



## Registered Mail

Handbook DM-901

September 2004  
Transmittal Letter

- A. Introduction.** Handbook DM-901, *Registered Mail*, has been revised to update the information on policies and procedures related to Registered Mail™ from the point of acceptance to the point of delivery. These policies and procedures have been revised in accordance with *Transformation Plan* efforts to improve the quality, affordability, and convenience of Postal Service™ products and services.

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 revises the September 1997 edition of Handbook DM-901.

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# Contents

- 1 General Requirements ..... 1**
- 1-1 Purpose ..... 1
  - 1-1.1 Official Instructions ..... 1
    - 1-1.1.1 Governing Regulations ..... 1
    - 1-1.1.2 Exceptions ..... 1
    - 1-1.1.3 Registry Responsibility ..... 1
      - 1-1.1.3.1 District Manager and Senior Plant Manager ..... 1
      - 1-1.1.3.2 Performance Cluster Registry Coordinator ..... 1
  - 1-1.2 Description ..... 2
    - 1-1.2.1 Purpose ..... 2
    - 1-1.2.2 Eligibility ..... 2
    - 1-1.2.3 Prohibitions ..... 2
- 1-2 Size of Registered Article ..... 3
  - 1-2.1 Minimum Size of Registered Article ..... 3
  - 1-2.2 Maximum Size of Registered Article ..... 3
- 1-3 Acceptance ..... 3
  - 1-3.1 Retail Units, Rural Carriers, and Nonpersonnel Rural Units ..... 3
- 1-4 Postage ..... 4
  - 1-4.1 Rate Classification ..... 4
  - 1-4.2 Payment Method ..... 4
  - 1-4.3 Ordinary Mail ..... 4
  - 1-4.4 Official Government Mail ..... 4
- 1-5 Declaration of Value ..... 6
  - 1-5.1 Ordinary Mail ..... 6
  - 1-5.2 Official Government Mail ..... 6
- 1-6 Fee ..... 7
  - 1-6.1 Current Schedules ..... 7
  - 1-6.2 With Postal Insurance ..... 7
    - 1-6.2.1 Fees and Charges Schedule ..... 7
    - 1-6.2.2 Maximum Postal Liability ..... 7
    - 1-6.2.3 Handling Charge ..... 7
    - 1-6.2.4 Commercial Insurance ..... 7
  - 1-6.3 Without Postal Insurance ..... 7
- 1-7 Additional Services ..... 8
  - 1-7.1 Registered Collect on Delivery ..... 8
  - 1-7.2 Return Receipt ..... 8
  - 1-7.3 Restricted Delivery ..... 8

1-7.4	Registered Merchandise Return .....	8
1-8	Refunds .....	9
1-8.1	Registration Fee .....	9
1-8.2	Return Receipt or Restricted Delivery Fee .....	9
1-9	Additional Information Resources .....	9
<b>2</b>	<b>Preparation of Registered Articles .....</b>	<b>11</b>
2-1	Conditions .....	11
2-1.1	General Requirements .....	11
2-1.2	Addressing .....	11
2-1.3	Packaging .....	11
2-1.3.1	Open and Resealed .....	11
2-1.3.2	Padded Envelopes or Bags .....	11
2-1.3.3	Fragile Items .....	11
2-2	Sealing .....	12
2-2.1	Letter-Size Envelopes .....	12
2-2.1.1	Construction .....	12
2-2.1.2	Intersection of Flaps .....	12
2-2.2	Flats and Parcels .....	12
2-2.2.1	Sealing Materials .....	12
2-2.2.2	Flat-Size Envelopes .....	12
2-2.2.3	Tape .....	12
2-2.2.4	Tamper-Proof Boxes .....	13
2-3	Window Envelopes .....	13
2-4	Registered Mail Receipts (PS Form 3877, Firm Mailing Book for Accountable Mail) .....	13
2-5	Mailing Receipts for Single Registered Articles (PS Form 3806, Receipt for Registered Mail) .....	14
2-5.1	PS Form 3806 .....	14
2-5.2	PS Form 3811, Domestic Return Receipt .....	14
<b>3</b>	<b>Acceptance .....</b>	<b>15</b>
3-1	PS Label 200, Registered Mail .....	15
3-1.1	General .....	15
3-1.2	Requisition of PS Label 200 .....	15
3-1.3	Accountability .....	16
3-1.4	Placement and Endorsements .....	16
3-2	Receipts .....	16
3-3	Determining Acceptability of Registered Mail .....	19
3-3.1	Packaging .....	19
3-3.1.1	Proper Packaging .....	19
3-3.1.2	Improper Packaging .....	19

## Contents

3-3.2	Completing Forms	19
3-3.2.1	Individual Article — PS Form 3806	19
3-3.2.2	Determination of Article Number — PS Label 200	19
3-3.2.3	Return Receipt Service — PS Form 3811, Domestic Return Receipt	20
3-3.2.4	International Registered Mail — PS Form 2865, Return Receipt for International Insured or Registered Mail	20
3-3.3	Safeguarding Registered Articles	20
3-3.3.1	Employee Accountability	20
3-3.3.2	Secure Place	20
3-4	Firm Mailings	20
3-4.1	Packaging	20
3-4.1.1	Proper Packaging	20
3-4.1.2	Improper Packaging	20
3-4.2	Completing PS Form 3877, Firm Mailing Book for Accountable Mail	21
3-4.2.1	Use and Preparation	21
3-4.2.2	Temporary Receipt	21
3-4.2.3	Discrepancies	21
3-4.2.3.1	Discrepancy During Acceptance	21
3-4.2.3.2	Discrepancy After Issuing Temporary Receipt	21
3-5	Rural Carriers	22
3-5.1	Determine Proper Packaging	22
3-5.1.1	Improper Packaging	22
3-5.1.2	Payment for Postage and Registered Fees	22
3-5.2	Completion of PS Form 3896	22
3-5.2.1	Use and Preparation	22
3-5.2.2	Handling Article	25
3-6	Round-Dating and Canceling Stamps	26
3-6.1	Round-Dating Envelopes	26
3-6.2	Round-Dating Parcels and Flats	26
3-6.3	Canceling Stamps	26
3-7	Withdrawal, Recall, or Remailing	27
3-7.1	Procedures	27
3-7.2	Refunds	27
3-7.3	Remailing	27
<b>4</b>	<b>Transfer of Accountability</b>	<b>29</b>
4-1	Description	29
4-1.1	Hand-to-Hand Exchanges	29
4-1.2	Employee Responsibilities	30
4-1.2.1	Sales and Service Associate	30
4-1.2.2	Dispatch Employee	30

4-1.2.3	Receiving Employee .....	30
4-2	Exceptions to Hand-to-Hand Transfers .....	31
4-2.1	Vestibule Exchange .....	31
4-2.1.1	Description .....	31
4-2.1.2	Picking Up and Signing For Registered Mail Involving a Vestibule Exchange (PM Dispatch) .....	31
4-2.1.3	Delivering Registered Mail Involving a Vestibule Exchange (AM Dispatch) . . . .	32
4-2.2	Transfer of Accountability at Retail Offices Not Operating 24 Hours and 7 Days Per Week and Having Different Closing and Opening Clerks .....	32
4-2.3	Area Responsibility .....	33
4-3	Procedures for Hand-to-Hand Exchange Between Highway Contract Route or Postal Service Vehicle Services and Other Postal Service Employees .....	33
4-3.1	Transporting Pouches/Outsides .....	33
4-3.2	Verification and Signature .....	34
<b>5</b>	<b>Dispatch .....</b>	<b>35</b>
5-1	Operations .....	35
5-2	Equipment (Containers) .....	35
5-2.1	Restriction .....	35
5-2.2	Pouching .....	36
5-2.2.1	Use .....	36
5-2.2.2	Procedures for Preparing the Pouch Contents Bill .....	36
5-2.3	Numbered Tin Band Sealed Pouches (Item 0817-C) .....	37
5-2.3.1	Use .....	37
5-2.3.2	Preparation .....	37
5-2.4	Preparation of Firm Bills for Delivery Outside the Registry Section .....	39
5-2.5	Registry Jacket Envelopes (EP-388 and EP-390) .....	39
5-2.5.1	Use .....	39
5-2.5.2	Billing a Jacket .....	42
5-2.6	Use of Envelope Container (EP-399) .....	42
5-2.7	CON-CON and Special Airline Containers .....	42
5-2.7.1	Use .....	42
5-2.7.2	Preparation .....	43
5-2.8	Distribution Labeling Requirements .....	43
5-2.9	Special Surface Security Containers .....	43
5-3	Outside Articles .....	44
5-3.1	Description .....	44
5-3.2	Pallets .....	45
5-3.3	Procedures for Preparing a Dispatch Bill .....	45
5-4	Dispatch of Registered Articles .....	46
5-5	Coded Shipment .....	47

## Contents

5-6	Transportation and Routing .....	47
5-6.1	Dispatch .....	47
5-6.2	Special Routing .....	47
5-6.2.1	Commercial Air Transportation .....	47
5-6.2.2	Dispatch of Infrequent (Fewer Than 6 Times Per Year) Coded Shipments .....	49
5-7	International Registered Mail .....	49
5-7.1	Authorized Offices .....	49
5-7.2	Procedures .....	49
5-7.2.1	Documentation .....	49
5-7.2.2	Incoming .....	49
5-7.2.3	Billing/Distribution .....	49
5-7.2.4	Outgoing .....	49
<b>6</b>	<b>Processing and Delivering .....</b>	<b>51</b>
6-1	Receipt and Transfer .....	51
6-1.1	Platform/Receiving Operations .....	51
6-1.1.1	Authorized Employees .....	51
6-1.1.2	Unauthorized Platform Activities .....	51
6-1.1.3	Checklist .....	51
6-1.2	Security of Containers .....	52
6-1.3	Transfer and Verification .....	52
6-1.3.1	Nonregistry Unit Employees .....	52
6-1.3.2	Registry Unit Employees .....	52
6-1.3.3	Movement of Registered Articles From the Platform to the Registry Section ..	52
6-2	Registry Section .....	53
6-2.1	Opening Unit .....	53
6-2.1.1	Opening Pouches .....	53
6-2.1.2	Registry Jackets (EP-388 and EP-390 envelopes) .....	53
6-2.1.2.1	Contents Removal .....	53
6-2.1.2.2	Contents Verification .....	53
6-2.1.2.3	Jacket Disposal .....	54
6-2.1.3	Pouch Cutting .....	54
6-2.1.4	Removing Unserviceable Pouches .....	54
6-2.1.5	Defective Rotary Locks .....	54
6-2.2	Outside Articles .....	54
6-2.3	High-Value Articles .....	54
6-2.3.1	Designation .....	54
6-2.3.2	Identification of Value .....	55
6-2.3.3	Safekeeping .....	55
6-3	Irregularities and Discrepancies .....	55
6-3.1	Definitions .....	55

6-3.1.1	Irregularity .....	55
6-3.1.2	Discrepancy .....	55
6-3.2	Damaged Wrapper or Envelope .....	57
6-3.2.1	Repairing .....	57
6-3.2.2	Rewrapping .....	57
6-3.2.3	Annotation of PS Form 3899 and Dispatch Records .....	57
6-3.3	Missing Containers or Articles .....	58
6-3.3.1	Listed Pouch or Outside Article Not Received .....	58
6-3.3.2	Listed Pouch or Outside Article Found Later .....	58
6-3.3.3	Missing Pouch or Article .....	58
6-3.4	Discrepancy in Articles Listed .....	58
6-3.4.1	Listed But Not Received .....	58
6-3.4.2	Received But Not Listed .....	59
6-3.5	Missing or Improperly Completed Dispatch Bill (PS Form 3854) .....	59
6-3.5.1	Missing Dispatch Bill .....	59
6-3.5.2	Improperly Completed Dispatch Bill .....	59
6-3.6	Missent Articles .....	59
6-3.6.1	Individual Articles .....	59
6-3.6.2	Pouches, Containers, and Jackets .....	59
6-3.7	Unaddressed and Misdirected Articles and Containers .....	60
6-3.7.1	Individual Article .....	60
6-3.7.2	Containers .....	60
6-3.7.2.1	Jackets (EP-388 and EP 390) .....	60
6-3.7.2.2	Rotary Lock Pouches .....	60
6-3.7.2.3	Numbered Sealed Pouches .....	60
6-3.8	Loose Articles .....	60
6-3.8.1	Identifiable .....	60
6-3.8.2	Not Identifiable .....	60
6-4	Delivery .....	61
6-4.1	Postal Service Responsibility .....	61
6-4.1.1	Firm Delivery .....	61
6-4.1.2	Carrier Delivery (City, Rural, and Highway Contract Route) .....	61
6-4.1.3	Customer Acceptance .....	61
6-4.1.4	Attempted Delivery .....	62
6-4.2	Retention of Undelivered Mail .....	62
6-4.2.1	Maximum Holding Period .....	62
6-4.2.2	Minimum Holding Period .....	62
6-5	Mail Not in Proper Mail Stream .....	62
6-5.1	Registered Articles in Ordinary Mail .....	62
6-5.1.1	General .....	62
6-5.1.2	Without Postage .....	63



