



April 1, 2022

Mr. Ivan Butts  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Ivan:

Many measures were taken to reduce health risks during the COVID-19 pandemic. One significant measure implemented was a temporary modification to mail handling procedures for mail requiring customer signatures. The change in our customer signature capture procedures due to the COVID-19 pandemic was originally implemented on March 19, 2020.

The enclosed stand-up talk supersedes the March 19, 2020, modification to the customer signature capture process. As noted in the enclosed talk, effective immediately, all delivery personnel must capture customers' signatures for special services mail requiring a signature. Other residents and agents for businesses can sign unless delivery is restricted to the named recipient. Customers must sign and accept all special services mail if a signature is required. Employees can no longer perform the customer signature capture function for the recipient.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills  
Director  
Labor Relations Policies and Programs

Enclosure



## **CARRIER STAND-UP TALK**

### **Customer Signature Capture Process**

Many measures were taken to reduce health risks during the COVID-19 pandemic. One significant measure implemented was a temporary modification to mail handling procedures for mail requiring customer signatures. The change in our customer signature capture procedures due to the COVID-19 pandemic was implemented on March 19, 2020.

This talk supersedes the March 19, 2020, modification to the customer signature capture process. Effective immediately, all delivery personnel must capture customers' signatures for special services mail requiring a signature. Other residents and agents for businesses can sign unless delivery is restricted to the named recipient. Customers must sign and accept all special services mail if a signature is required. Employees can no longer perform the customer signature capture function for the recipient.

As a reference, Handbook M-41, section 122.22 states: "Deliver and obtain date, time of event, and signature receipts for registered, certified, Priority Mail Express, insured, and other special services mail. Use scanning device where appropriate."

Special Services requiring a signature are:

- Express Mail Service
- Signature Confirmation service
- Certified Mail service
- Registered Mail service
- Collect on Delivery (COD) mail
- Inbound International Mail
- Insured Mail > \$200
- Return Receipt for Merchandise
- Firm Sheets (containing any of these services)

Employees can only sign when a waiver of signature is clearly checked off by the sender for Express Mail and Return Receipt for Merchandise.

To capture signature on scanner:

- Select Scan Barcode from the "On Street menu"
- Scan signature confirmation barcode and select "Delivered"
- Enter First Initial & Last Name of Customer then press <Enter>
- Have customer sign for the package
- Remember BOTH the signature and address are required
- Ensure customer signs Return Receipts and other hard copy items

If no recipient is available, scan "Attempted" at delivery point and leave completed PS Form 3849. Endorse the mail piece and return it to the office.

Thank you for all you do every day. Your efforts are both recognized and appreciated.