← TOTAL OTHER LOGS THIS DATE (Single Logs Together) →			
TOTAL AMOUNT RETURNED		TOTAL AMOUNT RETURNED				← REMIT THIS AMOUNT (a-b) ENTER TO A/C 114 →			

PS Form 3584 Dec. 1980 U.S. GOVERNMENT PRINTING OFFICE: 1980 942-721/82789

- 261.23 **Customs Duty (Exhibit 261.23)**
- 261.231 Check name and address as for registers (see section 261.24).
- 261.232 Check mail entry number and verify number of articles received with entry on Form 2944 and, if correct, sign in lower left corner.



Exhibit 261.23

U. S. POSTAL SERVICE RECEIPT FOR CUSTOMS DUTY MAIL		LIST OF OUTTABLE ARTICLES
UNIT OR STATION		DATE
RECEIVED FROM (Name)		SIGNATURE OF CARRIER
NUMBER OF ARTICLES		MAIL ENTRY NUMBER
WITH CUSTOMS ENTRY (Forms attached)	SIGNED CUSTOMS MAIL ENTRY FORMS (From delivering employee)	
NO. ARTICLES RETURNED	AMT. OF DUTY COLLECTED \$	
DELIVERING EMPLOYEE (Signature)	CLEARING EMPLOYEE (Signature)	

PS Form 2944 June 1971 U.S.G.P.O.: 1983-342-723/63796

- 261.24 **Accountable Mail Matter Received for Delivery (Exhibit 261.24)**
- 261.241 Check name and address on each article to determine if it is for an addressee who has moved or who lives on another route. If addressee has moved, supply the new address. If for another route, return article to clerk.
- 261.242 Verify registered number appearing on article with entry on Form 3867.
- 261.243 Sign (surname and initial) Form 3867 opposite entries if correct. Multiple entries may be bracketed and a single signature entered. Individual responsibility is assumed by the carrier upon receipt.



Exhibit 261.24

Date	Registered No., COD No., Total Express Mail, Total Certified, Total Return Receipt for Merchandise, or Total Receipt for Recorded Delivery	R, RA, or AO	COD		Delivery Clerk's or Carrier's Signature; Total	Clearing Clerk's Signature	Reason for Nondelivery; Disposition
			Amount Due Sender	Money Order Fee			

1 In this column, use "C" to indicate certified mail, "D" for receipt for recorded delivery mail, "E" for Express Mail, and "PM" for return receipt for merchandise.
 2 In this column, use "R" to indicate return receipt requested, "RA" for return receipt requested showing addressee's address, and "AO" for addressee only.
 PS Form 3887, December 1994

- 261.25 **CODs (Exhibit 261.25)**
- 261.251 Check name and address as for registers (see section 261.24).
- 261.252 Compare name and address, amount due sender, and money order fee appearing on each tag with that appearing on each parcel. If there is any variance, return the parcel to clerk.
- 261.253 Verify total number of COD parcels received with the entry on Form 3821 and, if in agreement, sign Form 3821. Return both copies of the form and the delivery employee's coupons from the tags to the clerk.



Exhibit 261.25

Post Office or Station		Date	
Main		1/27/97	
RECEIVED OF _____ the registered articles listed or total certified, COD, and Express Mail and Return Receipt Merchandise Service articles shown below; also signed receipts for such mail delivered.			
REGISTERED ARTICLE NOS.	Rtn Arts	Delivery Receipts	TOTAL
124	Registered	0	1
	Certified	3	4
	Express Mail	1	2
	Rtn Rec for Mdse		
Clearing Employee Signature	COD	—	—
	COD Funds	\$ —	\$ —

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

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

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

- 262.1 Use PS Form 3849, *Delivery Notice/Reminder/Receipt*, for each accountable piece and numbered insured parcel or other special services item. (Minimum fee unnumbered insured parcels and Delivery Confirmation items are delivered the same as ordinary mail — no receipt is needed.) Usually prepare PS Form 3849 as you make delivery. However, enter the address in the Delivery section on the barcoded side of the form, for identification, in the office at the time articles are issued.
- 262.2 Place PS Form 3849 in proper separation case as a marker. Put registered articles in the pocket of satchel. **DO NOT PLACE REGISTERS IN CARRIER CASE WITH OTHER MAIL OR IN RELAYS.** Place insured parcels loose in satchel or in relay sack. Do not tape PS Form 3849 to mail items.





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

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

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

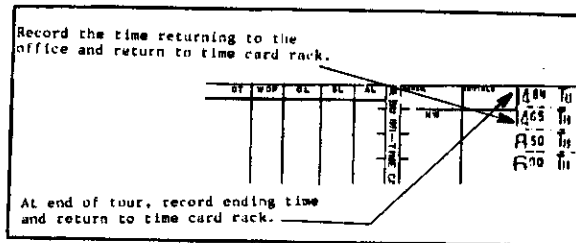


4 Office Time — Return

41 Use of Timecards

411 Non-PSDS Offices

Promptly record the time you return to the office and return card to timecard rack. If you are a motorized carrier, promptly unload your vehicle upon return to the office and then immediately record your returning time. At end of tour, record ending time, and return card to timecard rack.



412 PSDS Offices

Follow instructions in 211.2 — except (1) set dials to indicate "R.S." for *Return Street* and (2) set dials to indicate "E.T." for *End Tour*.

42 Disposition of Collected Mail

Place the mail collected on designated table or in receptacles.

43 Clearance for Accountable Items

431 Keys

Turn in mail keys in exchange for assigned key check or signature clearance.



432 Registered and Certified

- 432.1 Give finance clerk all undeliverable articles and Forms 3849 and/or 3811 for each registered and certified delivery.
- 432.2 Complete Form 3821 showing the number of receipts and undeliverable articles returned to the clerk. Ensure that any accountable items found in the DPS mail are added to the total accountable pieces included on the form. If form is properly completed, clerk will sign and return it to you. This is your receipt, keep it for a 2-year period (see exhibit 432.2).

Exhibit 432.2

Post Office or Station Boulder Main		Date 9/26/96		
RECEIVED OF F.M. Gorge the registered articles listed or total certified, COD, and Express Mail and Return Receipt Merchandise Service articles shown below; also signed receipts for such mail delivered.				
REGISTERED ARTICLE NOS.		Rtn Arts	Delivery Receipts	TOTAL
R123123361	Registered	2	—	2
R10193425	Certified	—	—	—
	Express Mail	—	—	—
	Rtn Rec for Mdse	—	—	—
	COD	—	Check	Cash
	COD Funds	—	\$ —	\$ —
Clearing Employee Signature B. Bishop				
Complete a separate form in duplicate for CODs. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified or Express Mail or Return Receipt for Merchandise Service.				

PS Form 3821, Feb. 1989

GPO : 0 - 317-665

CLEARANCE RECEIPT

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

433 Insured Mail

Put all Forms 3811 which were requested by senders of insured mail in designated places. Complete Form 3849 as specified for registered and certified mail.

