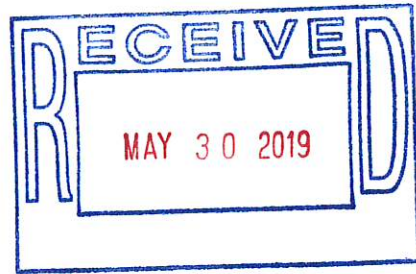




May 28, 2019



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 has created a standard work instruction (SWI) titled *Certified Mail Delivery (Carrier)*. The purpose of the SWI is to provide guidance to delivery employees regarding handling Certified Mail.

We have enclosed a final draft copy of the *Certified Mail Delivery (Carrier)* SWI.

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

Sincerely,

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





Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Handwritten initials "fn" in blue ink.

Enclosure

# Standard Work Instructions: Certified Mail Delivery (Carrier)



	Important Steps	Key Points	Reasons for Key Points
	1. <b>Identify Certified Mail</b>	<ul style="list-style-type: none"> <li>Retrieve Certified Mail from the accountable cage/cart before departing for route delivery</li> <li>Identify Certified Mail mixed in with automated mail while performing street duties</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that the carriers are aware of these Certified pieces for proper handling</li> </ul>
	2. <b>Scan barcode</b>	<ul style="list-style-type: none"> <li>Scan the barcode as "attempted" or "delivered" at the delivery point</li> <li>Follow prompts on the Mobile Delivery Device (MDD)</li> </ul>	<ul style="list-style-type: none"> <li>Ensures a stop the clock scan event occurs</li> <li>Ensures customer visibility</li> <li>Enhances customer experience</li> </ul>
	3. <b>Obtain Customer's Signature</b>	<ul style="list-style-type: none"> <li>Request signature of the addressee/agent at the delivery point</li> <li>Ensure the customer signs and prints their name and address on the MDD display</li> <li>Ensure the customer signs and prints their name and address on the PS Form 3811 (Domestic Return Receipt)</li> </ul>	<ul style="list-style-type: none"> <li>Completes special service request</li> <li>Provides an accurate delivery address</li> <li>Provides visibility in delivery of certified mailpieces</li> </ul>
	4. <b>Leave PS Form 3849 if unable to deliver</b>	<ul style="list-style-type: none"> <li>If unable to deliver, record the delivery address</li> <li>Record the type of mailpiece(s), date, pickup availability and reason for no delivery</li> <li>Link the PS Form 3849 to the mailpiece as follows:                             <ul style="list-style-type: none"> <li>Scan the barcode(s) on the mailpiece</li> <li>Select "ATTEMPTED"</li> <li>Press "Enter" button on scanner</li> <li>Select an event</li> <li>Scan the barcode on the back of the PS Form 3849</li> <li>Press "Enter", this will link the mailpiece(s) to the PS Form 3849</li> </ul> </li> <li>Leave PS Form 3849 for the customer</li> </ul>	<ul style="list-style-type: none"> <li>Provides specific information about the mailpiece(s)</li> <li>Provides redelivery options</li> <li>Provides customer visibility to the mailpiece(s)</li> </ul>