

LABOR RELATIONS



June 12, 2020

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, effective July 1, the Postal Service will discontinue the Return Receipt for Merchandise service.

Return Receipt for Merchandise has become redundant compared to other services the Postal Service currently offers, and the service has experienced declining volume and revenue in recent years. We will continue to offer Signature Confirmation and Certified Mail with Electronic Return Receipt services to our customers.

Enclosed is a Service Talk concerning this matter that will be provided to delivery and retail employees.

Please contact Noah Meyers at (202) 253-5354 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "DMILLS".

*DM* David E. Mills  
Manager  
Labor Relations Policies and Programs

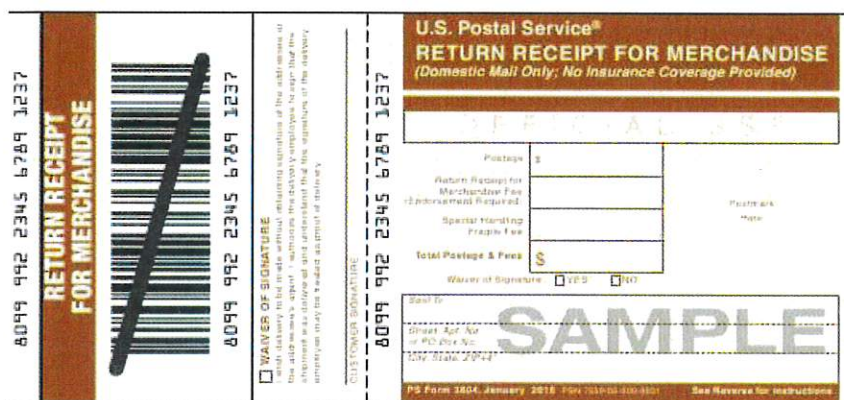
Enclosure

## Elimination Return Receipt for Merchandise Delivery and Retail Employees

Effective July 1, 2020, the United States Postal Service (USPS) will be eliminating Return Receipt for Merchandise service. The extra service will be eliminated from all USPS systems, software applications, publications, manuals and forms. The extra service options that are available for customers due to the elimination of Return Receipt for Merchandise are Signature Confirmation or Certified Mail with Electronic Return Receipt.

Return Receipt for Merchandise is an extra service that is redundant in our current environment based on the returns and extra service choices we offer our USPS customers. Eliminating Return Receipt for Merchandise has the following benefits:

- Reduce customer confusion
- Simplify extra service offering
- Eliminate System Maintenance and Management costs
- Eliminate PS Form 3804 inventory and distribution costs



Customers in need of signatures will continue to have the following options:

- Signature Confirmation, which is an extra service that is available for a fee of \$3.15 at Retail Offices and provides the mailer with an electronic version of the signature obtained during delivery.
- Certified Mail is the another option for customers that is available for a fee of \$3.55 at Retail Offices (plus the fee for Return Receipt) and provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made.

Any questions can be sent to [ShippingServices@usps.gov](mailto:ShippingServices@usps.gov).