434 CODs

- 434.1 Surrender to clearance clerk COD tags and the money for all delivered COD parcels. Return all undelivered CODs for clearance.
- 434.2 If Form 3821 is used at your office, verify the entries after clerk has entered the amount of funds and the number of parcels accounted for (see exhibit 434.2). Carrier must place original of Form 3821 in locked receptacle provided and keep the duplicate for 3 months from last day of month issued. (Clerk may not do this.)



Exhibit 434.2

Post Office or Station Main Office		Date 9/20/96	
RECEIVED OF G. Condon the registered articles listed or total certified, COD, and Express Mail and Return Receipt Merchandise Service articles shown below; also signed receipts for such mail delivered.			
REGISTERED ARTICLE NOS.	Rtn Arts	Delivery Receipts	TOTAL
Registered			
Certified			
Express Mail			
Rtn Rec for Mdse			
Clearing Employee Signature C. Fisher	COD	Check # 1356	Cash
	COD Funds	\$34.00	\$
Complete a separate form in duplicate for CODs. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified or Express Mail or Return Receipt for Merchandise Service.			
PS Form 3821, Feb. 1989		GPO : O - 317-665	CLEARANCE RECEIPT

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

435 Customs Duty Mail

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

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

Exhibit 435.2

U. S. POSTAL SERVICE RECEIPT FOR CUSTOMS DUTY MAIL		LIST OF DUTIABLE ARTICLES
UNIT OR STATION Main	DATE 7/26/96	MAIL ENTRY NUMBER
RECEIVED FROM (Name) A. Taylor	SIGNATURE OF CARRIER R. Dominic	265433
NUMBER OF ARTICLES		
WITH CUSTOMS ENTRY one ① (Forms attached)	SIGNED CUSTOMS MAIL ENTRY FORMS one ① (From delivering employee)	
NO. ARTICLES RETURNED	AMT. OF DUTY COLLECTED \$ 26.50	
DELIVERING EMPLOYEE (Signature) R. Dominic	CLEARING EMPLOYEE (Signature) A. Taylor	
PS Form 2944 June 1971		U.S. G.P.O.: 1983-342-723/83796



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

436 **Postage Due**

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

44 **Undelivered Mail**

441 **Processing Undelivered Mail**

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

442 **Completing Form 1571**

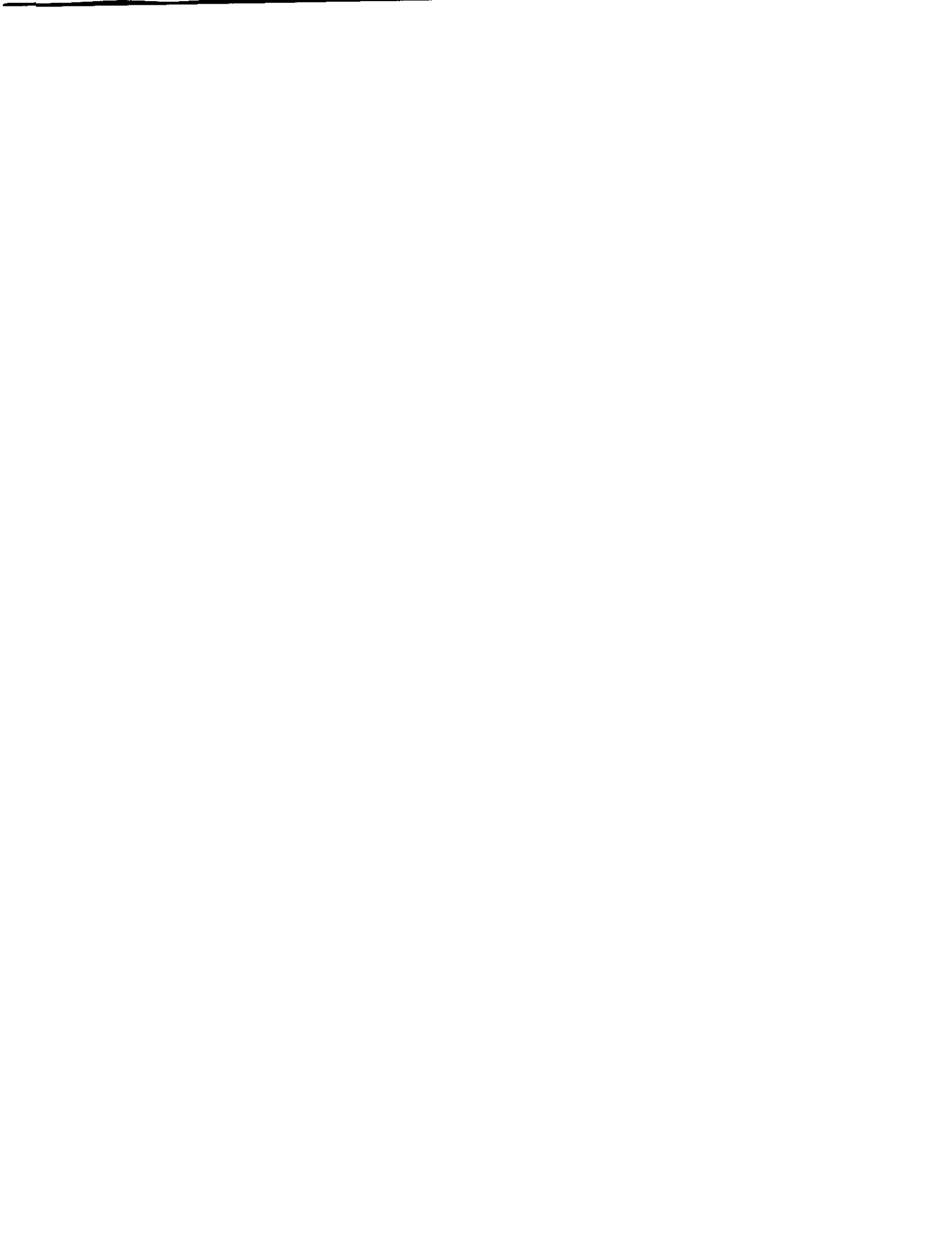
- 442.1 After return from trip, obtain Form 1571, *Undelivered Mail Report*, (see exhibit 442.1) from unit manager.
- 442.2 Add any mail which was not delivered but was returned to the office.
- 442.3 Sign the form and give it to a unit manager.



accommodate it. Otherwise, leave a completed notice and return the article to the post office.

