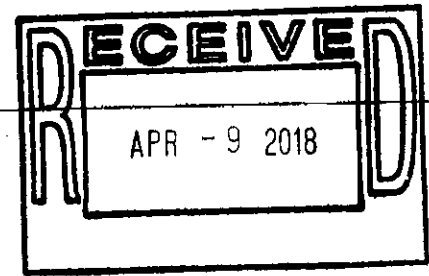


LABOR RELATIONS



April 6, 2018

FAXED

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service plans to issue a Stand-Up Talk concerning the proper handling of Certified Mail.

Enclosed is a final draft copy of the Stand-Up Talk (*Proper Handling and Scanning Certified Mail*) which is scheduled for release to the field on April 9.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

# DELIVERY EMPLOYEE STAND UP TALK

## Proper Handling and Scanning Certified Mail

Certified Mail service requires the carrier to obtain the recipient's signature at the time of delivery and provides the mailer with a record of delivery. Customers can purchase Certified Mail in conjunction with Return Receipt or Electronic Return Receipt to receive a copy of the customer's signature. It is important that all Certified Mail receive the required delivery status event scans, Attempted, Delivered etc.

Certified Mail mixed in with automated mail and identified while performing street duties are to be handled in the same manner as Certified Mail that is issued in the office. Signature of the addressee or agent is required at the point of delivery. If the customer is unable to use the mobile data collection device to sign for the item, the carrier completes PS Form 3849, obtains the signature, printed name and address of the addressee. Completed PS Form(s) 3849 along with any return receipts are to be returned to the office and cleared via the Accountable clerk upon completion of street activities.

Certified Mail items addressed to delivery points that are documented as "Closed" for the delivery day may be scanned in the office with the appropriate scan event and held for delivery until the next business day. Any Certified Mail that is returned to the sender must receive a "Delivered" scan event when it is delivered to the original sender or their agent.

### Delivery of Certified Mail

- All Certified Mail mailpiece are required to be scanned at delivery point
- Require the person to show identification if not known
- Ensure the delivery address is accurate
- Using the mobile data collection device, scan the Certified Mail barcode(s)
- Select Delivered and location event
- Have the customer use the stylus to record signature and address on the glass
- If unable to capture signature on mobile data collection device, complete PS Form 3849
  - Obtain customer signature, printed name and address
- Verify the correct zip code in the mobile data collection device and select enter
- Release the Certified Mail mailpiece to the customer
- If the Certified Mail piece is also Restricted Delivery, the carrier must ensure the piece is only delivered only to the addressee or to the person authorized in writing as the addressee's agent to receive the mail. The carrier must request ID to verify the recipient or their agent as well as securing their signature.

**Note:** For delivery of six or more Certified Mail articles to a single delivery point employees may use PS Form 3883 (Firm Delivery Receipt)

### Attempt or Non-Delivery of Certified Mail

- Using the mobile data collection device, scan the Certified Mail barcode
- Select the event and reason for non-delivery
- Complete PS Form 3849 in its entirety
- Scan or enter the barcode from PS Form 3849
- Leave PS Form 3849 at the point of delivery or in the mail receptacle
  - Return the Certified mailpiece to the office upon completion of street activities