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LABOR RELATIONS



May 5, 2021

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

Dear Mr. Wagner:

As a matter of general interest, effective May 21, 2021, the Postal Services' intends to place a "Carrier Release" endorsement on shipping labels for all customer orders of Expedited Packaging Supplies.

This initiative will assist in reducing cost for the organization and ensure customers receive their orders timely.

We have enclosed the following support material that will be sent to the field in advance of the implementation of "Carrier Release" endorsement for Expedited Packaging Supplies:

- Carrier Stand Up Talk
- Frequently Asked Questions
- Shipping Label with Carrier Release Endorsement: Carrier - Leave If No Response

Please contact Bruce Nicholson 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  
Manager  
Labor Relations Policies and Programs

Enclosures

## **CARRIER RELEASE ENDORSEMENT FOR EXPEDITED PACKAGING SUPPLIES Standup Talk**

Starting May 21, 2021, the carrier release endorsement “CARRIER—LEAVE IF NO RESPONSE” will be placed on all Expedited Packaging Supplies’ shipping labels. This will align postal delivery practices and policies with shipping industry trends as well as customer expectations and will enable the Postal Service to deliver quality service while also reducing costs.

Delivery employees are authorized to leave Expedited Packaging Supplies in locations, such as stairways or uncovered porches, when the package shipping label contains the CARRIER—LEAVE IF NO RESPONSE” endorsement.

Delivery employees are reminded to follow the instructions for delivery of packages with the endorsement, CARRIER—LEAVE IF NO RESPONSE” for all Expedited Packaging Supplies,” as outlined in the Domestic Mail Manual, Section 508.1.2, Postal Operations Manual, Section 617.2, Handbook M-41, Section 322.311, and PO 603, Section 331.22.

When packages bear the carrier release endorsement on Expedited Packaging Supplies, this eliminates re-handling by carriers and clerks, resulting in reduced delivery costs and improved customer service.

## Carrier Release Endorsement for Expedited Packaging Supplies Frequently Asked Questions (FAQs)

### 1. Is this a new service?

Yes, the carrier release endorsement "CARRIER—LEAVE IF NO RESPONSE" is new for Expedited Packaging Supplies and will take effect May 2021. The endorsement is designed to allow parcels to be left for the customer thereby eliminating their need to travel to their local Post Office, station or branch to retrieve their order for Expedited Packaging Supplies or to request to have it redelivered.

### 2. What classes of mail are eligible for the carrier release endorsement?

The carrier release endorsement for Expedited Packaging Supplies is available on Parcel Select.

### 3. What is the reason for placing the Carrier Release Endorsement on shipments of Expedited Packaging Supplies?

Some mailers have expressed concern regarding the Postal Service's ability to provide timely delivery of their Expedited Packaging Supplies. Customers have also expressed their displeasure with traveling to the local post office to retrieve a parcel they believe could have been delivered on the initial attempt.

### 4. What are the benefits of the Carrier Release Endorsement for Expedited Packaging Supplies?

The carrier release endorsement for Expedited Packaging Supplies is designed to improve customer satisfaction by delivering the customer's parcels in a timely manner on the initial attempt.

### 5. What are the benefits to the USPS?

The carrier release endorsement for Expedited Packaging Supplies allows the Postal Service to deliver the parcel on the initial attempt. Any additional handling of the parcel results in unnecessary costs to the Postal Service.

### 6. What parcels qualify for the carrier release endorsement for Expedited Packaging Supplies?

Uninsured parcels and parcels that do not require a signature.

### 7. Are scans required on carrier release endorsement shipping labels for Expedited Packaging Supplies?

Yes! There is a barcode on each parcel and a scan is required showing delivered for the carrier release endorsement for Expedited Packaging Supplies. If the parcel bears the endorsement, "Carrier - Leave If No Response", scan the Intelligent Mail package barcode accordingly.

### 8. Are carriers responsible for the parcel?

No. If the parcel bears the "Carrier - Leave If No Response" endorsement, carriers are not liable for loss or theft where these instructions and postal regulations are followed, regardless of weather or other conditions.

### 9. Can I use an alternate location, provided by the addressee, in case of inclement weather?

Carriers should follow the instructions provided by the customer when leaving parcels.





**10. Where can I find information about the carrier release endorsement?**

The carrier release endorsement information can be found at:

- Domestic Mail Manual (DMM) 508.1.2
- Postal Operations Manual (POM) 617.2
- Handbook M-41 – Section 322.311
- Handbook PO 603 – Section 331.22

Sample  
Carrier Release Endorsement Shipping Label



PARCEL SELECT  
US POSTAGE  
AND FEES PAID  
PERMIT NO. G-10

**USPS PARCEL SELECT**

VICTORY PACKAGING, LP  
15101 GRAND RIVER RD  
FORT WORTH TX 78155

 **CARRIER – LEAVE IF NO RESPONSE**  
THUY LE  
11007 OAKCENTER DR  
HOUSTON TX 77072-1962

USPS TRACKING #



9261 2901 1317 6700 0066 63

DAL PL# 000072653755 PO# 34486904  
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