75 Office Work After Return

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



9 Mail Count and Route Inspection

91 Introduction

911 Definition and Purpose

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

912 Frequency

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

913 Advance Notice

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

914 Absences

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



Exhibit 922.11 (p. 3)
Form 1838-C, Carrier's Count Mail - Letter Carrier Routes Worksheet

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

Post Office		Delivery Unit			Route No.			
Homestead		Applegate Station			1357			
AM		PM	Carrier Marked-up	CFS	Actual Time Entries			
1. Letter-Size					EXPLANATION	TIME GAUGE	WRITE IN TIME	ELAPSED TIME
621						E		
<u>271</u>						B		
892		142	2	45		E		
2. Mail of All Other Sizes						B		
378						E		
<u>66</u>						B		
444		315		28		E		
3. Accountable and Signature Mail						B		
Registered/Certified 8						E		
COD/Customs 2						B		
Postage Dues 1						E		
Express Mail 1						B		
5. All parcel Post over 2 lbs.					21(d)	E	3:29	
12			1			B	3:28	1
					23	E	2:53	
						B	2:48	5
6. Sequenced and Collated					14	E	2:47	
Letter Size						B	2:43	2
						E		
					21(c)	E	9:14	
						B	9:12	2
Other Size					21(d)	E	8:50	
						B	8:45	5
9. 2nd-Class Marked up (exclude Form 3579)					14	E	8:04	
						B	7:58	6
10. Mail with Form 3579 attached					23	E	7:54	
						B	7:48	7
					15	E	7:48	
						B	7:43	3
12. Change of Address Recorded					21(a)	E	7:34	
						B	7:32	2
					22(a)	E	7:17	
						B	7:15	2
13. Insured Receipts Turned In					23	E	6:22	
						B	6:08	17
					19	E	6:04	
						B	6:00	4
Enter Line Number in Explanation Column		DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838			987			
LINE		Comments			TOTAL			
Registered-Certified-COD-Customs Postage Due-Form 3888 signing for, returning funds and receipts.		14			56			
Withdrawal of mail		15			Time Clock Rings			
Sequencing and collating By-Pass Mail		16			E			
Actual Strapping out time		17			R			
Break (meal option)		18			L			
Vehicle inspection		19			B			
Office Work not covered by form (mark functions not performed on a continuing basis which are included in computing the net office time (Use Comments section))		21			E 15.52 FR			
Waiting for mail (office) and other office activities not performed on a continuing basis which are included in computing the net office time (Use Comments section)		22			R 14.72 FR			
Counting mail and filling out form 1838 worksheet		23			L 09.94 FR			
Signature of Carrier (or Examiner)		S Lyons			B 08.00 FR			
I certify the above information recorded by me is correct.		Day of Week	Date	Day - Repl.	Lunch			
		Fri.	4/4/96	Repl.	From	To		
					12:15	12:45		

PS Form 1838-C, November 1997



- 922.43 Accountable and Signature Mail — Line 3**
Enter the total number of registered, certified, COD, customs, postage due, and Express Mail under appropriate headings of column. Any accountable mail identified and delivered by the carrier while performing street duties should be listed upon return to the office.
- 922.44 Parcel Post — Line 5**
Enter number of parcels over 2 pounds (including insured) handled for delivery in line 5. Total this column.
- 922.45 Marked Up Mail — Lines 1; 3; 5; and First-Class, Standard Mail (A), and Standard Mail (B)**
- 922.451 Carrier Mark-Ups — Individually Endorsed**
Enter the number of pieces manually endorsed (1) Deceased, (2) Temporarily Away (retention period for hold mail has expired), (3) Refused, (4) No Mail Receptacle or (5) Vacant (Occupant Mail Only endorsed *address correction requested, return postage guaranteed, or forwarding and return postage guaranteed*).
- 922.452 Carrier Mark-Ups — Bundle Endorsed**
Also enter one piece for each bundle of carrier-endorsed undeliverable pieces identified as (1) Undeliverable As Addressed, (2) Attempted Not Known, (3) No Such Number, (4) Insufficient Address, and (5) Undeliverable Bulk Business Mail (UBBM), which is Standard Mail (A) not deliverable as addressed and is not endorsed *address correction requested, return postage guaranteed, or forwarding and return postage guaranteed*.
- 922.453 Computerized Forwarding System Mark-Ups**
Enter the number of pieces of mail sent to the Computerized Forwarding System unit and those pieces not personally marked up in the carrier endorsed bundles of undeliverable pieces.
- 922.46 Changes of Address Recorded — Line 12**
Each change of address order should be counted as *only* one item even though the change is recorded on Form 1564 as well as on Form 3982.
- 922.47 Insured Receipts — Line 13**
Enter the total number of insured receipts turned in.
- 922.5 Making Time Entries**
- 922.51 Actual Time Entries**
Lines 14 through 23 correspond with those on Form 1838. Enter the line number for the function in the *Explanation* column, and in the *Write-In Time* column, show starting and ending time for office functions for lines 14 through 23 (except line 20). Compute *elapsed time* for each office function performed and record actual time in minutes. If the time items recorded for lines 14 through 23 appear unrealistic — inflated or deflated — the items will be discussed with you. Be guided by the following in making entries:



- a. Line 14, Registered, Certified, COD, Customs, Express Mail, and Postage-Due; Keys; Form 3868; Signing For, Returning Funds and Receipts. Record the combined time (1) to travel from the carrier case to the place within the work unit where registered, certified, postage-due, COD, and customs mail is obtained — unless these articles are brought to you; (2) to sign for these items and make returns of receipts or funds; and (3) to return to the carrier case or (where local conditions warrant) to return to the vehicle from this location. If the locations where these various kinds of mail are processed are widely separated, total the time required at each location and record on line 14. Also include in the total on this line the time for obtaining and returning keys. If accountable mail is delivered at the carrier case, record the time used to accept and sign for the articles. If accountable mail is identified while performing street duties, whether it is delivered or returned, the carrier will receive the actual time for clearance of the piece.
- b. Line 15, Withdrawing Mail. As much as possible, clerks or mail handlers withdraw mail (especially that mail received early in the morning) from distribution cases and place it on your desk. If it is necessary for you to withdraw mail from distribution cases or to remove mail from sacks, trays, or hampers, record the time. Two withdrawals of letter mail and one of papers for each trip, with a final pull just prior to leaving time, are generally sufficient. In units where local policy requires the carrier to withdraw Delivery Point Sequence mail while on office time, the time to actually withdraw this mail will be recorded. On the day of inspection, the actual time used by the examiner in withdrawing mail (1) is recorded — if the carrier normally pulls his/her own mail and (2) is added to the net office time.
- c. Line 16, Sequencing and Collating By-Pass Mail. When any portion of by-pass mail prepared in delivery sequence is rehandled and placed in delivery order, or collated with additional bundles, record actual time for performing this function.
- d. Line 17, Actual Strapping-Out Time. Item 17 is to be used on those motorized curb delivery routes where the majority of the case separations contain more than two numbers per separation. In these cases, record the time used to place the mail in the exact sequence of delivery. Consistent with the efficiency of the operation, mail shall be placed in delivery sequence in a bundle(s) during strapping out.
- e. Line 18, Break (Local Option). Enter the scheduled office break period, if applicable.
Note: At the option of the local union, the carriers at the delivery unit will receive one 10-minute break period in the office (rather than two such 10-minute breaks on the street). Such break will be scheduled by the employer.
- f. Line 19, Vehicle Inspection. (1) Only those routes assigned a postal vehicle or a commercial contract vehicle will record this time. Generally, vehicle inspection is made promptly after recording your reporting time. If you inspect the vehicle during the morning office timeclock rings,



provided to receive Forms 1838-C (original and duplicate copies) on completion of tour.