## Contents

6-5.1.3	Without Registry Fee .....	63
6-5.1.4	With Sufficient Postage and Fees .....	63
6-5.1.4.1	Found in Ordinary Mail Without Backstamp (Round-Date) .....	63
6-5.1.4.2	Found in Ordinary Mail with Backstamp (Round-Date) .....	63
6-5.2	Ordinary Mail Found in Registered Mail System .....	63
6-5.2.1	General .....	63
6-5.2.2	Procedure .....	63
<b>7</b>	<b>Special Instructions .....</b>	<b>65</b>
7-1	Units With a Registry Section .....	65
7-1.1	Personal Items .....	65
7-1.2	Key, Round Date, and Valuable Unit Control .....	65
7-1.3	Records of Employees .....	66
7-1.3.1	Daily Record .....	66
7-1.3.2	Valuable Cage or Vault .....	66
7-2	Internal Protection of Valuable Mail .....	67
7-2.1	Security .....	67
7-2.1.1	Determination of Valuable Articles .....	67
7-2.1.2	Transfer of Valuable Mail .....	67
7-2.1.3	Valuable Article Reminder .....	67
7-2.1.4	Documenting Transfer of Accountability .....	67
7-3	Protection .....	68
7-3.1	All Registered Mail .....	68
7-3.1.1	Separation From Ordinary Mail .....	68
7-3.1.2	Physical Separation of Registry Activities .....	68
7-3.1.3	Facilities With Minor Registry Business (Post Offices, Stations/Branches, Community Post Offices, Contract Postal Unit) .....	71
7-3.1.4	Facilities With Major Registry Business (Sectional Center/ Facility, Processing and Distribution Center/Facility, Airport Mail Center/Facility, Consolidation Facilities) .....	71
7-3.2	Responsibility for Registered Mail .....	72
7-3.2.1	Career Employees .....	72
7-3.2.2	Individual .....	72
7-3.2.3	Registry Section Area Responsibility .....	73
7-3.2.4	Authority for Area Responsibility .....	73
7-3.2.5	Notified Mail .....	73
7-3.2.6	Unaccounted Registered Mail .....	73
7-3.2.7	Responsibility of Postal Service Employees .....	73
7-4	Record Keeping .....	73
7-4.1	Forms and Filing .....	73
7-4.1.1	Authorized Forms .....	73

7-4.1.2	Filing: Dispatch and Delivery Receipts .....	74
7-4.2	Statistics .....	74
7-4.3	Registry Section Operation Numbers .....	75
7-5	Claims and Inquiries .....	75
7-5.1	Claims .....	75
7-5.1.1	Mail With Postal Insurance .....	75
7-5.1.2	Time Limits for Claims .....	75
7-5.1.3	Lost Articles .....	75
7-5.1.4	Damaged Articles .....	75
7-5.1.5	Rifled Articles .....	76
7-5.1.6	Claims for Alleged Wrong Delivery, Rifling, or No-Value Loss .....	76
7-5.2	Inquiries .....	76
7-5.3	Other .....	76
7-5.3.1	Merchandise Return .....	76
7-5.3.2	International Mail .....	76

# Exhibits

Exhibit 1-3.1 Postal Inspection Service Firearms Permission Letter .....	5
Exhibit 1-5.1 Declared Value for Registered Mail .....	6
Exhibit 3-1.1 PS Label 200, Registered Mail .....	15
Exhibit 3-2c PS Form 3824, Temporary Bulk Receipt .....	17
Exhibit 3-2d PS Form 3876, Notice to Firm Mailer of Incorrect Fees .....	18
Exhibit 3-4.2.2 PS Form 3877, Firm Mailing Book for Accountable Mail .....	23
Exhibit 3-5.2.1 PS Form 3896, Receipt for Registered Article (Front and Reverse) .....	25
Exhibit 3-6.1 Postmarking Registered Mail .....	26
Exhibit 4-1.2.1 PS Form 3854, Manifold Registry Dispatch Book .....	30
Exhibit 5-2.3.2a EP-9 Envelope, Registry Jacket .....	38
Exhibit 5-2.3.2b Properly Sealed Pouch .....	38
Exhibit 5-2.5.1a Registry Jacket Envelope (EP-388) .....	40
Exhibit 5-2.5.1b Registry Jacket Envelope (EP- 390) .....	41
Exhibit 5-2.6 Envelope Container (EP-399) .....	42
Exhibit 5-3 Tag 1, CON-CON .....	44
Exhibit 5-3.1 Combination Registry Bill Envelope (EP-11) .....	45
Exhibit 5-5 PS Form 5168, Coded and High Value Registered Mail — Dispatch Instructions .....	48
Exhibit 6-3.1.1 PS Form 3826, Registry Irregularity Report .....	56
Exhibit 6-3.2.3 PS Form 3899, Registered Matter — Damaged, Unsealed, or Without Cover .....	58

Exhibit 7-2.1.3	
PS Form 3810, Reminder Record .....	69
Exhibit 7-2.1.4	
PS Form 3875, Daily Balance – Registry Section .....	70
Exhibit 7-3.1.4	
Example of Receiving Device With Access-Restricting Ears Required for Sliding Doors .....	72

# 1 General Requirements

## 1-1 Purpose

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### 1-1.1 Official Instructions

#### 1-1.1.1 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 provided in the *International Mail Manual* (IMM).

#### 1-1.1.2 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 and approved by the Headquarters' offices of Processing Operations, Business Mail Acceptance, and the Assistant Chief Inspector of Investigations and Security of the Inspection Service.

#### 1-1.1.3 Registry Responsibility

##### 1-1.1.3.1 District Manager and Senior Plant Manager

The district manager and senior plant manager are responsible for the implementation of all Registered Mail programs, policies, and procedures within their respective performance cluster.

##### 1-1.1.3.2 Performance Cluster Registry Coordinator

The district manager and senior plant manager will assign a performance cluster registry coordinator and a plant registry coordinator. The primary plant Registered Mail coordinator may also take on the duties of the performance cluster coordinator if the district or senior plant manager feels it is more practical. The performance cluster registry coordinator will be responsible for maintaining a Registered Mail program for the performance cluster and coordinating all registry activities with each plant registry coordinator. The individuals assigned to both coordinator positions should be a midlevel

supervisor or manager who is knowledgeable in registry procedures and regulations.

The performance cluster registry coordinator is responsible for the following:

- a. Coordinate all registry activities.
- b. Prepare standard operating procedures.
- c. Coordinate security matters with the security control officer.
- d. Arrange for training for employees who handle Registered Mail functions [e.g., mail acceptance, rates and classification, processing and distribution, Collect on Delivery (COD), transfer of Registered Mail].
- e. Ensure that yearly audits are conducted at the processing and distribution center/facility and airport mail center/facility registry operations within each performance cluster.
- f. Ensure that all registry procedures comply with current official guidelines.

## 1-1.2 Description

### 1-1.2.1 Purpose

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

### 1-1.2.2 Eligibility

All mailable matter may be registered if postage is prepaid at the First-Class™ or Priority Mail® rates or International Letter post rates and it meets the requirement stated in Chapters 1 and 2 of this handbook.

### 1-1.2.3 Prohibitions

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. Prepared improperly or packaged inadequately to withstand normal handling.
- 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 or 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, (e.g., Tyvek), or substances that will not absorb an ink seal (see DMM 911.14 and 911.36).

- h. Sent as business reply mail or enclosed in a business reply mail envelope.

## 1-2 Size of Registered Article

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### 1-2.1 Minimum Size of Registered Article

The face of any registered article must be at least 5 inches long and 3.5 inches high, regardless of thickness. The minimum thickness is 0.007 inch.

### 1-2.2 Maximum Size of Registered Article

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

## 1-3 Acceptance

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The acceptance value limitation for Registered Mail is determined by security considerations. A postmaster may require that an article of unusually high value be presented only at the main office or at designated stations and branches.

Due to security concerns, a plant manager may authorize local banks, armored car services, or jewelry companies that mail large volumes or high values of Registered Mail to be presented directly to the registry cage.

### 1-3.1 Retail Units, Rural Carriers, and Nonpersonnel Rural Units

Registration may be obtained by presenting mail to the following:

- a. *A retail associate at a Post Office, station, or branch (including approved contractor-operated units).*
- b. *A rural carrier on a rural route and/or a highway contract routes with delivery features* — The article, sufficient cash for postage, and required fees may be left in a rural mailbox. The carrier must hand any change to the sender or place it in an envelope and leave the envelope in the box on the carrier's next trip. Postal Service™ responsibility is not assumed for the article or cash until a receipt is issued. No responsibility is assumed for the change left in the box by the carrier.
- 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.
- d. *Registry cages* — Permission to enter registry cages must be approved in writing by the local Postal Inspector in Charge and facility manager. If weapons are worn by armored car personnel, authorization must also be given in writing (see Exhibit 1-3.1, Postal Inspection Service

Firearms Permission Letter). Contract drivers authorized to deliver and pickup Registered Mail must present their official photo identification (ID) card.

Armored couriers must also provide a current photo ID/signature list of employees authorized to deliver or receive Registered Mail. In addition, armored car personnel must be escorted in and out of the facility by Postal Police, a supervisor, if available, or a registry employee. If the armored couriers are not on the photo ID/signature list, they must not be allowed in the building or the registry cage.

Registry clerks who will be accepting these shipments must complete the retail training course that applies to the acceptance of Registered Mail.

## 1-4 Postage

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### 1-4.1 Rate Classification

Registered Mail is charged the applicable First-Class or Priority Mail rates plus additional fees for registry and other services. Express Mail® must not be used in conjunction with Registered Mail.

### 1-4.2 Payment Method

### 1-4.3 Ordinary Mail

The fees and postage may be ordinary postage stamps, meter stamps, or permit imprint. If a permit imprint is used, the exact amount of postage and fees paid must be shown within the permit imprint. For pieces that are part of a manifest mailing, only the registry fee must be shown within the permit imprint. The fee and postage on official mail of authorized federal agencies may also be paid with penalty stamps, penalty meter stamps, or penalty permit imprints. The fees and postage on items registered with merchandise return service are paid through a postage due account as described in DMM S923 (see DMM S911.2.2).

### 1-4.4 Official Government Mail

Official mail of authorized government agencies prepared under applicable standards stated in DMM E060 for transmission of mail without prepayment of postage may be sent by Registered Mail without prepayment of a registration fee.



Exhibit 1-3.1

**Postal Inspection Service Firearms Permission Letter**



United States Postal Inspection Service Division

---

[Manager,  
Postal Facility]

SUBJECT: Armed Couriers at the [name of postal facility]

We understand that [bank or company] is entering your Postal Service™ facility with armed guards who transport currency shipments from and to the facility.

This division has evaluated the particulars of this situation and the need for armed guards in connection with this activity, pursuant to federal laws and Postal Service regulations. Title 18, United States Code, Section 930(d), allows the carriage of firearms on federal property for lawful purposes. Postal Service regulations at Title 39, Code of Federal Regulations, Section 232.1(l), limits their carriage to official purposes. The Postal Service *Administrative Support Manual*, at section 276.21, further defines official purposes to include carriage by law enforcement officers and others specifically authorized in writing by the Inspector in Charge.

Pursuant to this authority and our review of the utility of having armed guards in this instance to protect large sums of cash being brought to and from Postal Service property, I hereby [approve or disapprove] the entry onto Postal Service property of armed guards for this purpose.

Sincerely,

[signature]  
Inspector in Charge

cc: [Bank or Guard Company]

United States Postal Inspection Service  
Division

## 1-5 Declaration of Value

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### 1-5.1 Ordinary Mail

The mailer must always declare the full value of the article when presenting it to the Postal Service for registration and mailing (see Exhibit 1-5.1). The mailer must tell the Postal Service clerk (enter on the firm mailing document if a firm mailer) the full value of mail matter presented for registration. Private insurance carried on Registered Mail does not modify the requirements for declaring the full value. The accepting Postal Service employee may ask the mailer to show that the full value of the matter presented is declared and may refuse to accept the matter as Registered Mail if a satisfactory declaration of value is not provided.

Exhibit 1-5.1

#### Declared Value for Registered Mail

Mail Matter	Value to Be Declared
<b>Negotiable Instrument</b> Instruments payable to bearer, including stock certificates endorsed in blank	Market value (value based on value at time of mailing)
<b>Non-negotiable Instrument</b> Registered bonds, warehouse receipts, checks, drafts, deeds, wills, abstracts, and similar documents; (certificates of stock considered non-negotiable so far as declaration of value is concerned unless endorsed in blank)	No value or replacement cost if postal insurance coverage desired*(see note below)
<b>Money</b>	Full value
<b>Jewelry, Gems, and Precious Metals</b>	Market value or cost
<b>Merchandise</b>	Market value or cost
<b>Nonvaluable Items</b> Matter without intrinsic value (e.g., letters, files, and records)	No value or replacement cost if postal insurance coverage desired

**\*Note:** Mailers who do not know the replacement costs should contact a person or a firm familiar with such articles and determine replacement costs before mailing their articles.

### 1-5.2 Official Government Mail

Government agencies or officials entitled to use official mail, penalty, or indicia 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 (see DMM E060).

## 1-6 Fee

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### 1-6.1 Current Schedules

Use the fee schedules provided in DMM R900.21.0 for Registered Mail. These 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 based on weight, space, and value. For international Registered Mail fees, see IMM 333.

### 1-6.2 With Postal Insurance

#### 1-6.2.1 Fees and Charges Schedule

The registration fee provides insurance for articles with a value of at least \$0.01 up to a maximum insured value of \$25,000. See DMM R900.21.0 for fees and a schedule of charges for Registered Mail with insurance.

#### 1-6.2.2 Maximum Postal Liability

The maximum postal insurance liability is \$25,000 (see DMM R900.21.0).

#### 1-6.2.3 Handling Charge

Articles valued at more than \$25,000 have an additional handling charge. This charge covers the added costs of processing and providing security for Registered Mail of higher value but does not provide additional insurance coverage.

