

APR 26 2023

LABOR RELATIONS



April 24, 2023

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

Dear Ivan:

As a matter of general interest, the Postal Service intends to issue a Stand-Up Talk as a part of the Certified Mail Improvement Project.

Enclosed is a copy of the Certified Mail Service Improvement Stand-Up Talk (SUT) relevant to this matter.

Please contact Bruce Nicholson at extension 7773 if there are any further questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

James Lloyd
Director
Labor Relations Policies and Programs

Enclosures



CARRIER STAND-UP TALK

Certified Mail Service Improvement

The Postal Service has a basic mission to provide prompt, reliable, and efficient delivery service to all Americans. To support this commitment, we must ensure all Certified Mail is delivered timely and receives appropriate stop-the-clock scanning.

Proper handling and scanning of Certified Mail is essential to the customer and to the Postal Service Brand. Certified Mail provides senders with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made.

Certified Mail withdrawn from distribution cases or found mixed in with Delivery Point Sequence while performing street duties is to be delivered promptly and in the same manner as all Certified Mail should. Carriers must ensure all certified pieces are delivered or attempted at the point of delivery and receive an appropriate scan and signature.

Senders are reliant on the Postal Service to provide trackable, end-to-end service on Certified Mail. They trust that we will obtain the necessary signatures for the service they are requesting. Carriers are entrusted to ensure that the service is provided on any Certified Mail they deliver even when it was withdrawn from distribution cases or found mixed in with Delivery Point Sequence.

Thank you for all you do.