923 **Providing Carrier With Summary**

- 923.1 A completed copy of the front of Form 1840, *Carrier Delivery Route — Summary of Count and Inspection*, reflecting totals and averages from Forms 1838, day of inspection data, examiner's comments, and analysis of office work functions and time recordings, will be furnished carrier at least 1 day in advance of consultation. Completed copies of Form 1838 will be given the carrier at least 5 calendar days prior to consultation.
- 923.2 Promptly after consultation, if the carrier requests that the reverse of his copy of Form 1840 be completed, he will immediately give the copy to the manager for completion and return to him no later than 7 calendar days.

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

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

See sections 922.1 and 922.4 and exhibit 922.11 (p. 3 and 4).

924.2 **Prior P.M. Duties**

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

924.3 **A.M. Duties**

924.31 **Office Functions**

- 924.311 Clock in and record time on Form 1838-C.
- 924.312 Withdraw (if required), count, and record all preferential mails available.
- 924.313 Case letter-size mail. All box mail and intrastation forwards that can receive same day deliveries should be kept separate from other markups.
- 924.314 Record markups that can be delivered same day within the unit.
- 924.315 Route the preferential flats into the flats that were routed during previous P.M. duties.
- 924.316 Follow procedures in 922.452 for recording mail marked up.
- 924.317 Follow above instructions for any additional preferential mails received.
- 924.318 After clearing accountable mail cage, make final withdrawal; pull down mail for delivery. Inspect vehicle, if used, clock out, load, and leave for street delivery.



924.319 Enter all articles cased, routed, and marked up during A.M., in the A.M. portion of the worksheet.

924.4 **Return from Street Delivery**

Turn in accountable and signature items and keys. Markups left from A.M. duties must be forwarded. The totals of these markups must be entered in the P.M. portion of the worksheet.

924.5 **P.M. Duties**

924.51 **Office Functions**

924.511 Withdraw (if required), count, case, and route all available mail for next day delivery.

924.512 Complete all markups of mail received for P.M. duties.

924.513 Enter all functions on P.M. duties in the P.M. portion of the worksheet.

924.514 On the last day of the count period, record P.M. volume and all time allowances for functions performed.

924.6 **Markup Mail**

Follow instructions in 242.

93 Parcel Post and Combination Services Routes

931 **Schedule**

931.1 The count of mail for parcel post or combination services routes shall be conducted for 5 scheduled delivery days during a basic workweek. (Exception — in offices with 6-day delivery, a 6-day count is made.) The count data shall be recorded daily on Forms 1838-A and 1838-B and summarized on Form 1840-A.

931.2 A physical inspection of the route shall be made on one or more days during the count week by a route examiner who accompanies the carrier during his/her full tour. No separate form is used in making a physical inspection of a parcel post route.

931.3 On days other than inspection day, a manager makes a selected check of mail count time entries made by the carrier on Form 1838-A.

932 **Forms Used**

932.1 **Regular Routes**

932.11 Except on the day of inspection, the carrier makes the count and records it in duplicate (using carbon paper) both on the worksheet side of Form 1838-A and on Form 1838-B (see exhibit 932.11 (p. 1, 2, and 3)).



Glossary

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

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

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

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

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

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

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

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

Callers — Customers who regularly call at the post office for their mail.

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

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

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

Centralized Markup — Processing of markups at a central point.

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

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

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



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

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

Missorted Mail — Mail distributed to a route in error.

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

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

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

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

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

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

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

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

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

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

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

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

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



POM Issue 8

July 16, 1998



813.3 Carrier Controls**813.31 Assignment**

Send certified mail, including that for firms, to a unit or employee designated to assign it for delivery and follow these procedures for each type of mail:

- a. *Individual Pieces.* Use Form 3867, *Accountable Mail Matter Received for Delivery*, to show the total number of pieces given to each carrier, or as a chargeout record. Use symbols on Form 3867 to show return receipt or restricted delivery. Obtain the signature of the carrier on Form 3867. If the mail is endorsed for restricted delivery, prepare Form 3849 and attach it to the certified article.
- b. *Firm Mail.* Prepare Form 3883 in duplicate for addresses that receive an average of six or more pieces at one time. Do not include on firm bills articles restricted in delivery to the addressee. Handle these as covered in 813.31a. Use the duplicates of the firm bill as chargeout and recycle them after the delivery employee turns in receipted bill.
- c. *Specials.* Assign special delivery certified mail separately for special delivery service, following the rules in 813.31a and 813.31b.

813.32 Clearance

The clearing clerk must clear carriers and messengers in the following manner:

- a. Have the carrier or messenger account in bulk for all certified mail and return receipts charged to the carrier or messenger, either by signed receipts or returned articles. If any article or return receipt is not accounted for, make an immediate report to the supervisor. Endorse the chargeout record when clearing is complete.
- b. Sign and give back to the carrier or messenger Form 3821, *Clearance Receipt*, which is prepared and submitted when accounting for certified articles and return receipts assigned for delivery.
- c. If certified articles returned undeliverable by a delivery employee or messenger are forwarded or returned, show disposition on Form 3867. Electronic record management offices must scan/enter the mailpiece barcode and enter the appropriate event code in the handheld scanner. Offices using the manual record management program must prepare a disposition record on Form 3849, including the name of the addressee. File Form 3849 with the delivery receipts.
- d. Examine all return receipts. Make sure that they are properly signed and that the date of delivery is entered. If the mail was restricted in delivery, check to see whether delivery was made to an unauthorized agent. If delivery was improper, have the carrier or messenger obtain the addressee's signature on another receipt card and destroy the original after the duplicate is signed. Mail the receipts no later than the next workday.
- e. It is the supervisor's responsibility to take prompt corrective action with the delivering employee if return receipts or delivery receipts are not obtained or not properly completed.



- f. If the mail is not delivered in 5 days, issue a final notice to the addressee on Form 3849 marked "FINAL NOTICE." Send it through regular channels with the addressee's ordinary mail.
- g. International recorded delivery service mail must be handled under the clearance procedures for certified mail in 813.32a through 813.32f. See IMM 385.
- h. Examine all Forms 3849. Make sure that the delivery section on the form is properly completed and that there are no extra marks or tape on the form. If errors are found, notify the carrier or messenger of the proper handling procedures for Forms 3849.

813.33 **Delivery to Military Installations**

Certified mail addressed for delivery at military installations within the continental United States must be delivered to the installations in the same manner as numbered insured mail.