#### 1-6.2.4 Commercial Insurance

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

### 1-6.3 Without Postal Insurance

Postal insurance is provided for articles with a value of at least \$0.01 up to a maximum insured value of \$25,000. Insurance is included in the fee.

## 1-7 Additional Services

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The following additional services may be combined with Registered Mail if the applicable standards for the services are met, and the additional service fees are paid:

- a. Collect on Delivery.
- b. Delivery Confirmation™.
- c. Signature Confirmation™.
- d. Restricted Delivery.

For additional services on Registered Mail, customers are required to complete the applicable forms.

### 1-7.1 Registered Collect on Delivery

The sender may obtain Collect on Delivery (COD) service for registered domestic mail by paying the regular Registered Mail fees plus the COD collection charge specified in DMM R900.8.0. The mail must meet the requirements for both Registered Mail (see DMM S911) and COD mailings (see DMM S921).

### 1-7.2 Return Receipt

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

### 1-7.3 Restricted Delivery

The sender may obtain Restricted Delivery service 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).

### 1-7.4 Registered Merchandise Return

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

## 1-8 Refunds

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### 1-8.1 Registration Fee

Registration fees cannot be refunded after mail is accepted.

### 1-8.2 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 to provide Restricted Delivery service. The mailer requesting the refund must submit a postmarked receipt showing payment for the service.

## 1-9 Additional Information Resources

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- a. Future updates to Handbook DM-901, *Registered Mail*, published in the *Postal Bulletin*.
- b. CON-CON instructions (restricted information).
- c. Coded shipments instructions (restricted information).
- d. Handbook RE-5, *Building and Site Security Requirements*.
- e. Handbook F-1, *Post Office Accounting Procedures*.
- f. Handbook M-22, *Dispatch and Routing Policies*.
- g. *Administrative Support Manual*.
- h. *Postal Operations Manual*.
- i. Handbook E-31, *Registry Operations Systems Guidelines*.
- j. Headquarters standard operating procedure for postal bank remittances.
- k. Registry mail training guides.
- l. Handbook T-7, *Distributing, Dispatching, and Transporting Military Mail by Air*.
- m. Postal Inspection Service hold-up instructions.
- n. Handbook PO-206, *Stamp Shipment Security and Routing Guidelines*.
- o. Handbook DM-902, *Procedures for Handling Registered Postal Bank Remittance Mail*.
- p. Handbook F-5, *Banking and Cash Management*.

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# 2 Preparation of Registered Articles

## 2-1 Conditions

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### 2-1.1 General Requirements

Refer to section 1-1.2.2 for eligibility of packaging. Articles to be registered must be prepared under the guidelines and regulations stated in this handbook and in the *Domestic Mail Manual* (DMM) C010 and S911. Postal Service™ employees are not permitted to assist mailers in preparing or sealing mail to be registered.

### 2-1.2 Addressing

Registered Mail™ must bear the complete name and address of both the sender and the addressee (see DMM S911.3.1).

### 2-1.3 Packaging

#### 2-1.3.1 Open and Resealed

Envelopes or packages that appear to have been opened and resealed or that have been improperly prepared may not be registered (see DMM S911.3.3).

#### 2-1.3.2 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 (see DMM S911.1.4f).

#### 2-1.3.3 Fragile Items

The sender must tell the Postal Service employee whether the item to be registered is fragile and, if so, describe the interior packing. Packages must be refused if they are not packaged to withstand normal handling in the mailstream. Indemnity may be denied if fragile articles are not properly packed (see DMM C010).

## 2-2 Sealing

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### 2-2.1 Letter-Size Envelopes

#### 2-2.1.1 Construction

The sender must securely seal letter-size envelopes. Senders should use good quality, well-constructed envelopes with heavy deposits of mucilage or glue (requiring water activation) all the way to the edge of the flap, ensuring no portion of the flap is left unsealed. If the adhesive does not extend to the edge of the flap, water-activated paper tape should be applied to fully seal the flap. **Self-sealing envelopes and self-adhesive tape are not acceptable.**

#### 2-2.1.2 Intersection of Flaps

Paper strips, cellulose strips, wax seals, or paper seals must not be placed over the intersections of flaps where the postmark impressions are to be made. Masking, nylon filament, self-adhesive, and transparent tapes are not permitted anywhere on the outside of the registered article. These types of tapes must be removed, not covered over, before sealing with authorized tape.

### 2-2.2 Flats and Parcels

#### 2-2.2.1 Sealing Materials

The sender must seal flats and parcels with mucilage, glue, plain craft paper, cloth tape, or gummed water-activated craft paper tape. Parcels containing currency or securities may not be sealed exclusively by paper tape, but must first be sealed securely with mucilage or glue. Masking, nylon filament, self-adhesive, and transparent tapes are not permitted anywhere on the outside of the envelope, and these types of tape must never be covered with paper tape.

#### 2-2.2.2 Flat-Size Envelopes

Completely sealed large envelopes (flats) that have craft paper tape across the intersections of flaps must meet the sealing requirements stated in section 2-2.2.1.

#### 2-2.2.3 Tape

Only paper tape that can absorb a round-date ink impression and show tampering if removed may be used on Registered Mail. Masking, nylon filament, self-adhesive, and transparent tapes are not permitted and must be removed by the sender or sender's designee if presented for mailing.



#### 2-2.2.4 **Tamper-Proof Boxes**

Tamper-proof boxes (e.g., jewelry boxes) may be accepted if all seams are sealed in accordance with section 2-2.2.1.

## 2-3 **Window Envelopes**

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Open-window envelopes are not acceptable under any conditions. A window envelope is acceptable if a transparent panel covers the window's opening. The envelope may contain only matter without intrinsic value if the transparent panel is glued to the envelope. If the transparent panel is part of the envelope, the envelope may be used for all Registered Mail (see DMM S911.3.8).

## 2-4 **Registered Mail Receipts (PS Form 3877, Firm Mailing Book for Accountable Mail)**

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If the sender presents an average of three or more articles for registration at a time, the sender must use PS Form 3877 available at no charge from Post Offices, or the sender may use approved privately printed facsimile firm mailing bills.

When three or more registered articles are presented for mailing at one time, the mailer or mailer's designated agent must use PS Form 3877 (firm sheet) or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as PS Form 3877 may be approved by the local postmaster. The mailer may omit columns from PS Form 3877 that are not applicable to Registered Mail. The mailer submits the forms in duplicate and receives the original copy as a mailing receipt after the entries are verified by the Postal Service employee accepting the mailing. All entries made on the firm sheets must be made in nonerasable ink by typewriter, computer printer, or ballpoint pen. Alterations must be initialed by the mailer or mailer's designated agent and the accepting employee. All unused portions of the addressee column must be obliterated with a diagonal line(s) (see DMM S911.3.0).

## 2-5 Mailing Receipts for Single Registered Articles (PS Form 3806, Receipt for Registered Mail)

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When accepting Registered Mail, the acceptance employee must issue a receipt. Mail is not registered until it is properly accepted, and a receipt is issued (see subchapter 3-2).

### 2-5.1 **PS Form 3806**

For individual Registered Mail transactions, issue a receipt on PS Form 3806 at the time of the transaction.

### 2-5.2 **PS Form 3811, Domestic Return Receipt**

A sender requesting Return Receipt service must complete all appropriate portions of PS Form 3811, and present PS Form 3811 with the article to the acceptance employee. If the sender wants additional services, the sender must tell the Postal Service employee at the time of the transaction. The Postal Service employee must write the registry number on the receipt side of PS Form 3811, and mark the box for Restricted Delivery, if that service is requested.

# 3 Acceptance

## 3-1 PS Label 200, Registered Mail

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### 3-1.1 General

At the time of mailing, all Registered Mail™ must bear a red barcoded PS Label 200, a self-adhesive label printed by the Postal Service™. PS Label 200 measures 3.25 inches by 1.75 inches and is printed with the capital letters “RR” followed by nine digits in OCR-A font, followed by the two-digit alpha country code (see Exhibit 3-1.1 for a sample of PS Label 200). The letters RR followed by the nine-digit number and country code identify the registered article for all records and inquiries.

Privately printed labels must bear a red barcoded label nearly identical in design and color to the PS Label 200 as specified in Publication 109, *Special Services Technical Guide: Postal Forms and Labels (Domestic Services Only)*. Alpha ranges at the beginning of the registered label include RA–RZ. The barcode must be represented in 20 human-readable numbers arranged in groups of four, starting with Service Code 77.

Exhibit 3-1.1

#### PS Label 200, Registered Mail



### 3-1.2 Requisition of PS Label 200

PS Label 200 is requisitioned and issued as follows:

- a. *Post Offices™ with stations or 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 that station or branch.

- 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.

### 3-1.3 **Accountability**

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

### 3-1.4 **Placement and Endorsements**

Proper placement of PS Label 200 is directly to the right of the return address and above the delivery address on letters and flats (see DMM C010.9.2 and S911.3.4) and to the left of the delivery address on parcels. Endorse articles with any special service requested by the sender (see DMM M012.4).


## 3-2 **Receipts**

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After accepting Registered Mail from the customer, issue a receipt using one of the following forms:

- a. *Individual articles* — PS Form 3806, *Receipt for Registered Mail*. Prepare in duplicate PS Form 3806 for each registered article. Give the original to the sender, and file the copy in numerical sequence (see section 3-3.2.1).
- b. *Multiple articles* — PS Form 3877, *Firm Mailing Book for Accountable Mail*. When a sender uses PS Form 3877, ensure that all applicable fields have been properly completed, check the articles against entries on the form, and ensure that the proper declaration of value has been entered (see part 3-4.2 and DMM S911.3.9).
- c. *Temporary receipt* — PS Form 3824, *Temporary Bulk Receipt*. If senders using Form 3877 do not want to wait for a descriptive receipt, issue a bulk receipt on PS Form 3824, check mailing, and issue a regular receipt later (see Exhibit 3-2c and section 3-4.2.2).
- d. *Notification of errors* — PS Form 3876, *Notice to Firm Mailer of Incorrect Fees*. Use PS Form 3876 to notify firm mailers of surcharges or incorrect payment of fees (see Exhibit 3-2d and section 3-4.2.3).
- e. *Rural route registration* — PS Form 3896, *Receipt for Registered Article*. Rural carriers issue PS Form 3896 to senders of Registered Mail. Rural carriers must not assist senders in preparing or sealing mail to be registered (see section 3-5.1.2 and DMM S911.3.1).

Exhibit 3-2c  
**PS Form 3824, Temporary Bulk Receipt**

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



## 3-3 Determining Acceptability of Registered Mail

### 3-3.1 **Packaging**

#### 3-3.1.1 **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 and DMM C010, 020).
- b. Ask the sender about the contents and internal packing (see DMM C010).

#### 3-3.1.2 **Improper Packaging**

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

### 3-3.2 **Completing Forms**

#### 3-3.2.1 **Individual Article — PS Form 3806**

Senders of individual articles to be registered must prepare PS Form 3806 for each article and present the form with the article to the acceptance employee. The sender must check either the block that reads “*With Postal Insurance*” or the block that reads “*Without Postal Insurance*” when completing PS Form 3806 (see Chapter 1, subchapters 1-5 and 1-6 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 PS Form 3806 and on the Post Office copy.

#### 3-3.2.2 **Determination of Article Number — PS Label 200**

Obtain and determine the registry number from the entire 13-digit alphanumeric string or 20-digit numeric string appearing on the PS Label 200 affixed to the article at the time of mailing. The number placed on the receipt must be the same as the number on the article being mailed.

### 3-3.2.3 **Return Receipt Service — PS Form 3811, Domestic Return Receipt**

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

### 3-3.2.4 **International Registered Mail — PS Form 2865, Return Receipt for International Insured or Registered Mail**

Use the procedures outlined in section 3-3.2.3 for completing PS Form 2865.

## 3-3.3 **Safeguarding Registered Articles**

### 3-3.3.1 **Employee Accountability**

Acceptance employees must keep Registered Mail in a secure place until accountability is transferred hand-to-hand (billed) to the designated dispatch employee. Access to the item must be limited to a single individual. Shared access is strictly prohibited. Individual employee accountability of Registered Mail must be maintained at all times.

### 3-3.3.2 **Secure Place**

Registered Mail must be kept in a locked drawer, cabinet, safe, or registry section until dispatch time.

## 3-4 **Firm Mailings**

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### 3-4.1 **Packaging**

#### 3-4.1.1 **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 and DMM C010, 020).
- b. Ask the sender about the contents and internal packing (see DMM C010).

#### 3-4.1.2 **Improper Packaging**

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



## 3-4.2 **Completing PS Form 3877, Firm Mailing Book for Accountable Mail**

### 3-4.2.1 **Use and Preparation**

Senders may use PS Form 3877, if they present an average of three or more registered articles at a time. Senders must prepare PS Form 3877 in duplicate or triplicate as directed by the postmaster. Verify that the mailer's address is correctly entered on PS Form 3877. Verify article number (PS Label 200), mailing address, postage, and fees on the articles against entries on PS Form 3877. If all information is correct, (1) enter the total, (2) run a diagonal line through all blank spaces, (3) sign the original, ensuring that the signature is legible on all copies, and (4) postmark original and all copies of PS Form 3877. Any alterations must be initialed by the mailer or their designated agent and the accepting employee. Return the original to the sender.

