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LABOR RELATIONS



February 14, 2022

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

**Certified Mail:**  
70203160000173579629

Dear Mr. Butts:

As a matter of general interest, the Postal Service is revising the following provisions in the Post Operations Manual (POM): Chapter 1 – Section 164.1 *Consumer Services – Responsibility - Headquarters Management*, Chapter 6 - Sections 631.62 *Dormitories or Residence Halls*, and 631.8 *Correction of Improper Mode of Delivery – 631.81 General*.

Section 164.1 of the POM is being revised to correct the edition information for Management Instruction PO-160-2018-3, *Complaint Resolution and Proper Use of Notice 4314-C, We Want to Know*.

The revisions to Sections 631.62 and 631.81 of the POM are being made to clarify the language regarding the approved modes of delivery available for all existing delivery points, including newly established and extensions of delivery points, related to Colleges and Universities.

We have enclosed copies of the revisions for Post Operations Manual (POM) Chapter 1 Section 164.1, Chapter 6 Sections 631.62 and 631.81, final draft, with and without changes identified.

The Postal Service is planning to publish these revisions in the Postal Bulletin in April.

Please contact Bruce Nicholson at extension 7773 if you have any 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

Enclosures

# 1 Retail Management

## 164 Responsibility

### 164.1 Headquarters Management

Headquarters Office of Consumer Advocate is responsible for establishing requirements and measuring compliance with complaint handling and resolution procedures in Management Instruction PO-160-2002-1, *Complaint Resolution and Proper Use of Notice 4314-C, We Want to Know*.

# 1 Retail Management

## 164 Responsibility

### 164.1 Headquarters Management

Headquarters Office of Consumer Advocate is responsible for establishing requirements and measuring compliance with complaint handling and resolution procedures in Management Instruction ~~PO-160-2018-3~~ [PO-160-2002-1](#), *Complaint Resolution and Proper Use of Notice 4314-C, We Want to Know.*

## 6 Delivery Services

### 631 Modes of Delivery

#### 631.62 Dormitories or Residence Halls

Mail is delivered to dormitory buildings and residence halls when addressed to a specific building. Mail is delivered in bulk to a designated representative of the school or property, who then becomes responsible for further distribution to students and residents. Postal Service personnel do not distribute mail into apartment-type mailboxes for dormitories or residence halls.

A dormitory building or residence hall often consists of single or multi-room units that may share or have access to centrally located kitchens, bathrooms, showers, or social or common areas. Whether located on or off campus, and regardless of private ownership, such buildings are nevertheless dormitory buildings or residence halls and the building owner or operator is responsible for the final delivery of student mail. Where no affiliation with the school is established, the Postal Service determines the proper mode of delivery to be established based upon the totality of the circumstances, and may require that designees from the property be identified to accept mail for each location prior to initiating delivery. In making such a determination based upon the totality of the circumstances, the Postal Service weighs, among other considerations: (a) the nature of the leases offered by the property (e.g., whether the leases' starting month corresponds to academic semesters or other school-related schedules and whether the lease term is for a period of less than one year); (b) whether the leases are generally for a bedroom within a multi-bedroom unit or for the entire unit and the scope of the lessee's liability in case of default; (c) the Postal Service's treatment of similarly situated properties; (d) the property's proximity to the school; (e) external information furnished by the school and/or by local government, including any pertinent zoning classification; (f) whether the property is primarily marketed to students; (g) the residency turnover rate; (g) amenities catering to student populations; and (h) any other relevant factor.

#### 631.8 Correction of Improper Mode of Delivery

##### 631.81 General

In the event an improper mode of delivery is established or extended by a postal carrier or manager, the service will be withdrawn with a thirty (30) day advance notice to the affected customer(s), provided that the error is detected and the customer is notified within one (1) year. If the error is not detected and the customer is not notified within one (1) year of the date delivery is established or extended, the improper service remains in place unless the customer consents to the delivery mode change or a delivery point with improper modes of delivery in a vacant delivery is first identified during the vacant period per section 623.5. When the new customer(s) in these vacant deliveries are identified by Postal Service management and informed (within the first 30 days of occupancy) that the current mode of delivery was established incorrectly and will need to be corrected.

For purposes of clarity, note that the one (1) year time period described above is not intended to apply to section 631.62, which prescribes the delivery methods appropriate to dormitory buildings or residence halls. For such properties, an improper mode of delivery may thus be withdrawn at any time upon a thirty (30) day advance notice to the property owner or manager and affected customer(s).

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