813.34 **Filing Delivery Receipts**

See 811 for instructions on filing delivery receipts/records.

813.35 **Undeliverable**

Handle certified mail that is undeliverable or to be forwarded according to 813.32c.

813.4 **Verified Mailing Receipts**

813.41 **Individual Mailings**

Verify individual mailing receipts as follows:

- a. Compare name and address of addressee on the article and on Form 3800, *Receipt for Certified Mail*.
- b. If sender checked blocks on Form 3800 for return receipt or restricted delivery service, make sure the article bears the proper endorsement.
- c. Examine the return receipt card to determine whether the correct blocks in the instructions to the delivering employee are checked, and whether the card is securely attached. Make sure the address is properly completed by the sender.
- d. Make certain that proper postal charges are paid by affixed stamps; endorse the mail if it is special delivery.
- e. Postmark the receipt part and give it to the mailer. Enter the time that the article is mailed if requested to do so by sender, and place your initials by the entry. Use ink to enter the time and initials in the space for the name of the accepting employee.
- f. Deposit the article in the mail. Do not return it to the mailer.

813.42 **Large-Volume Mailings**

The following steps are taken for large-volume mailings of certified articles that are not submitted under an approved Manifest Mailing System (MMS) agreement. Acceptance procedures for certified articles submitted under an



MMS agreement are in Publication 401, *Guide to the Manifest Mailing System*. The following steps are in addition to any other acceptance and verification procedures required for the method of postage payment used or presort discounts claimed:

- a. Randomly select certified articles from the mailing and match the certified numbers against Form 3877, *Firm Mailing Book for Accountable Mail (FMB)*. Select a random sampling, as follows:

Articles in Mailing	Sampling Size Number of Articles
1-299	10 percent of mailing
300-1,999	30 articles
2,000-3,999	40 articles
4,000-5,999	50 articles
6,000-7,999	60 articles
8,000-9,999	70 articles
10,000-99,999	100 articles

- b. On each article selected for sampling, do the following:
- (1) Make sure that the article is properly endorsed.
 - (2) Verify that the postage and fees are correctly paid and entered on the FMB.
- c. If the postage and/or fees on a sample article are not correct, take an entire new sampling, the same size as the original. If the second sampling is correct, accept the mailing and make a postage and/or fee adjustment for the incorrect amount. If the second sampling has an error, return the mailing to the mailer for correction.
- d. Collect any postage and/or fees due from the mailer.
- e. Postmark and sign the FMB in ink and give it to the mailer. Enter the time the articles are mailed if requested to do so by the mailer, and place your initials in ink by the entry.
- f. Perform these verifications on all mailings.
- g. Deposit articles in mail. Do not return to mailer.

814 Insured Mail

814.1 Inquiry About Contents and Preparation

The Postal Service employee at the window is required to ask whether the package presented for insurance contains fragile, perishable, or flammable matter. If the package does not contain such matter and to all outward appearances is adequately prepared, no further inquiry about contents is made. If the package contains such matter, detailed inquiry must be made to determine whether contents are admissible in the mail and are adequately packed.

Handbook PO-603

- (15) **Excess Boxholder Mail.** Place all excess boxholder mail into the appropriate container (sack, hamper, tray, etc.), endorse a facing slip "In Excess of Requirements," initial the slip, and attach it to the container with the excess boxholder mail.

242.22 Preparation

- a. Withdraw and endorse mailpieces as described in 242.21a; in addition to the endorsement, write the date and route number on each piece.
- b. Bundle mail for each category as described in 242.21b, enter the date and route number, and deposit in the designated location.

242.23 Disposition

Deposit other undeliverable mail on your route in the proper separations of the throwback case, or as designated by your postmaster or supervisor (see Exhibit 242.23, Suggested Layout of Carrier Throwback Case (Automated and Nonautomated Units), Item 129). Separate marked-up mail (to correspond with throwback case separations) at the time of marking-up or before depositing it in the throwback case. This eliminates the need to separate it at the throwback case and to cause others to wait.

242.3 Accountable and Signature Mail

Return this mail to the accountable clerk and explain why it is undeliverable. Under no circumstances must this type of mail be obtained from or returned to the accountable clerk without establishing proper accountability. Return accountable mail or signed receipts for delivered accountable items found in your mail during the delivery process for which accountability was not established prior to your departure for the route as provided in 431.4.

242.4 No Record Mail

Handle No Record Mail returned to your route from the forwarding unit and endorsed as No Record in the following manner:

- a. Verify that the name in the address contains the correct spelling. Verify that the mailing address is correct. If there is an error in the above information, correct and return the mailing piece to the forwarding unit.
- b. If an active Form 3575 is on file, return the mailpiece to the forwarding unit.
- c. If no errors are noted, and no Form 3575 is on file, attempt delivery of the piece.
- d. If delivery attempt is unsuccessful, handle the mailing piece in accordance with 242.21.

Note: All No Record labels must be removed prior to reprocessing.

242.5 Other Undeliverable Mail

Other undeliverable mail that requires an endorsement includes:

- a. **Occupant Mail.** (First-, second-, fourth-, and endorsed third-class) addressed to vacant addresses.
- b. **Excess Boxholder Mail.** Place all excess boxholder mail into the appropriate container (sack, hamper, tray, etc.); endorse a facing slip *In*

Excess of Requirements; initial the slip; and attach it to the container with the excess boxholder mail.

25 Accountable Items

251 Definition

For rural carriers, accountable items include:

- a. Postage due.
- b. Customs duty.
- c. Special delivery.
- d. COD.
- e. Certified.
- f. Registered.
- g. Express Mail.
- h. Return receipt for merchandise.
- i. Receipt for recorded delivery.

252 Accountability Procedures

252.1 Acquiring Accountable Items

Obtain accountable items from the finance cage or designated area. You may be called individually, in groups by route number, or by passing a paddle. At some offices, accountable items are delivered to the carrier. When accountable items are found in the mail after you have left for the route, follow normal delivery procedures. Return accountable items or signed receipts for any delivered accountable mail you find in your mail during the delivery process for which accountability was not established prior to your departure for the route.

252.2 Receipting for Accountable Items

252.21 Registered, Certified, Express Mail, Return Receipt for Merchandise and Receipt for Recorded Delivery

Process these items as follows:

- a. Check the name and address on each of these articles to determine if the addressee has moved or lives on another route. If the addressee has moved, or the article is for another route, advise the accountable clerk. Do not accept the article.
- b. Verify the number appearing on articles with the entry made by the accountable clerk on Form 3867, *Registered, Express Mail, COD, Certified, and Return Receipt for Merchandise Matter Received for Delivery*.
- c. Sign (surname and initial) Form 3867 opposite correct entries only. You may bracket multiple entries and enter a single signature. You are responsible for each article upon receipt (see [Exhibit 252.21c](#)).