### 3-4.2.2 **Temporary Receipt**

If the quantity of articles to be registered prohibits complete verification at the time of acceptance, count the number of articles, and give the sender a temporary receipt (PS Form 3824) indicating the total number of articles received. Return the original signed and postmarked PS Form 3877 to the sender as soon as possible after verification (see Exhibit 3-4.2.2).

### 3-4.2.3 **Discrepancies**

#### 3-4.2.3.1 **Discrepancy During Acceptance**

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

- a. Attempt to correct the discrepancy with the customer's assistance.
- b. Have the customer correct and initial all corrections on PS Form 3877. The accepting clerk will initial all corrections and sign at the bottom of PS Form 3877. Ensure that these corrections and signatures appear on all copies of PS Form 3877.
- c. If a discrepancy cannot be resolved on an individual article, void the article on PS Form 3877 and return the article to the customer. Adjust the total number of articles accepted on PS Form 3877. The customer and the accepting clerk will initial all changes.
- d. Notify the supervisor of the discrepancy and the action taken.

#### 3-4.2.3.2 **Discrepancy After Issuing Temporary Receipt**

If a discrepancy is found after issuing a temporary receipt (PS Form 3824), take the following applicable action:

- a. If any part of the address listed on PS Form 3877 does not agree with the address on the article, contact the customer. If the address listed on the PS Form 3877 is incorrect, make the necessary corrections on PS Form 3877 before dispatching the mail. If the address on the article is incorrect, void the article on PS Form 3877, and return the article to the customer.

- b. If the article number listed on PS Form 3877 does not agree with the article number on the mail piece, contact the customer. If the article number listed on the PS Form 3877 is an obvious transposition error, make the necessary corrections on PS Form 3877 with the customer's approval, before dispatching the mail. Otherwise, void the article on PS Form 3877, and return the article to the customer.
- c. If there is a discrepancy in a fee or fees, properly complete PS Form 3876 in duplicate. Endorse the article "*Form 3876 completed,*" and dispatch the mail. Send the original PS Form 3876 to the customer for collection of fees. Place a copy of PS Form 3876 in the office pending file. Make the necessary corrections on PS Form 3877.

In any circumstance, when contact with the customer is made, the contact name and time must be noted on PS Form 3877. Ensure all corrections to PS Form 3877 are witnessed by a supervisor. Both the employee noting the discrepancy and the witnessing supervisor must sign their names near the corrections.

## 3-5 Rural Carriers

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### 3-5.1 Determine 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 and S911).

#### 3-5.1.1 Improper Packaging

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

#### 3-5.1.2 Payment for Postage and Registered Fees

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

### 3-5.2 Completion of PS Form 3896

#### 3-5.2.1 Use and Preparation

Use PS Form 3896 (see Exhibit 3-5.2.1) as a receipt for the sender and for the assignment of a registered number to the article. 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 3-4.2.2  
PS Form 3877, Firm Mailing Book for Accountable Mail

Name and Address of Sender		Check type of mail or service:		Affix Stamp Here (If issued as a certificate of mailing, or for additional copies of this bill) Postmark and Date of Receipt														
		<input type="checkbox"/> Certified <input type="checkbox"/> COD <input type="checkbox"/> Delivery Confirmation <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured		<input type="checkbox"/> Recorded Delivery (International) <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Signature Confirmation		Article Number	Addressee (Name, Street, City, State, & ZIP Code)	Postage	Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	DC Fee	SC Fee	SH Fee	RD Fee	RR Fee
Total Number of Pieces Listed by Sender	Total Number of Pieces Received at Post Office	Postmaster, Per (Name of receiving employee)		See Privacy Act Statement on Reverse														

PS Form 3877, February 2002 (Page 1 of 2)

Complete by Typewriter, Ink, or Ball Point Pen

The full declaration of value is required on all domestic and international registered mail. The maximum indemnity payable for the reconstruction of nonnegotiable documents under Express Mail document reconstruction insurance is \$500 per piece subject to additional limitations for multiple pieces lost or damaged in a single catastrophic occurrence. The maximum indemnity payable on Express Mail merchandise insurance is \$500, but optional Express Mail Service merchandise insurance is available for up to \$5,000 to some, but not all countries. The maximum indemnity payable is \$25,000 for registered mail sent with optional postal insurance. See *Domestic Mail Manual* R900, S913, and S921 for limitations of coverage on insured and COD mail. See *International Mail Manual* for limitations of coverage on international mail. Special handling charges apply only to Standard Mail (A) and Standard Mail (B) parcels.

Exhibit 3-5.2.1

**PS Form 3896, Receipt for Registered Article (Front and Reverse)**

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

**3-5.2.2 Handling Article**

Rural route carriers must keep articles to be registered in a secure place within their vehicle. Unattended vehicles must be locked, and registered articles must be kept out of sight. Hand the article to be registered to the postmaster or postmaster’s representative for proper handling and documentation.

## 3-6 Round-Dating and Canceling Stamps

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### 3-6.1 Round-Dating 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. Round-date using red ink only in the registry functions. If a customer-applied address label is used, round-date on the overlapping edge of the label (see Exhibit 3-6.1).

Exhibit 3-6.1

#### Postmarking Registered Mail



### 3-6.2 Round-Dating Parcels and Flats

Round-date packages and flats sealed with paper tape across opposite edges of the strips of the tape. 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. If a customer-applied address label is used, round-date on the overlapping edge of the label.

### 3-6.3 Canceling Stamps

Cancel stamps using the obliterator (Item 570) (see *Postal Operations Manual*, section 231.52).

## 3-7 Withdrawal, Recall, or Remailing

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### 3-7.1 **Procedures**

The sender may withdraw or recall Registered Mail before delivery under the following conditions:

- a. *Before dispatch* — The sender may withdraw or recall Registered Mail without charge before dispatch from the originating/acceptance office by writing on the receipt, “Withdrawn before dispatch,” signing and surrendering the receipt, and presenting acceptable photo identification.
- b. *After dispatch* — The sender may withdraw or recall Registered Mail after dispatch but before its delivery by filing a written request for its return at the Post Office where the article was mailed. The written request must include the names and addresses of sender and addressee, the registry number, and date of mailing. The original receipt must be signed and surrendered. Acceptable photo identification is required before surrendering the article to the customer. The sender must pay for all faxes sent or long-distance telephone calls made to locate the article. If remailed, the article must be under new cover and bear new postage and fees (see DMM S911.3.10 and D030.1.4).

### 3-7.2 **Refunds**

If a registered article is withdrawn or recalled, do not refund postage and fees (see DMM P014.2.8b).

### 3-7.3 **Remailing**

If a registered article is withdrawn or recalled, the article must be mailed under new cover and a new PS Label 200, and bear new postage and fees.

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# 4 Transfer of Accountability

## 4-1 Description

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Transfer of accountability is the acceptance of accountability and responsibility of the registered article upon receipt. All transfers must be documented using the appropriate Postal Service™ form.

Hand-to-hand exchange is required for all transfer of Registered Mail™ except for the following:

- a. Vestibule exchanges (see part 4-2.1).
- b. Transfer of accountability at retail offices not operating 24 hours, 7 days a week, where the opening and closing clerks are different (see parts 4-2.1 and 4-2.2).
- c. Area responsibility (see part 4-2.3).

### 4-1.1 Hand-to-Hand Exchanges

A hand-to-hand exchange is the transfer of registered articles, numbered seal pouches, rotary lock pouches, CON-CON® containers, special containers, and valuable items between two individuals.

Registered Mail is transferred from one individual to another on the appropriate form and must be signed for by the receiving individual at the time of transfer.

In completing hand-to-hand exchanges, the receiving individual must verify all of the registered information against the entries on the transfer form and legibly sign all copies. Both parties must remain present until the transfer is completed.

Do not confuse the term “*hand-to-hand exchange*” with coded shipments. A hand-to-hand exchange can occur without involving high-value shipments.

Under no circumstances are coded shipments to be transferred without a hand-to-hand exchange.

## 4-1.2 Employee Responsibilities

### 4-1.2.1 Sales and Service Associate

Each Sales and Service Associate (SSA) must use PS Form 3854, *Manifold Registry Dispatch Book*, (a two-part form) (see Exhibit 4-1.2.1) to transfer registered articles to the dispatch employee. The original goes to the dispatch employee, and the copy is retained by the SSA.

Exhibit 4-1.2.1

#### PS Form 3854, *Manifold Registry Dispatch Book*

**Manifold Registry Dispatch Book**  
(30 Entries)

Dispatching Unit .....

PS Form 3854, April 1985

### 4-1.2.2 Dispatch Employee

All Post Offices™ must prepare and dispatch a Registered Mail pouch on every day they are scheduled for retail operations. The designated dispatch employee must prepare in triplicate a descriptive list of registered pouch(s) or outside registered articles using PS Form 3854 only.

**Note:** Additional PS Forms 3854 or 3854(A) may be required to accommodate additional transfers (see Chapter 5).

### 4-1.2.3 Receiving Employee

The receiving employee is presented with the appropriate completed form used to transfer registered articles. The receiving employee must examine all registered articles to ensure they are in good condition and verify all entries on the transfer form. Any discrepancy or irregularity must be documented and timely notification must be made.

The receiving employee must indicate total pieces received and legibly sign and enter the time of receipt on all copies of the appropriate form. The receiving employee is provided with the original form and third copy. The second copy is retained by the dispatching office.

## 4-2 Exceptions to Hand-to-Hand Transfers

### 4-2.1 **Vestibule Exchange**

#### 4-2.1.1 **Description**

A vestibule exchange occurs when the transportation employee arrives to receive or deliver Registered Mail at a Post Office with no Postal Service employee on duty.

#### 4-2.1.2 **Picking Up and Signing For Registered Mail Involving a Vestibule Exchange (PM Dispatch)**

The transportation employee locates the registered pouch, the PS Form 3854, and any outside Registered Mail pieces.

This employee must examine all registered pouches and outside pieces to ensure they are in good condition and verify all entries on PS Form 3854. Indicate total pieces received, and legibly sign, date, and enter the time of receipt on all copies of PS Form 3854. This employee leaves the second copy of PS Form 3854 and takes the original and remaining copies with the Registered Mail.

Document any discrepancies or irregularities on all copies of PS Form 3854. Transportation of the mail must continue. Discrepancies, irregularities, or damage must be reported to a Postal Service supervisor as soon as possible, but no later than upon arrival at the destination office.

If the PS Form 3854 is missing, the transportation employee is required to transport the registered pouches and outsides to the destination office where a duplicate PS Form 3854 will be completed and provided to the driver. Issue a PS Form 3826 as appropriate.

If the registered pouch cannot be found in the vestibule, the transportation employee is required to notify a Postal Service supervisor as soon as possible but no later than their arrival at the destination office.

In either case, the destination office must contact the office of origin to verify and resolve any discrepancies and to confirm articles left for dispatch.

PS Form 3854 is normally completed in triplicate by the dispatching employee. If any transportation exchange occurs between drivers prior to arrival at the final destination office, additional copies must be prepared and provided by the dispatching employee to accommodate the exchange.

Any transfer of Registered Mail made after the vestibule collection must be conducted as a hand-to-hand exchange (see part 4-1.1).

**Note:** Under no circumstances is a highway contract route (HCR) or postal vehicle service (PVS) driver permitted to transport Registered Mail pouches or outsides in the cab of the truck.

#### 4-2.1.3 **Delivering Registered Mail Involving a Vestibule Exchange (AM Dispatch)**

For any dispatch that entails delivery to a Post Office where no Postal Service employee is present, the transportation employee will obtain Registered Mail from the originating office using the hand-to-hand exchange procedures (see part 4-1.1).

When the transportation employee arrives at a Post Office where no Postal Service employee is present, the transportation employee opens the vestibule and deposits the registered pouches, any outsides, and PS Form 3854 in the designated location, preferably in a locked container. The transportation employee secures the vestibule and continues on his or her route.

The first Postal Service employee having Registered Mail responsibility arriving at the office must examine all registered pouches and outsides to ensure they are in good condition and must verify all entries on PS Form 3854. Document any discrepancy, irregularity, or damage on PS Form 3854, and in a timely manner, notify the facility's supervisor/manager or postmaster.

The employee taking custody must indicate total pieces received, and legibly sign, date, enter the time of receipt, and round-date all copies of PS Form 3854. The original copy of PS Form 3854 will be filed in a secure area for 2 years. The transportation employee's copy will be placed in a designated location for pickup by the transportation employee on his or her next trip to that Post Office.

#### 4-2.2 **Transfer of Accountability at Retail Offices Not Operating 24 Hours and 7 Days Per Week and Having Different Closing and Opening Clerks**

The closing employee must descriptively list all registered articles on PS Form 3854 and secure the articles in an approved locked container in a location designated for Registered Mail.

The opening employee must examine all registered articles to ensure they are in good condition and verify all entries on PS Form 3854. Document any discrepancies, irregularities, or damage on PS Form 3854. Notify the facility's supervisor/manager or postmaster about the irregularity in a timely manner. The opening employee must indicate total pieces received and legibly sign, date, enter the time of receipt, and round-date all copies of PS Form 3854. The opening employee must maintain individual accountability of the mail until it is signed off by another authorized employee.

#### 4-2.3 **Area Responsibility**

Area responsibility occurs in a registry section when a group of employees, rather than an individual employee, are responsible for the Registered Mail.

The district manager/senior plant manager of the performance cluster or his or her designee may authorize area responsibility at an office when the cost of individual responsibility is prohibitive. Such authorization must be in writing. A copy of this authorization should be provided to the area manager, operations support, and prominently posted within the designated registry section. Area responsibility will not be authorized if other classes of accountable mail are processed within the secure area.

### 4-3 **Procedures for Hand-to-Hand Exchange Between Highway Contract Route or Postal Service Vehicle Services and Other Postal Service Employees**

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#### 4-3.1 **Transporting Pouches/Outsides**

PS Form 3854 used for hand-to-hand transfer of accountability should be completed in triplicate (unless additional copies are needed) and annotated with the dispatch seal, rotary lock, or outside registered number(s).

The receiving individual who accepts the registered article must do the following:

- a. Indicate total pieces received
- b. Legibly sign, date, and enter the time of receipt of the Registered Mail dispatch on all copies of PS Form 3854.

At the destinating office or next mail transfer point, the individual designated to receive Registered Mail on the platform or registry section assumes responsibility for the dispatch by signing all copies of PS Form 3854. The transportation employee keeps one copy, and the original is filed by the destinating office.

The receiving individual must examine all registered articles to ensure they are in good condition and must verify all entries on the transfer form. Any discrepancies, irregularities, or damage must be documented on all copies of PS Form 3854 and timely notification must be made to the supervisor/manager or postmaster.

### 4-3.2 **Verification and Signature**

The receiving individual must examine the Registered Mail pouch or outside for the following deficiencies:

- a. Open or improperly sealed pouch.
- b. Defective pouch.
- c. Missing or incorrect slide label (the label identifies the postal destination).
- d. Missing tin band seal or rotary lock.
- e. Tin band seal or rotary lock number not matching the number on PS Form 3854.
- f. Damage to the pouch or outside piece allowing contents to spill out or to be visible.
- g. Any other damage.

Any of items a. through g. should be brought to the attention of the dispatching Postal Service employee immediately. If the pouch is not replaced, the damage to the pouch or outside should be noted on PS Form 3854 (on all three copies). If damage is not noted on PS Form 3854, the pouch or outside is assumed to be in good condition. Any unrecorded damage will be assumed to have incurred while in the possession of the individual having accountability and could be held liable.

# 5 Dispatch

## 5-1 Operations

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The principal operations for preparing and making registry dispatches are the following:

- a. Selecting the proper equipment.
- b. Preparing the contents bill, or nil-bill (applies to postal bank remittances only), and dispatch bill.
- c. Building the registered pouch and closing and securing the equipment.
- d. Dispatching, transporting, and delivering the mail.

## 5-2 Equipment (Containers)

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### 5-2.1 Restriction

Use only the following authorized equipment for Registered Mail™. Equipment is listed by preference.

- a. Number 2 canvas pouch in good condition with no patches.
- b. Number 1 green nylon pouch in good condition with no patches. Use only when a Number 2 canvas pouch is not available. Scissor adapters (item D-1191) are available for use with rotary locks on these pouches.
- c. CON-CON® containers and orange Priority Mail® pouch (for use in CON-CON containers).
- d. Airline cargo container.
- e. Surface security containers [security liners (item EIRS-18G)].
- f. Registry jacket envelopes (EP-388 and EP-390) that must be re-enclosed and listed inside a pouch.
- g. Envelope container (EP-399) that may only be used to hold mail together and can not be used as a dispatch container by itself.
- h. Envelopes (EP-9 and EP-11) that are used only to hold driver's copies of dispatch bill.

**Note:** String-tied sacks should never be used for Registered Mail.

## 5-2.2 Pouching

### 5-2.2.1 Use

Rotary locks are the prescribed method of locking the required Number 2 canvas pouch. If a numbered tin band seal must be used, follow instructions given in section 5-2.3.1.

### 5-2.2.2 Procedures for Preparing the Pouch Contents Bill

The procedures for preparing the pouch for Registered Mail follow. Plants processing Registered Mail must use the Delivery Confirmation™ Receipt System (DCRS).

Post Offices, stations, branches, and contract units must prepare PS Forms 3854 or 3854-A, *Manifold Registry Dispatch Book* bill, in duplicate. The dispatching employee must complete the following:

- a. Round-date all the copies of PS Form 3854 (top-right postmark of dispatching office block including the coupon portion of the bill) as the official postmark. It is not required to round-date PS Form 3854A.
- b. Address the “To” line to the destination office.
- c. Enter the rotary lock number and rotary number or the numbered tin band seal for the pouch in the top heading part of PS Form 3854 or PS Form 3854-A.
- d. List each Registered Mail article number (except for outsides), beginning on line Number 1 on PS Form 3854 or scan the numbers on PS Form 3854-A used on available systems, such as Delivery Confirmation Receipt System (DCRS) and Enhanced Delivery Confirmation Receipt System (EDCRS). Ensure accuracy of all hand-written numbers.
- e. Bundle articles in quantities of not more than 30 pieces per bundle, placing the articles in the same sequence as they are listed on PS Forms 3854 or 3854-A.
- f. Before placing the mail in the dispatch pouch, count the total number of articles being dispatched and compare that number with the total number listed on PS Forms 3854 or 3854-A. If the totals do not agree, verify each piece against the corresponding entry on the bill.  
**Note:** The total count must include all incoming international Registered Mail that is bulk-billed.
- g. Draw diagonal lines through any unused spaces.
- h. The dispatching employee enters or verifies on the DCRS the total number of registered articles listed on PS Form 3854 or 3854-A. The employee legibly signs his or her name in the top postmaster block area on all copies of PS Forms 3854 or 3854-A and enters the time the transaction was completed.
- i. Place the original PS Form 3854 or PS Form 3854-A (contents bill) either under the first article of the bundle or in an EP-399 envelope and place into the Registered Mail pouch.



- j. Attach an EP-9 envelope to the hasp before engaging the rotary lock or numbered tin band seal. Lock the pouch with the rotary number or the numbered tin band seal facing up.

**Note:** Do not double-pouch (except for restricted internal processes). An example of double-pouching would be to place a Number 2 canvas pouch used specifically for Registered Mail inside an Express Mail® sack, Priority Mail® sack, or any other pouch or sack not intended for that class of mail. Double-pouching could result in the mishandling, loss, or theft of registered articles.

All registry records must be filed in a secure area for 2 years, preferably inside the registry section.

## 5-2.3 Numbered Tin Band Sealed Pouches (Item 0817-C)

### 5-2.3.1 Use

An Item 0817-C (six-inch, silver-colored) numbered tin band seal must be used to dispatch Registered Mail to and from CAG K and L offices or when rotary locks are not available. Prepare numbered, tin band sealed pouches in the same manner as rotary lock pouches. Prepare numbered tin band sealed pouches when dispatching airmail (CON-CON), except when dispatching coded CON-CON shipments, which must be secured with a rotary lock in accordance with coded shipment instructions.

**Note:** Orange-colored seals (Item 0817-A) are not acceptable for sealing Registered Mail containers. The seals are intended for sealing trucks.

### 5-2.3.2 Preparation

Prepare numbered tin band sealed pouches in the same manner as described in pouching (see part 5-2.2). Attach an EP-9 (see Exhibit 5-2.3.2a) envelope to the hasp before engaging the numbered tin band seal. Lock the pouch with the rotary number or the numbered tin band seal facing up. To properly secure a numbered tin band seal, slip the seal with the number facing 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. Test the seal to be sure it is securely fastened (see Exhibit 5-2.3.2b).

Exhibit 5-2.3.2a  
EP-9 Envelope, Registry Jacket

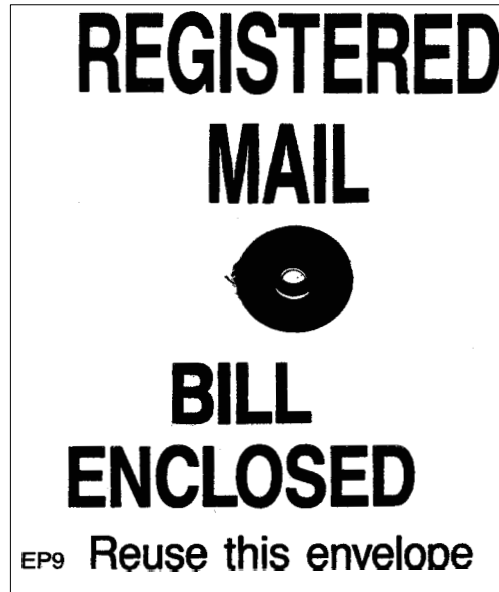


Exhibit 5-2.3.2b  
Properly Sealed Pouch



#### 5-2.4 **Preparation of Firm Bills for Delivery Outside the Registry Section**

The registry cage may prepare large volumes of Registered Mail addressed for delivery to customers not accepting delivery at the registry section as follows:

- a. Prepare PS Form 3883-A, *Firm Delivery Receipt for Accountable Mail and Bulk Delivery Mail*, in triplicate either by using a print work station (PWS) or by completing manually a paper copy of PS Form 3883.
- b. Prepare PS Form 3854 heading as directed in part 5-2.2. Annotate on line 1 of the form the number of articles and the firm name (for example, "100 registered for ABC Company").
- c. Scan the barcode on the firm bill as in transit.
- d. Attach a copy of PS Form 3883 or PS Form 3883-A to the registry cage copy of PS Form 3854.
- e. Count the number of articles being dispatched and compare with the number listed on PS Form 3854 or PS Form 3854-A. If the count does not agree, verify each piece against the corresponding entry on the bill.
- f. Place the Registered Mail and PS Forms 3854 and 3883 in the pouch with a rotary lock or a numbered tin band seal.
- g. Draw diagonal lines through any unused spaces.
- h. Total the number of pieces, and legibly sign and enter the time of dispatch.
- i. Put scanner into the cradle to download information to the national database.

#### 5-2.5 **Registry Jacket Envelopes (EP-388 and EP-390)**

##### 5-2.5.1 **Use**

Use a registry jacket envelope (see Exhibits 5-2.5.1a and 5-2.5.1b) if five or more articles are to be dispatched to a same destination and at least one handling and recording can be saved.

Exhibit 5-2.5.1a  
Registry Jacket Envelope (EP-388)

**X**  **X**  
 OPEN ON THIS SIDE BY DRAWING POINT OF KNIFE FROM X TO X  
 WITHOUT DETACHING END OF ENVELOPE.

**INSTRUCTIONS**

Every postal employee who handles this Jacket must receipt for it, record it, and obtain a receipt for it in proper form.

The number of this Jacket, in all records, must invariably be proceeded by the letter "J".

Should this registered Jacket be damaged, it must be Endorsed with a statement of its condition signed by the postmaster or postal clerk, and by him placed in a new Jacket bearing the number, date, office of origin and address of the old Jacket. The new Jacket must be postmarked and marked "Re-jacketed at (name of postal unit.)"

No "Record of transit" need be made on this Jacket except when received in bad condition, or missent. The absence of Endorsement in transit will be regarded as evidence that the Jacket was received and dispatched in good condition.

**RECORD OF TRANSIT**

<b>Condition</b>	<b>Signature</b>
<b>State if not good</b>	<b>By Whom Received and Date</b>

EP-388 September 1991



### 5-2.5.2 Billing a Jacket

Bill articles enclosed in an EP-388 or EP-390 registry jacket envelope used as a “direct” inner article, only with a PS Form 3854 that lists the contents. Number the jacket with a three-digit ascending number preceded by the capital letter “J” (e.g., J-899). 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. Check the appropriate blocks on the jacket if it contains special delivery article.
- d. Enclose jackets within a registry pouch.

### 5-2.6 Use of Envelope Container (EP-399)

An EP-399 (see Exhibit 5-2.6) envelope container may be used as a protective container and cover for letters, flats, and NIL-BILL. Place items inside the EP-399 envelope and secure them with a rubber band. Place the EP-399 envelope inside the rotary locked, numbered seal dispatch pouch and dispatch as required.

**Note:** PS Label 89 is no longer required to seal EP-399 envelope containers. Discontinue use of PS Label 89.

Exhibit 5-2.6

#### Envelope Container (EP-399)



### 5-2.7 CON-CON and Special Airline Containers

#### 5-2.7.1 Use

CON-CON and airline cargo containers (e.g., LD 3 and LD 7) are only used between designated CON-CON facilities 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 unless previously prepared for air dispatch and diverted to surface transportation.

**5-2.7.2 Preparation**

See CON-CON instructions (This is restricted information available on a need-to-know basis only).

**5-2.8 Distribution Labeling Requirements**

Prepare and label all pouches and containers based on the Registered Mail distribution labeling list as directed by the area distribution network office.

**5-2.9 Special Surface Security Containers**

Security containers are used for transporting pouches and outside registered articles. Special surface security containers include:

- a. *Hamper/security liners* — The hamper/security liner must be closed in the same manner as a rotary lock pouch. Hamper/security liners may not be placed over the top of rolling equipment.
- b. *Other security containers* — Other security containers available from commercial sources must meet the minimum wire fabric specifications prescribed in Handbook RE-5, *Building and Site Security Requirements*, section 3-1.6.

Descriptively list the articles enclosed in each container on a separate PS Form 3854 or PS Form 3854-A. Enclose the bill in an EP-399 envelope affixed to the inside of the container door. An EP-9 envelope must be affixed to the outer door to hold the signed dispatch bill. Item 0817-C, numbered tin band seal may be used ONLY if no rotary lock is available. The container must be properly placarded.

## 5-3 Outside Articles

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If applicable, attach Tag 1, CON-CON (see Exhibit 5-3).