- d. Form 3883, *Firm Delivery Book-Registered, Certified and Numbered Insured Mail*, may be authorized for use on any route where warranted. Verify numbers appearing on articles with the entries on the form. Date and sign the original page in the appropriate blocks. Take the original and one copy of Form 3883 with the articles listed. Have the addressee sign the original at the time of delivery. Deliver the copy with the articles to the customer. Retain the original and return receipts as proof of delivery (see [Exhibit 252.21d](#)). **Note:** The only COD articles to be entered on Form 3883 are COD articles being returned to the sender when collection of the COD amount is not required. Handle all other COD mail in accordance with [252.23](#).

252.22 **Customs Duty Mail**

Process these items as follows:

- a. Check the name and address (see [252.21a](#)).
- b. Check to ensure postage due fees have been identified on the article (see [252.24](#)).
- c. Check the mail entry number and verify the number of articles received with entry on Form 2944, *Receipt for Customs Duty Mail*, and, if correct, sign in lower left corner (see [Exhibit 252.22c](#)).

252.23 **COD Mail**

Process CODs as follows:

- a. Check the name and address (see [252.21a](#)).
- b. Compare the name and address, amount due sender, and money order fee appearing on each tag with that appearing on each article. If there is a difference, return the article to the accountable clerk.
- c. Verify the total number of COD articles received with the entry on Form 3867. If they agree, sign Form 3867 (see [252.21c](#)).

252.24 **Postage Due Mail**

Process this mail as follows:

- a. When postage due articles are presented to you for delivery, verify that they are deliverable on your route. Return any undeliverable articles to the accountable clerk at the time the articles are presented. Count the amount of postage due represented by the meter strips on the envelope or bundle, or by the amount shown on Form 3582-A, *Postage Due Bill* (see [Exhibit 252.24a](#)).
- b. The clerk then lists the total number of articles and the amount of postage due on Form 3584, *Postage Due Log* (see [Exhibit 252.24b](#)).
- c. Sign Form 3584, in ink, on the appropriate line. You assume full responsibility for articles for which you sign.
- d. All postal employees are expected to protect postal revenue. Postage due items found in the mail must be carried to the finance cage or designated area for processing. If mail distributed to your route is received with postage uncanceled, cancel the stamps before casing by drawing a pen line through the stamp or by using a dauber (where provided).



Exhibit 252.24b
Form 3584, Postage Due Log

U.S. POSTAL SERVICE POSTAGE DUE LOG			DELIVERY ZIP CODE <i>22602</i>	DATE <i>7-13-90</i>				
ROUTE NO.	MAIL ACCEPTED		CARRIER (Signature)	MAIL RETURNED		AMOUNT COLLECTED (a-b)	CARRIER INITIALS	CLEARANCE CLERK (Signature)
	PIECES	AMOUNT DUE (a)		PIECES	AMOUNT (b)			
<i>004</i>	<i>3</i>	<i>1.70</i>	<i>C. Adams</i>					
<i>012</i>	<i>1</i>	<i>.25</i>	<i>M. Carnath</i>					
<i>010</i>	<i>2</i>	<i>.50</i>	<i>R.E. Seay</i>					
<i>011</i>	<i>1</i>	<i>.25</i>	<i>A. Wright</i>					
<i>016</i>	<i>1</i>	<i>.20</i>	<i>R. Maloney</i>					
		◀ TOTAL OTHER LOGS THIS DATE ▶				◀ TOTAL OTHER LOGS THIS DATE (Merge Logs Together)		
TOTAL AMOUNT DUE ▶		TOTAL AMOUNT RETURNED ▶				◀ PAY THIS AMOUNT (a-b) ENTER TO MC 116		

PS Form 3584
Dec. 1980

U.S. GPO: 1988-242-831/08273

42 Disposition of Mail Collected/Accepted on Route

421 **Ordinary Mail**

421.1 **Affixing Postage**

Affix stamps on all unstamped mail for which the customer has left a sufficient amount of funds.

421.2 **Facing and Depositing**

Face and deposit mail in the location designated by your postmaster or supervisor. Facing of mail may not be required in those offices where area mail processing is in operation.

421.3 **Undeliverable Ordinary Mail Returned From the Route**

Case or dispose of all mail which you were unable to deliver on the route in accordance with handling procedures required for the class and type of mail.

422 **Special Service Mail**

422.1 **Registered Mail**

422.11 **Form 3896**

Give the postmaster or supervisor, or designee, Forms 3896, *Receipt for Registered Article*; the articles to be registered; and the funds for postage and fees.

422.12 **Clearance Receipt**

The clearing employee initials and removes the original of Forms 3896 and returns the receipt book as your clearance receipt.

422.2 **Certified Mail**

Deposit certified mail with outgoing mail, or in a designated location, as directed by your postmaster or supervisor.

422.3 **Insured Mail**

422.31 **Form 3813**

Carriers must issue a receipt on Form 3813, *Receipt for Domestic Insured Parcel*, for an article insured for \$50 or less (see [Exhibit 422.31](#)).

422.32 **Form 3813-P**

Carriers must issue a receipt on Form 3813-P, *Receipt for Insured Mail-Domestic-International*, for domestic articles insured for more than \$50. Carriers must issue Form 3813-P for all international articles regardless of the insured value (see [Exhibit 422.32](#)).

422.4 **Special Delivery Mail**

Deposit with outgoing mail, or in a designated location, as directed by your postmaster or supervisor.

422.5 Money Orders**422.51 Form 6387**

Give Form 6387, *Rural Money Order Transaction*, and all necessary money to the postmaster or supervisor, or designee, for handling (see 36).

422.52 Carrier's Receipt

The carrier's receipt portion of Form 6387 is your record of and receipt for money remitted. Retain this form for 2 years.

422.6 Express Mail**422.61 Handling**

Give your postmaster or supervisor, or designee, all articles accepted and the accompanying forms.

422.7 COD**422.71 Handling**

After affixing stamps to cover postage and fees, give the article and tag to the postmaster or supervisor, or designee, for handling. The clearing employee provides you with the mailer's receipt portion of Form 3816, *COD Mailing and Delivery Receipt*. Deliver the mailer's receipt on the next delivery day.

422.8 Delivery Confirmation Mail

Give your postmaster, supervisor, or designee, all articles accepted and any accompanying forms and fees.

43 Clearance and Disposition of Accountable Items

431 Registered, Certified, and Express Mail**431.1 Handling**

Give the postmaster or supervisor, or designee, all of the following for all articles attempted for delivery:

- a. Undeliverable registers.
- b. Certified and Express Mail articles.
- c. Forms 3849, *Delivery Notice/Reminder/Receipt*.
- d. Forms 3811, *Domestic Return Receipt*.
- e. Labels 11-B, *Express Mail Next Day Service Post Office to Addressee*.

431.2 Clearance

The postmaster or supervisor, or designee, clears each item on Form 3867, *Registered, Express Mail, COD, Certified, and Return Receipt for Merchandise Matter Received for Delivery* (see Exhibit 431.2).

431.3 Form 3883

Where the use of Form 3883, *Firm Delivery Book-Registered, Certified and Numbered Insured Mail*, has been authorized, return the original bill (as proof of delivery) and all return receipts for articles listed for clearance.

431.4 Form 3821

Complete Form 3821, *Clearance Receipt*, showing the number of receipts and undeliverable articles returned for clearance. If the form is properly completed, the clearing employee signs and returns it to you. This relieves you of further responsibility for the items (see Exhibit 431.4).

432 CODs**432.1 Handling**

Return to the postmaster or supervisor, or designee, all tags and funds for delivered and undelivered COD articles.

432.2 Clearance

The postmaster or supervisor, or designee, clears each item on Form 3867 (see Exhibit 252.21c).

432.3 Form 3821 for Delivered Articles

Complete a separate Form 3821 for each COD article delivered. If you completed the form correctly, the clearing employee signs and returns it to you. This relieves you of further responsibility (see Exhibit 431.4).

432.4 Form 3821 for Articles Not Delivered

Complete one Form 3821 for all CODs not delivered. If you completed the form correctly, the clearing employee signs and returns it to you. This relieves you of further responsibility. **Note:** If a Form 3821 was completed for clearance of registered, certified, or Express Mail, include on that form CODs not delivered. Do not complete another Form 3821.

432.5 Retention of Receipts

Keep all clearance receipts in your locker, or in another secure location, for possible future reference. (The required retention period for this form is 2 years. Filing such items at the case does not provide adequate security and clutters the work area.)

433 Postage Due**433.1 Collected Funds**

Return to the postmaster or supervisor, or designee, all funds collected on postage due mail and for any undelivered articles.

433.2 Form 3584

The clearing employee enters the number of articles returned in the *Pieces* column and the amount of postage due remitted in the *Amount* column of Form 3584, *Postage Due Log*.

Exhibit 431.4
Form 3821, Clearance Receipt

Post Office of Station GAINESVILLE, FL		Date 6-29-90			
RECEIVED OF _____ the registered articles listed or total certified, COD, and Express Mail articles shown below; also signed receipts for such mail delivered.					
REGISTERED ARTICLE NOS.		Returned Articles	Delivery Receipts		TOTAL
	Registered				
	Certified	1	1		2
	Express Mail				
	COD	1	Check	M.O.	1
Clearing Employee Signature <i>C. Zimmer</i>	COD Funds				
<p>Complete a separate form in duplicate for CODs. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified, or Express Mail.</p>					

PS Form 3821, March 1988

GPO : 1988 O - 213-992

CLEARANCE RECEIPT

Post Office of Station GAINESVILLE, FL		Date 6-29-90			
RECEIVED OF C. Zimmer the registered articles listed or total certified, COD, and Express Mail articles shown below; also signed receipts for such mail delivered.					
REGISTERED ARTICLE NOS.		Returned Articles	Delivery Receipts		TOTAL
	Registered				
	Certified				
	Express Mail				
	COD		Check	M.O.	
Clearing Employee Signature <i>C. Zimmer</i>	COD Funds		\$100.00		1
<p>Complete a separate form in duplicate for CODs. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified, or Express Mail.</p>					

PS Form 3821, March 1988

GPO : 1988 O - 213-992

CLEARANCE RECEIPT

53 Rural Route Mail Counts

531 General

531.1 Purpose

These instructions provide standardized and uniform procedures for conducting mail counts on rural routes. An understanding of these instructions by rural carriers and managers helps ensure accuracy of mail count data, and prompt evaluation and correct classification of rural routes. Postmasters, supervisors, and rural carriers must ensure that mail counts are properly conducted and that data is accurately reported.

531.2 Definition

A count of mail is physically counting and recording, at specified times, the number of pieces of mail delivered, collected, or handled on rural routes. This includes both national and special mail counts. Mail counts are used to assemble data that provides the basis for individual route evaluations. These route statistics indicate:

- a. Volume of mail handled.
- b. Amount of office and route time used by the carrier.
- c. Adequacy of service to rural customers.
- d. Efficiency and performance of the carrier.

531.3 Route Evaluations

The evaluation of a rural route is determined by the mail volume handled, daily miles traveled, the number and type of boxes served, and fixed or variable time allowances, i.e., the types of data that are obtained from mail counts (see Exhibit 531.3, Form 4241-M, *Rural Route Evaluation Worksheet*).

532 Types of Mail Counts

532.1 National Mail Counts

A national mail count is conducted on all rural routes in accordance with the provision of the USPS-NRLCA National Agreement.

532.2 Special Mail Counts

Special counts are held in September and are conducted during the last 12 working days of the month, in accordance with the provisions of the USPS-NRLCA National Agreement.

533 Procedures for National and Special Mail Counts

533.1 Responsibility

533.11 Postmasters

Postmasters must hold joint conferences with supervisors and rural carriers to discuss count procedures at least 15 days before the start of the count. In addition, the postmaster must arrange a meeting with each eligible rural

they do not fit in the letter or flat separation (where flat separations are used) with other mail without damage to the article).

- (3) The carrier has the option of handling odd-size articles either with flat mail or separately, regardless of how it is credited.
- (4) Parcels with detached labels do not belong in this column. They are counted as boxholders in column E. Only specifically addressed samples too large to be cased are included in the parcel count.
- (5) Each direct or segmented bundle distributed and tied out at the mail distribution cases (see 225.4) is counted as a parcel. Direct or segmented bundles tied out at the carrier case (see 225.5) are not counted as a parcel.
- (6) Registered, certified, COD, numbered insured, Express Mail, and other accountable mail are not counted in this column. (For special delivery articles see column F.)

e. Column E – Boxholders

Enter the daily number of boxholders (families, boxes, or deliveries, as appropriate) taken out for delivery on the route. This includes all simplified address mail, including samples with simplified address (see DMM A040). When samples are received with detached address labels (specifically addressed), enter the total number of samples. (See 535.12a, column A, for recording the label count.) Include simplified address, detached labels (no specific name or address) in this column. The number of pieces of boxholder mail must not exceed the number of families or boxes (as appropriate) on the route for each mailing. Include in this column all boxholders, whether cased or not.

f. Column F – Registered Mail, Certified Mail, Numbered Insured Articles, Express Mail, and Other Accountable Mail

- (1) Enter the number of articles received daily for delivery in this column. Entries in this column preclude entries for the same items in columns A, B, C, D, or H.

Note: here the carrier dismounts or leaves the line of travel to effect delivery or attempt delivery of special delivery mail, enter the number of special delivery articles in this column. Otherwise, enter them in columns A, B, C, or D as appropriate. Do not record any articles entered in columns A, B, C, D, or L in column F.