Exhibit 5-3  
Tag 1, CON-CON



### 5-3.1 Description

Outside articles refer to registered articles too large or too heavy to be enclosed within a pouch or CON-CON container. For outside articles, do the following:

- a. Descriptively list all outside registered articles on PS Form 3854 or PS Form 3854A used for transfer of accountability.
- b. When dispatching an outside registered article, in conjunction with a pouch, after completing transfer of accountability, insert a PS Form 3854 into an EP-9 envelope.
- c. When dispatching outside registered articles *only* (without accompanying pouch), after completing transfer of accountability, insert PS Form 3854 into an EP-11 envelope affixed to one of the outside articles (see Exhibit 5-3.1).
- d. When dispatching registered outside articles in a special security container, descriptively list all contents on PS Form 3854 or PS Form 3854A contents bill.



Exhibit 5-3.1  
**Combination Registry Bill Envelope (EP-11)**

<b>REGISTERED OUTSIDE MAIL</b>
<b>FROM</b>
<b>U.S. MAIL-ROUTING</b>
<b>INSTRUCTIONS</b> 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.
<b>BILL ENCLOSED</b> EP-11

5-3.2 **Pallets**

Each article on a pallet should be handled in the same manner as an outside.

5-3.3 **Procedures for Preparing a Dispatch Bill**

Enter the following information on PS Form 3854 or PS Form 3854-A in triplicate (unless additional copies are needed) at the time of dispatch:

- a. Complete the headings properly showing the postmark of dispatching office (round-date all copies), and complete the "To" line with the name of the destination office.
- b. Enter the rotary lock number and rotary number or numbered tin band seal for Registered Mail pouch(s) and outside articles (see part 5-3.1) beginning on Line 1. Also, include (1) the name of the office or ZIP Code of origin (as identified by the originating round-date on the registered article) and (2) the final destination (ZIP Code™ of delivery address).

- c. Code all outside articles by placing the symbol “Ø” before the registered article number.
- d. Code all tin-band seal pouches by placing the symbol “\$” before the seal number.
- e. Count the total number of articles being dispatched and compare the count with the total number listed on PS Form 3854 or PS Form 3854-A. If the totals do not agree, verify each piece against the corresponding entry on the bill.
- f. Draw diagonal lines through any unused spaces.
- g. Do not sign and note the time of dispatch until the hand-to-hand exchange takes place except for a dispatch operating under a vestibule exchange.

## 5-4 Dispatch of Registered Articles

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Prior to dispatch, the dispatching individual must verify that the receiving individual has the appropriate Postal Service identification.

- a. At the time of the hand-to-hand exchange with the receiving individual, the dispatching clerk signs his or her name on the top postmaster line signature block on all copies and completes the actual time of dispatch.
- b. The receiving individual verifies rotary lock number and rotary number or numbered tin band seal pouches and outsides listed to PS Form 3854 or PS 3854-A.
- c. The receiving individual examines each Registered Mail pouch and outside for any visual damage. Any discrepancies must be resolved and irregularities noted on the PS Form 3854 or PS Form 3854-A, and timely notification must be made to the facility’s supervisor/manager/postmaster.
- d. The receiving individual legibly signs and completes the actual time of receiving the Registered Article(s) on all copies on the postmaster block line.
- e. Provide the receiving individual with the original and all other copies of PS Form 3854 to be placed in an EP-9 envelope.
- f. The office of dispatch retains the second copy of PS Form 3854.
- g. The original PS Form 3854 or PS Form 3854-A is transported and transferred to the destination office along with the registered article. A copy is retained by the receiving individual after the hand-to-hand exchange is completed. All forms must be retained for 2 years.

## 5-5 Coded Shipment

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Refer to the coded shipment instructions (issued on a need-to-know basis) for the following:

- a. Dispatches in which the declared value of an individual shipment meets requirements set forth in special instructions issued by National Network Operations at Headquarters.
- b. Dispatches in which the aggregate value of the dispatch warrants such handling to the first transfer point as determined at the origin registry unit.

A Post Office originating a shipment that meets the criteria for a coded, 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 PS Form 5168, *Coded and High Value Registered Mail — Dispatch Instructions*, to record all pertinent information (see Exhibit 5-5).

Instructions for Registered Mail dispatches of coded value are issued by the area distribution network office, subject to the approval of the Postal Inspector in Charge.

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

## 5-6 Transportation and Routing

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### 5-6.1 Dispatch

Dispatch Registered Mail via commercial air transportation, Highway Contract Service, or Postal Service vehicles. Alternate modes of transportation may be authorized by the local Distribution Networks Operations with the approval of Headquarters, Transportation Field Support, and the Inspection Service. For coded shipments refer to subchapter 5-5.

### 5-6.2 Special Routing

#### 5-6.2.1 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. If under emergency conditions and the CON-CONs must be diverted to surface transportation, then the route must provide equal or better service and security.

Exhibit 5-5

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

RESTRICTED INFORMATION			
U.S. Postal Service <b>Coded and High Value Registered Mail - Dispatch Instructions</b> <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
		▶	
PS Form 5168, November 1988		RESTRICTED INFORMATION	(Discard previous edition)

#### 5-6.2.2 **Dispatch of Infrequent (Fewer Than 6 Times Per Year) Coded Shipments**

A Post Office originating a shipment that meets the criteria for a coded shipment for which routing has not been established must request routing instructions from the area distribution network office. The requesting office must use PS Form 5168 to record all pertinent information. Refer to subchapter 5-5 for coded shipments.

## 5-7 **International Registered Mail**

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### 5-7.1 **Authorized Offices**

Only Post Offices and airport mail facilities designated as International Service Centers (ISCs) and/or exchange offices (IEO) by Headquarters are authorized to dispatch and receive international mail to and from foreign countries.

### 5-7.2 **Procedures**

#### 5-7.2.1 **Documentation**

For exchange office procedures, see Handbook T-5, *International Mail Operations*.

#### 5-7.2.2 **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 are bulk billed from the exchange office to intermediate and/or delivery offices.

#### 5-7.2.3 **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. International foreign registered articles can be identified with the word "recommande" or items with a number preceded with an "R." Follow the procedures for processing domestic pouches. When dispatching directly to Postal Service personnel for delivery to the addressee, articles must be individually and descriptively listed.

#### 5-7.2.4 **Outgoing**

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

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# 6 Processing and Delivering

## 6-1 Receipt and Transfer

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### 6-1.1 Platform/Receiving Operations

#### 6-1.1.1 Authorized Employees

One or more designated employees of the platform area or receiving area should be responsible for the immediate recovery, custody, and protection of all rotary lock and numbered sealed pouches, security containers, and outside registered articles at the platform.

#### 6-1.1.2 Unauthorized Platform Activities

Employees of units other than the registry section are not authorized to open Registered Mail™ pouches or security containers.

Never open rotary lock pouches, numbered sealed pouches, or security containers on the platform/receiving area.

#### 6-1.1.3 Checklist

When accepting Registered Mail pouches or outsides on the close-out dispatch, the designated receiving employee must use a facility check-off sheet to ensure that a Registered Mail pouch has been received from all facilities listed on the check-off sheet. As the registry pouches and outsides arrive, the receiver records receipt by initialing his/her name beside the name of the dispatching office. Each office is required to send a Registered Mail pouch nightly. Note any deficiencies as identified in section 4-3.2 on the check-off sheet for follow-up action.

If any Registered Mail pouch or outside is missing, the manager of distribution operations (MDO) is notified. The MDO or his or her representative must contact the postmaster or supervisor at the dispatching office to resolve the discrepancy. A physical search of the office is required. The driver must remain at the facility until the discrepancy is resolved to the satisfaction of the MDO or representative. If the Registered Mail pouch or outside is located at the dispatching office, submit an irregularity report. If the Registered Mail pouch was not found, the MDO must notify the Postal Inspection Service and the Internal Control Group immediately.

## 6-1.2 Security of Containers

Place rotary lock and numbered sealed pouches and outside registered articles collected at the platform in a secured locked 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 assigned to receive Registered Mail on the platform, each employee must have his or her own locked container.

## 6-1.3 Transfer and Verification

### 6-1.3.1 Nonregistry Unit Employees

Employees not assigned to the registry unit who are designated to receive or are receiving Registered Mail on the platform must prepare, in duplicate, a PS Form 3854, *Manifold Registry Dispatch Book*, to transfer the Registered Mail to the registered section. The manifold dispatch bill must list the following:

- a. In the heading portion, the "To" line information.
- b. Particulars of all rotary lock pouches and numbered sealed pouches.
- c. Outside registered articles by registry numbers preceded by the symbol "Ø" (a capital letter O with a diagonal line through its center) and offices of origin and destination.

### 6-1.3.2 Registry Unit Employees

Registry unit employees assigned to receive Registered Mail outside of the registry unit may transfer received items to the registry unit without preparing a new PS Form 3854 provided that the same employee physically delivers the locked container to the registry section.

If custody of the locked container or pouches is transferred to another registry unit employee outside of the registry unit for transport to the registry unit, a PS Form 3854 must be prepared in duplicate as outlined in section 6-1.3.1 for nonregistry unit employees to maintain individual accountability outside of the registry unit. All pouches and outsides within the locked container must be listed and verified individually.

### 6-1.3.3 Movement of Registered Articles From the Platform to the Registry Section

Transport registered articles to the registry section immediately after each major receipt of incoming mail. Do not hold these articles at the platform/receiving unit more than 30 minutes.



## 6-2 Registry Section

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### 6-2.1 Opening Unit

#### 6-2.1.1 Opening Pouches

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

- a. Ensure that the EP-9 envelope is empty. If not, remove the envelope's contents.
- b. Check the condition of the pouch for rips, tears, and holes.
- c. Remove slide label and set the label aside.
- d. Open and remove the lock or seal and set the lock or seal aside.
- e. Remove the contents of the pouch.
- f. Elbow the pouch and turn it inside out to be sure that all contents are removed and set aside.
- g. Verify the rotary lock or seal number entered at the top of the bill for accuracy and place a check mark beside the number verified. Set the lock or seal aside.
- h. Verify and initial the articles against the entries on the enclosed PS Form 3854 or 3854-A. Endorse the appropriate symbol on the bill adjacent to the article as follows:

Separation	Symbol
City	–
DIS (pouches or pieces)	v
Valuables	VP
Openers	X
Postal Remittances	R

- i. Examine the condition of the articles received.
- j. Total, legibly sign, enter the time of receipt, and postmark the bill.
- k. Document and report any irregularities and discrepancies immediately. If there are no discrepancies, discard disposable items (see subchapter 6-3).

#### 6-2.1.2 Registry Jackets (EP-388 and EP-390 envelopes)

##### 6-2.1.2.1 Contents Removal

Open the jacket and remove all contents.

##### 6-2.1.2.2 Contents Verification

Verify the articles received against the entries on the enclosed contents bill. Follow the opening procedures. If there is a discrepancy or irregularity, hold out the jacket until it is resolved.

**6-2.1.2.3 Jacket Disposal**

Once the discrepancy or irregularity is resolved, treat the jacket as waste. Open the jacket on two sides and tear it in half to show that it is empty before disposal.

**6-2.1.3 Pouch Cutting**

If the Post Office™ or other unit to which the pouch is addressed has no rotary lock key, a defective key, or if a rotary lock is damaged and cannot be opened, do not cut the leather strap. Cut the stitches on 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.

**6-2.1.4 Removing Unserviceable Pouches**

If the pouch seam is cut, the leather strap is accidentally broken or otherwise damaged in opening, immediately remove the pouch from service. For every pouch removed from service under the conditions described in section 6-2.1.3, endorse the coupon of the bill to show the action taken and return the coupon to the dispatching office. Return the pouch to the dispatching registry section with a note explaining the circumstances. The registry unit will ship the pouch to the serving Mail Transport Equipment Center, with a note containing the lock number and the reason for opening. Send a copy of the note to the local Postal Inspector in Charge.

**6-2.1.5 Defective Rotary Locks**

If a defective rotary lock is identified, the registry unit will ship the rotary lock to the Mail Equipment Shop at 2135 FIFTH ST NE, WASHINGTON DC, 20260-6224 to be refurbished, with a note containing the lock number and the reason for returning the lock. Send a copy of the note to the local Postal Inspector in Charge.

**6-2.2 Outside Articles**

If an EP-11 envelope is attached, ensure that it is empty. If the EP-11 envelope is not empty, remove its contents and handle appropriately.

**6-2.3 High-Value Articles****6-2.3.1 Designation**

Local management determines the minimum value for articles to be transferred to a safe, vault, or valuable unit. This value may not be set at less than \$1,000. All identifiable cash and precious metals must be treated as valuable articles.

#### 6-2.3.2 **Identification of Value**

To identify the high-value article, 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, the article is a high-value article.

#### 6-2.3.3 **Safekeeping**

Once an article is identified as a high-value article, transfer the article via a hand-to-hand exchange to the employee responsible for the safe, vault, or valuable unit. These registers are held in a vault, safe, or valuable unit until dispatch time. All items must be kept under the immediate control, at all times, by the employee signing for them.

## 6-3 **Irregularities and Discrepancies**

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### 6-3.1 **Definitions**

#### 6-3.1.1 **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 PS Form 3826, *Registry Irregularity Report* (see Exhibit 6-3.1.1).