- (2) On high-density (*L*) routes where multiple accountable items are received for one address, enter the items on PS Form 3883. The route receives credit for one accountable article per page or partial page completed. **Example:** If a route received 10 accountable articles of which five were for delivery to one address, the route would receive credit for six accountable items: one item each for the five articles for delivery to individual addresses, and one item for the five articles entered on PS Form 3883, *Firm Delivery Receipt for Accountable Mail and Bulk*

piece UBBM, put your initials and route number on it, and leave it on the case ledge.

- (14) **Other Undeliverable Bulk Business Mail.** UBBM addressed to Occupant, Resident, or using the exceptional address format (John Doe or Current Address). Normally, this type of mail is undeliverable only because the delivery point is vacant or the address is incorrect. Place undeliverable UBBM marked Occupant, Resident, or Current Resident to one side of the case ledge, or in another designated location. After completing casing of all mail designated for delivery that day, bundle this mail and mark the top piece "Other UBBM," put your initials and route number on it, and leave it on the case ledge.
- (15) **Excess Boxholder Mail.** Place all excess boxholder mail into the appropriate container (sack, hamper, tray, etc.), endorse a facing slip "In Excess of Requirement," initial the slip, and attach it to the container with the excess boxholder mail.

Note: Do not credit as a markup parcel post endorsed only to indicate that an attempted delivery notice was left.

k. **Column K — PS Form 3821 Completed**

Enter only the number of completed PS Forms 3821, *Clearance Receipt*.

l. **Column L — Delivery Point Sequence (DPS) Letters**

Enter in this column all mail up to 6 1/8" in width that is processed on automated equipment as *Delivery Point Sequence* mail.

If fewer than 2,400 pieces of DPS mail are averaged per week during the entire mail count period and/or the route was not validated before the count as meeting the 98 percent quality threshold, mail processed as DPS will be cased and recorded as sector/segment mail in column B on PS Form 4241, *Rural Delivery Statistics Report*, or, if it does not qualify as sector/segment mail, recorded in column A, Letter Size, or column C, *Newspapers, Magazines, Flats, Catalogs, and Rolls*, as appropriate.

Note: Casing of DPS mail will not change mail count procedures or time standards applied to DPS or other mail.

m. **Column M — Money Order Applications**

Record in this column the number of money order applications received on the route. If rural carriers reside on the route they serve and regularly purchase money orders throughout the year, they will receive credit. Postmasters or supervisors review each money order application daily.

n. **Column N — Letters and Flats Collected**

Enter in this column the number of letters and flats collected on the route. If mail is received in bundles, count each bundle as one piece.

Exhibit 531.3
Form 4241-M, Rural Route Evaluation Worksheet

RURAL ROUTE EVALUATION WORKSHEET				Office:		Route:	
				Count Dates:			
Item	PS 4241 Ref. No.	Data Description	Allowance Factors for Office Time	Allowance Factors for Route Time	Office Time (Mins.)	Route Time (Mins.)	
1		Route Length		Miles X 12.0			
2		Regular Boxes (Non L)		Boxes X 2.0			
		Regular Boxes (L Only)		Boxes X 1.82			
3		Centralized Boxes		Boxes X 1.0			
4		CBU Collection Compart.		Compartments X 1.0			
5		Parcel Lockers		Lockers X 2.0			
6	A	Letter Size	*(Total / 2) X .0555				
7	B	Sector/Segment	*(Total / 2) X .0444				
8	C	Papers, Mags., Cats.	*(Total / 2) X .1				
9	D	Parcels	*(Total / 2) X .333	*(Total / 2) X .187			
10	E	Boxholders	*(Total / 2) X .04				
11	F	Reg Cert Ins Del Spec/Exp	*(Total / 2) X 1.0	*(Total / 2) X 3.466			
12	G	COD Customers Due Del	*(Total / 2) X 1.5	*(Total / 2) X 4.466			
13	H	Postage Dues	*(Total/2)X.2 round to next #				
14	I	Address Changes	*(Total / 2) X 2.00				
15	J	Mark Ups	*(Total / 2) X .25				
16	K	Form 3821	*(Total / 2) X 2.0				
17	L	Del. Point Sequence Ltrs.		*(Total / 2) X .0333			
18	M	M.O. Applications	*(Total / 2) X 1.5	*(Total / 2) X 2.0			
19	N	Letters/Flats Collected	*(Total / 2) X .04				
20	O	Ord/Insured Parcels Accept.	*(Total / 2) X 2.0	*(Total / 2) X 2.0			
21	P	Reg & Cert Accepted		*(Total / 2) X 2.0			
22	Q	Loading (actual)	*(Total / 2)				
23	R	Other Suitable	*(Total / 2)				
24	S	Stamp Stock	20				
25		Strapping Out	*A+B+C-J / 2 X .01428				
26	T	Return Receipts (L Only)	*(Total / 2) X .25				
27		Other Office & Personal	30				
28	U	Auth. Dismounts		*(Total / 2) X .1			
29	V	Auth. Dismount Distance		*(Total / 2) X .00284			
30	C	Lock Pouch Stops		# of Stops X 30			
31	D	Withdrawing Mail	Yes = 30 No = 0				
32	H	USPS Vehicle Allowance	Rt Miles X 8/100 X 4.5				
			< 6 + 6 to 24 Mins.				
			> 6 + Total to 24 Min				
33		Reload/Unload		18			
WEEKLY TOTALS							
TIME IN HOURS AND MINUTES							
Total Route Time: Hours			Minutes	No Option High Option or Low Option			
Assigned Carrier			Route Eval.				
PS Form 4241-M, January 2007				*Items divided by 2 are rounded to one decimal position (Example 99 / 2 = 49.5). NOTE: Office & route time, rounded to two decimals (Example 146.5321 = 146.53)			

Exhibit 534.2
Form 4239, Rural Route Count of Mail

United States Postal Service® Rural Route Count of Mail				Post Office	State & ZIP+4 Code	Route No.	
A. Letter Size	B. Sector/Segment Letters	C. Newspapers, Magazines, Fliers, Catalogs, and Rolls	D. Parcels	E. Boutholders	F. Reg. Cert. Spec. Del. No. Inland, Int. Rec. for Month, & Exp. Mail	G. COOs, Customers Due Record for Delist.	
L. DPS Letters	M. Money Order Applications	N. Letters & Fliers Collected	O. Ordinary & Insured Parcels/COOs Accepted	P. Registered & Certified Accepted	Q. Lead Vehicle (if more than 15 min. delay in Community)	R. Other Suitable Allowance (Explain in Comments)	
						S. Stamp Book "T" Routes Only	
						T. Return Receipt "T" Routes Only	
						U. Authorized Disbursements (Explain in Comments)	
						V. Intermediate Offices Served Daily	
						W. Waiting Time	
						X. Counting Time	
						Y. Discount Date (Pt.) (Explain in Comments)	
						Z. Weight of Loaded Pouches Carried Daily	
Total		Total		Total		Total	
Comments				Carrier or Supervisor's Signature			
I certify that the above is correct.				Date			
				Day			
				1 - Postmaster 3 - Carrier			