#### 6-3.1.2 **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 6-3.1.1  
**PS Form 3826, Registry Irregularity Report**

United States Postal Service <b>Registry Irregularity Report</b>		REPORTING OFFICE POSTMARK
1. TO:  •  •		<b>Instructions to Reporting Post Office</b> 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.)
<b>DESCRIPTION OF ARTICLE</b>		
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)	
<b>IRREGULARITIES (Check applicable items)</b>		
<input checked="" type="checkbox"/>	<b>Preparation</b>	<input checked="" type="checkbox"/>
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	<b>22. Breakdown of Short Payment</b>	
11. Return address lacking or incomplete (Indicate which)	Actually Paid	Amount Required
11. Return address lacking or incomplete (Indicate which)	Short Paid	
11. Return address lacking or incomplete (Indicate which)	Postage	\$
11. Return address lacking or incomplete (Indicate which)	Registry Fee	\$
11. Return address lacking or incomplete (Indicate which)	Return Receipt	\$
11. Return address lacking or incomplete (Indicate which)	Restricted Delivery	\$
11. Return address lacking or incomplete (Indicate which)	Handling Charge	\$
11. Return address lacking or incomplete (Indicate which)	Special Delivery	\$
11. Return address lacking or incomplete (Indicate which)	23. Other irregularity	
11. Return address lacking or incomplete (Indicate which)	16. Not postmarked on back or not postmarked at and over intersection of sealing flaps	
11. Return address lacking or incomplete (Indicate which)	17. Not legibly postmarked	
11. Return address lacking or incomplete (Indicate which)	18. Not accompanied by return receipt	
PS Form 3826, May 1992		

If there is an irregularity or discrepancy, record it on PS Form 3854 bill and coupon portion. The clerk will sign the coupon and return the coupon to the dispatching office. For serious irregularities, (e.g., missing or damaged mail), notify a supervisor immediately. If appropriate, notify the local postal inspector (see part 6-3.4).

## 6-3.2 Damaged Wrapper or Envelope

### 6-3.2.1 Repairing

Show any Registered Mail with a damaged wrapper to a supervisor then repair the wrapper with official tape and seals (PS Label 21). Both parties must initial this label. Endorse the mail "*Received in Damaged Condition,*" round-date crossing over PS Label 21 and the wrapper, and sign it. Scan/enter the label ID and enter the visible damage code into a handheld scanner as appropriate. Complete PS Form 3826.

Refer to Handbook DM-902, *Procedures for Handling Registered Postal Bank Remittance Mail*, for instructions on what to do when a registered envelope containing a deposit arrives at a registry unit in a manner not consistent with Registered Mail items or breaks open in a registry cage.

The registry unit employee discovering the questionable envelope should write a brief narration of the incident, sign the narration, and have the supervisor sign the narration as a confirmation of the transaction. The employee and supervisor must also initial all documents and notes that came with the shipment or new containers made for forwarding.

### 6-3.2.2 Rewrapping

Rewrap or reclose Registered Mail that is:

- a. Received in such bad condition that the contents are or could easily become exposed.
- b. With a wrapper that cannot be repaired by minimum use of official tape and seals (PS Label 21). Both the employee and the supervisor must initial PS Label 21.

Verify the contents with a supervisor. Endorse the original envelope or wrapper with the words: "*Received in Damaged Condition at,*" round-date crossing over the PS Label 21 and the wrapper, and sign. Complete PS Form 3826.

### 6-3.2.3 Annotation of PS Form 3899 and Dispatch Records

Complete PS Form 3899, *Registered Matter — Damaged, Unsealed, or Without Cover*, and attach to the rewrapped article (see Exhibit 6-3.2.3). 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. Complete PS Form 3826.

Exhibit 6-3.2.3

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

<b>U.S. Postal Service</b>		<b>Registered Matter — Damaged, Unsealed, or Without Cover</b> <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.		<b>POSTMARK OF OFFICE WHICH</b>
Office of Origin	Date	<b>Exact Address and Original Registration No. on Original Envelope or Package</b>	Register No.	
Sender	Sender's Address		Name of Person To Whom Contents Are Addressed	Street, Apt./Suite No. or Post Office Box
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.		City, State, and ZIP Code	RE-ENVELOPED OR REWRAPPED CONTENTS	
Witnesses To Above Statement	Upon delivery, the postmaster, clerk, or carrier will request examination of contents in his presence. If <i>anything is missing</i> , 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.			
Contents Found on Delivery	Rec By (Sig of person to whom delivery is made)	Del By (Del clerk's or carrier's sig and No.)		
PS Form 3899, January 1983				

### 6-3.3 Missing Containers or Articles

#### 6-3.3.1 Listed Pouch or Outside Article Not Received

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

#### 6-3.3.2 Listed Pouch or Outside Article Found Later

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

#### 6-3.3.3 Missing Pouch or Article

If an HCR operator arrives at the vestibule exchange and discovers a missing pouch or article, the HCR operator must notify the designated Postal Service official as soon as possible and no later than upon arrival at the delivery point.

### 6-3.4 Discrepancy in Articles Listed

#### 6-3.4.1 Listed But Not Received

If a listed article is not received, write *“Not Received”* opposite its entry on the dispatch bill (PS Form 3854). Check the bill to ascertain whether the entry is duplicated on another line. If there is no duplication, telephone the dispatching office. Write the article number on PS Form 3854 and the back of the coupon portion; complete the coupon portion; and sign, detach, and mail it to the dispatching office. Retain the pouch, container, jacket, label, lock, or seal until the discrepancy is resolved or until 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 written notification. Complete PS Form 3826.

#### 6-3.4.2 **Received But Not Listed**

If a received article is not listed, write the article number and "*Received Not Listed*" on the bill (PS Form 3854) and the back of the coupon portion. Complete the coupon portion and sign, detach, and mail it to the dispatching office. Notify the dispatching office by telephone.

### 6-3.5 **Missing or Improperly Completed Dispatch Bill (PS Form 3854)**

#### 6-3.5.1 **Missing Dispatch Bill**

If the dispatch bill is missing, prepare a new one. Write "*Duplicate*" across the top of the bill and list articles received. Write the dispatching office name in the designated area on all copies. Total, legibly sign, enter the time, and round-date the bill as the receiving office. Complete PS Form 3826. Send a copy of PS Form 3826 to the dispatching office and keep the original for 2 years.

#### 6-3.5.2 **Improperly Completed Dispatch Bill**

If a bill is improperly completed, correct it if possible, or prepare a new one and follow the procedures described in section 6-3.6.1. Complete PS Form 3826 and send to the dispatching office.

### 6-3.6 **Missent Articles**

#### 6-3.6.1 **Individual Articles**

Endorse individual articles and the dispatch bill, "*Missent,*" and round-date. Scan as appropriate using a handheld scanner and dispatch the mail to the destination office. Telephone the dispatching and destination offices, and return the coupon portion of the PS Form 3854 to the dispatching unit showing the article number, office of origin, and destination office.

#### 6-3.6.2 **Pouches, Containers, and Jackets**

Sign PS Form 3854 as the accepting office. Immediately report missent pouches, containers, and jackets to the dispatching and destination offices by telephone. Prepare a new PS Form 3854 to document dispatch to the correct destination office. Complete PS Form 3826 and send it to the dispatching office.

## 6-3.7 **Unaddressed and Misdirected Articles and Containers**

### 6-3.7.1 **Individual Article**

If an individual registered article is received as ordinary mail, as unpaid, or as short-paid mail, immediately notify the dispatching office and the Postal Inspection Service (see part 6-5.1).

### 6-3.7.2 **Containers**

#### 6-3.7.2.1 **Jackets (EP-388 and EP 390)**

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 PS Form 3854 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 the jacket with the names of the original dispatching office and the rejacketing unit. Dispatch under the original number of the opened jacket.

#### 6-3.7.2.2 **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.

#### 6-3.7.2.3 **Numbered Sealed Pouches**

Handle a numbered sealed pouch like a rotary lock pouch and record the new seal number. If dispatching the contents as originally billed, send written notification to the dispatching office, showing the original seal number and the seal number replacing it.

## 6-3.8 **Loose Articles**

### 6-3.8.1 **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. Follow the procedures given in part 6-3.2.

### 6-3.8.2 **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 PS Form 3854 and coupon portion. Round-date and sign the statement and have the statement 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 can not be determined, telephone the local Postal Inspector in Charge and hold the article for further instruction.

## 6-4 Delivery

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### 6-4.1 Postal Service Responsibility

#### 6-4.1.1 Firm Delivery

The responsibility of the Postal Service for Registered Mail ends with its proper delivery. Registered Mail for delivery by a clerk or a carrier to a firm or an individual having three or more articles may be accommodated by use of PS Form 3883 or 3883-A, *Firm Delivery Book for Accountable Mail*. Delivery by the carrier is accommodated on the first trip after its receipt in the delivery unit, unless the addressee has requested otherwise. Postmasters may require customers to call for Registered Mail at the Post Office if delivery by carrier is unsafe.

#### 6-4.1.2 Carrier Delivery (City, Rural, and Highway Contract Route)

Registered articles transferred to carriers and retail associates must be listed on PS Form 3867, *Accountable Mail Matter Received for Delivery*. Each carrier or retail associate accepting custody of a registered article for delivery to the customer must sign PS Form 3867 opposite the article number. Individual accountability is assumed upon receipt.

Carriers are relieved of their personal accountability using the clearing clerk's signature block for mail that is not delivered but returned to the Post Office as notified, or PS Form 3849, *Delivery Notice/Reminder/Receipt*, if the article is delivered. Carriers will return undelivered registered articles to the accountable clerk. The carrier will complete PS Form 3821 showing the number of receipts and undeliverable articles returned to the accountable clerk. The accountable clerk will sign and return PS Form 3821 to the carrier. The carrier must initial PS Form 3867. This will serve as a receipt for the hand-to-hand exchange of the article. Postmasters may require customers to call for Registered Mail at the Post Office if delivery by carrier is unsafe.

#### 6-4.1.3 Customer Acceptance

The addressee or addressee's representative may identify the name and address of the sender and may look at the mailpiece **while it is held by the Postal Service employee prior to** accepting delivery and signing PS Form 3849.

Identification is required if the person accepting the Registered Mail is unknown to the Postal Service employee. The signature and printed name of the person receiving the article must appear in the appropriate block on PS Form 3849. Delivery for customers with three or more articles may be accommodated on PS Form 3883, or 3883-A. Ensure that the delivery

address is recorded on the bar-coded side of PS Form 3849. Scan as appropriate using a handheld scanner.

**Note: There have been observed uses of an old version of PS Form 3883 that does not have a barcode. This version of PS Form 3883 that does not have a barcode must be destroyed.**

#### 6-4.1.4 **Attempted Delivery**

If the carrier is unable to deliver the Registered Mail, the carrier must leave a notice of arrival on PS Form 3849. Scan as appropriate using a handheld scanner. If the addressee does not call for the article or request delivery within 5 days, the carrier delivers 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.

The accountable clerks are responsible for controlling and managing the left notice articles for proper disposition.

#### 6-4.2 **Retention of Undelivered Mail**

##### 6-4.2.1 **Maximum Holding Period**

An undeliverable Registered Mail article may be held a maximum of 15 days before returning it to the sender, unless the sender specifies fewer days by endorsing the article. If returned, scan as appropriate using a handheld scanner. Refer to section 7-3.2.5 for proper safeguarding of Registered Mail.

##### 6-4.2.2 **Minimum Holding Period**

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

## 6-5 **Mail Not in Proper Mail Stream**

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#### 6-5.1 **Registered Articles in Ordinary Mail**

##### 6-5.1.1 **General**

Handle mail endorsed as Registered Mail, official and otherwise, found in ordinary mail in accordance with section 6-3.8.1. Maintain a "Loose in the Mail" log for recording information on Registered Mail found loose in ordinary mail. Document the origin and destination offices, the point of recovery (it is important to note the precise location, i.e., operation), date, time, and name of the person who recovered the mail.

**6-5.1.2 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. Scan as appropriate using a handheld scanner.

**6-5.1.3 Without Registry Fee**

If only the First-Class Mail® postage rate is paid, endorse the piece, *“Not in the Registered Mail”* and deliver to the addressee as ordinary First-Class Mail. Obliterate the PS Label 200.

**6-5.1.4 With Sufficient Postage and Fees****6-5.1.4.1 Found in Ordinary Mail Without Backstamp (Round-Date)**

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 PS Form 3892. Forward it to the addressee as Registered Mail.

**6-5.1.4.2 Found in Ordinary Mail with Backstamp (Round-Date)**

If the amount of postage and fees affixed is sufficient to indicate that the article was properly accepted and it is round-dated, endorse it, *“Found in Ordinary Mail.”* Forward it to the addressee as Registered Mail. This type of discovery requires that a PS Form 3826 be completed and issued to the office of origin.

**6-5.2 Ordinary Mail Found in Registered Mail System****6-5.2.1 General**

Handle any article with no postage or insufficient postage as Registered Mail if found in the Registered Mail system and do not collect postage due.

**6-5.2.2 Procedure**

The unit noting the irregularity completes PS Form 3826, endorses the article, *“PS Form 3826 Completed,”* and dispatches the article in the Registered Mail. Return PS Form 3826 to the accepting Post Office for collection of postage.

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# 7 Special Instructions

## 7-1 Units With a Registry Section

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### 7-1.1 **Personal Items**

Personal items are prohibited in the registry section. These items include, but are not limited to, backpacks, fanny packs, briefcases, lunch pails, purses, excess clothing, personal reading materials, food and beverages. Lunches and breaks must not be taken inside the registry section.

### 7-1.2 **Key, Round Date, and Valuable Unit Control**

All facilities with separate registry unit, room, or cage must maintain the security and accountability that Registered Mail™ regulations require. Security for the registry cage mandates that a strict key-access policy is followed.

Key access should be limited to the lead employee or supervisor, preferably a level 6 clerk if one exists within the section. At the end of each shift or tour, a hand-to-hand transfer of all registry keys, round-daters, and valuable mail must be documented and signed for by the oncoming tour's lead employee or supervisor. Both the transferring and receiving employees must be present during the transfer. The registry key(s) must not leave the facility under any circumstances.

The safekeeping and daily issue of all keys and round-daters for this unit and all activity for the specific transactions need to be profiled in a facility or registry room standard operating procedure, and separate instructions for the transfer of the valuable unit need to be documented.

The accountability and security of the registry unit must be maintained 24 hours a day, 365 days a year. Someone must always check and sign for each piece of Registered Mail in the valuable unit, all the key(s) for the registry cage, the round-daters, and the key to the valuable cage. All managers and supervisors must be aware of the importance of turnover from one shift to the next.

A backup key-access method involves the use of E-3977, *Duplicate Key Inventory*, envelopes and backup key log book and safekeeping by the manager of distribution operations (MDO) or plant manager.

The backup key must only be accessed in an emergency. Any use of the backup key requires a descriptive entry into a key logbook. The person using the backup key must note the reason for use, date, and duration of use, and provide a signature. When returning the backup key, a new E-3977 envelope must be prepared and witnessed. The return date and time must be noted on the envelope and in the key logbook. The E-3977 envelope is sealed, round-dated (with round-date impression crossing over the envelope flap and onto the envelope), and signed by the user and witness (both signatures must cross over the envelope flap and envelope). Semi-annual key and envelope checks must be conducted per instructions given in sections 372.3 and 426.2 of Handbook F-1, *Post Office Accounting Procedures*.

### 7-1.3 **Records of Employees**

#### 7-1.3.1 **Daily Record**

Registry bid employees and those regularly assigned to registry section must sign in and out of the registry section using PS Form 1625, *Record of Entry — Registry Section*, to provide accurate records of employees working with Registered Mail. These instances include:

- a. Beginning registry-related duties or tour.
- b. Leaving for and returning from lunch and breaks.
- c. Ending registry-related duties or tour.

Use of a card access system does not relieve employees from the sign-in requirement.

Based on local conditions, local management may require employees to sign in and out when they leave the registry section to perform registry-related duties.

All other employees and visitors must sign in and out each time they enter or leave the registry section. There are no exceptions. This activity will be recorded on a separate PS Form 1625. Only individuals on official business should be allowed access to the registry section.

#### 7-1.3.2 **Valuable Cage or Vault**

Employees in charge of or working in the valuable cage or vault must sign and note their times of entering and leaving the valuable cage or vault each time. Use a PS Form 1625 to record the times.

## 7-2 Internal Protection of Valuable Mail

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### 7-2.1 Security

Provide a safe, vault, separate cage, or locked container for valuable Registered Mail. At any given time, assign only one employee the responsibility for valuable Registered Mail to ensure individual accountability.

#### 7-2.1.1 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 or plant manager depending upon the type of facility. This value may not be less than \$1,000; however, all identifiable cash and precious metals must be treated as valuable articles.

#### 7-2.1.2 Transfer of Valuable Mail

Transfer valuable mail to and from the valuable unit by using hand-to-hand exchange/receipts and ensure that the number for individual pieces and rotary lock pouches are descriptively listed. Record on PS Form 3854, *Manifold Registry Dispatch Book*, or other approved manifest the valuable articles and pouches being held in the unit. This manifest must be verified and signed by the clerk who is taking responsibility for the valuable unit on the next shift. **Reminder:** This verification must be done in the presence of both the outgoing and incoming employees.

#### 7-2.1.3 Valuable Article Reminder

While Registered Mail is in the valuable unit, use PS Form 3810, *Reminder Record*, (see Exhibit 7-2.1.3) in the dispatch or delivery sections as a reminder and receipt for the hand-to-hand exchange. List each registered article on a separate PS Form 3810, except when multiple articles are going to the same destination. Note the article number and address or office of destination for each article (or place brackets around multiple articles going to the same destination). Upon dispatch, the dispatching employee retrieves the article from the valuable unit after initialing and dating opposite the article listing. After handing off the item to the dispatching clerk, the valuable unit clerk crosses off the items that have been signed for by the dispatch clerk and reuses PS Form 3810 for future listings. Once PS Form 3810 is full, keep the form for 2 years as determined by the newest date on the form.

#### 7-2.1.4 Documenting Transfer of Accountability

At offices operating on a tour basis with a separate valuable cage, make a balance at the end of each tour and at every change of accountability. The balance covers only the registered articles in the valuable cage. Use PS Form 3875, *Daily Balance — Registry Section*, for this purpose (see Exhibit 7-2.1.4). PS Form 3875 only represents the total registers handled during that tour. The actual list of the pieces will be recorded on PS Form 3854. The employee in charge of the valuable cage must be present to obtain

PS Form 3854 for the valuable articles from the responsible employee in the succeeding tour. Tour receipts must be reviewed, approved, signed, and filed by the supervisor.

## 7-3 Protection

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### 7-3.1 All Registered Mail

#### 7-3.1.1 Separation From Ordinary Mail

Keep Registered Mail separate from ordinary mail.

#### 7-3.1.2 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.



Exhibit 7-2.1.3

PS Form 3810, *Reminder Record*

United States Postal Service

**Reminder Record**

*(Articles in safe or vault to be dispatched or delivered)*

*INSTRUCTIONS: Employee receiving article from vault clerk will initial opposite the entry. Vault clerk, after making delivery of the item described, will cross through the entry and re-use the card.*

Register No.	Addressee or Office of Destination	Date and Initials

PS Form 3810, September 1993

Exhibit 7-2.1.4  
**PS Form 3875, Daily Balance – Registry Section**

U.S. Postal Service <b>Daily Balance - Registry Section</b>		TOUR	DATE
<b>REGISTERED ARTICLES HANDLED</b>			
Held from previous day or tour	<i>(Number)</i>	Dispatched in rotary lock pouches, sacks, iron-lock pouches, jackets, or as hand pieces direct to:	<i>(Number)</i>
Received in rotary lock pouches, sacks, iron-lock pouches, jackets, or as hand pieces direct from:		OUTSIDE OFFICE*	
OUTSIDE OFFICE*			
Registered at main office		Delivered from window	
Registered by carriers		Delivered by carriers	
Received from stations		Dispatched to stations	
Received from other sources:		Delivered to postmaster	
		Otherwise disposed of:	
		On hand for next day or tour	
<b>TOTAL</b>		<b>TOTAL</b>	
<b>REGISTERED POUCHES, SACKS, AND JACKETS HANDLED</b>			
Held from previous day or tour	<i>(Number)</i>	Opened and worked	<i>(Number)</i>
Received direct from:		Dispatched intact direct to:	
OUTSIDE OFFICE*		OUTSIDE OFFICE*	
Made up		On hand for next day or tour	
<b>TOTAL</b>		<b>TOTAL</b>	
<b>We hereby certify that the above is a correct statement.</b>			
_____ <i>(In charge of Registry Section)</i>		_____ <i>(Clerk)</i>	
		_____ <i>(Clerk)</i>	
*To be filled out when statement of the totals alone is not considered sufficient.			

PS Form 3875, April 1978

7-3.1.3 **Facilities With Minor Registry Business (Post Offices, Stations/Branches, Community Post Offices, Contract Postal Unit)**

In Postal Service facilities 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. Individual accountability must be maintained at all times, and all registered articles must be locked (secured) at all times. When individual accountability is being maintained, use of PS Form 1625 is not required.

7-3.1.4 **Facilities With Major Registry Business (Sectional Center/Facility, Processing and Distribution Center/Facility, Airport Mail Center/Facility, Consolidation Facilities)**

Facilities that open or process a significant Registered Mail volume require a separate registry section on the workroom floor. The section must be a fully enclosed area with self-closing, self-locking exit doors and a separate window area for transacting business. The locking devices on the windows must be shielded to restrict opening from the outside. The locking mechanisms on the doors must be tamper-proof. See Exhibit 7-3.1.4 for an example of a receiving device with access-restricting ears required for sliding doors.

## Exhibit 7-3.1.4

**Example of Receiving Device With Access-Restricting Ears Required for Sliding Doors**

For other current security specifications, refer to Handbook RE-5, *Building and Site Security Requirements*, section 4-1.4.6.2.

**7-3.2 Responsibility for Registered Mail****7-3.2.1 Career Employees**

In retail and carrier operations, use only career employees in the Registered Mail function whenever possible.

**7-3.2.2 Individual**

Handle all Registered Mail so that individual responsibility can be assigned at all times consistent with instructions provided in this handbook except as noted in section 7-3.2.3.

**7-3.2.3 Registry Section Area Responsibility**

Use only career employees in the registry section.

Area responsibility occurs in a registry section when a group of employees, rather than an individual employee, are responsible for the Registered Mail. Keep the group size to a minimum and use PS Form 1625 to record all employees working in the registry section.

**7-3.2.4 Authority for Area Responsibility**

The senior plant manager of the performance cluster may permit area responsibility at an office when the cost of individual responsibility is prohibitive. Such permission must be in writing. A copy of this authorization should be provided to the area manager of Operations Support and prominently posted within the designated registry section. Area responsibility will not be authorized if other classes of accountable mail are processed within the secure area.

**7-3.2.5 Notified Mail**

Treat all Registered Mail not assigned to carriers or delivered to customers on the day it arrives as notified mail, and keep the Registered Mail in locked containers. As appropriate, scan the Registered Mail using a handheld scanner. Employees must sign daily for the keys to locked containers and must account for the notified mail using PS Form 3854, *Manifold Registry Dispatch Book*, at the end of each business day.

**7-3.2.6 Unaccounted Registered Mail**

When a piece of Registered Mail is unaccounted for, timely notification, by telephone and in writing, to the Postal Inspection Service is required.

**7-3.2.7 Responsibility of Postal Service Employees**

Postmasters, managers, supervisors, and Postal Service employees are personally responsible for the wrong delivery, depredation, and loss of any Registered Mail because of negligence or disregard of instructions.

## 7-4 Record Keeping

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**7-4.1 Forms and Filing****7-4.1.1 Authorized Forms**

Use only Postal Service forms for all record keeping. Locally designed and produced forms are permitted only when all required Registered Mail elements of Postal Service forms are included, and the modified form has been approved by local management and the Assistant Chief Inspector of Investigations and Security at Postal Service Headquarters.

### 7-4.1.2 **Filing: Dispatch and Delivery Receipts**

- *Manual Record Management Sites* — File daily all records pertaining to the dispatch and receipt of registered articles. Identify files and separately maintain incoming and outgoing bills. It is recommended in larger plant operations to separate files by incoming and outgoing origin/destination facilities. Keep these records in a secure area for 2 years.
- *Electronic Record Management Sites* — Send all signed delivery receipts (PS Form 3849, Delivery Notice/Reminder/Receipt) to the designated Computerized Forwarding System (CFS) site for optical scanning. Delivery records will be stored in a central database as specified in the Administrative Support Manual, part 3-5.1.

When PS Forms 3849s for Registered Mail delivery are sent to the CFS unit for optical scanning, the Registered Mail PS Form 3849's receipts must be kept separate. After optical scanning at the CFS unit has been performed, the Registered Mail receipts must be returned to the original delivery Post Office. Retention of the PS Form 3849s will coincide with the 2-year requirement.

- *Other Records* — File daily other records (e.g., window receipts, firm mailing bills, valuable cage records, PS Form 1625 sign-in receipts, and records of registers) kept overnight in a safe and any document that pertains either to the handling of Registered Mail or to the employee handling the Registered Mail. Identify and keep these records in a secured area for 2 years.

### 7-4.2 **Statistics**

Keep the following essential statistics of registry activities daily:

- 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.
- g. Deficiencies and irregularities identified on PS Form 3826, *Registry Irregularity Report*, and areas of critical concern identified by the Inspection Service.

Review periodically statistical records kept at offices.

### 7-4.3 Registry Section Operation Numbers

As appropriate, registry workhours should be isolated into the following operational work definitions and workhours monitored as described in the Handbook E-31, *Registry Operations Systems Guidelines*.

- a. *Operation 585* — For all labor involved in the direct processing from opening verification through processing, transporting to dock and dispatching.
- b. *Operation 586* — For nondirect processing work performed for an extended time period, such as receiving registered collection mail at the dock during the late afternoon collection period.
- c. *Operation 587* — For work performed in transporting or escorting Registered Mail to or from another facility.
- d. *Operation 588* — For all clerical work performed.

Properly recorded workhours allows management to correlate volume data into an operation further providing operation evaluation and improvement. The compiling of statistics is based on proper completion and daily record-keeping on all registry mail forms.

## 7-5 Claims and Inquiries

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### 7-5.1 Claims

#### 7-5.1.1 Mail With Postal Insurance

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

#### 7-5.1.2 Time Limits for Claims

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

#### 7-5.1.3 Lost Articles

Claims for the complete loss of registered articles sent with postal insurance may only be filed 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.

#### 7-5.1.4 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.

#### 7-5.1.5 **Rifled Articles**

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

#### 7-5.1.6 **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.

### 7-5.2 **Inquiries**

Customers may file an inquiry on Registered Mail at any Post Office, using PS Form 1000. Customers may not file an inquiry sooner than 15 days after the date of mailing. 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 *Domestic Mail Manual* S911.5.0).

### 7-5.3 **Other**

#### 7-5.3.1 **Merchandise Return**

Only permit holders may file claims or inquiries for articles sent by Registered Merchandise Return service at the office where the permit is held.

#### 7-5.3.2 **International Mail**

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