

NATIONAL ASSOCIATION OF LETTER CARRIERS

Revisions to the M-41 after April 5, 2001

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6/8/2012



Handbook M-41 Revision: Carrier Release Program Changes

Effective February 24, 2011, we will revise Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, section 322.3, to standardize the language and procedures for the Carrier Release Program. The changes authorize delivery personnel to leave parcels in unsecured locations when the parcel bears the “Carrier — Leave If No Response” endorsement.

Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

	*	*	*	*	*
3	On Route				
	*	*	*	*	*
32	Delivery of Ordinary Mail Matter				
	*	*	*	*	*
322	Motorized Routes (See Also Chapter 8)				
	*	*	*	*	*
322.3	Parcel Post				
	*	*	*	*	*

322.311 When the Carrier Is Authorized to Leave Parcels

[Revise items a and c as follows:]

- a. Uninsured parcels or parcels that do not require a signature may be left in an unprotected location such as a stairway or uncovered porch when the mailer participates in the Carrier Release Program by endorsing the parcel “Carrier — Leave If No Response” or the addressee has given written directions for an alternate delivery location. PS Form 3849, *Delivery Notice/Reminder/Receipt*, with the “It Is Located: _____” block completed, must be left in the mail receptacle notifying the addressee of the mail left in the authorized alternate location.

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- c. Mailers who participate in the Carrier Release Program understand that there are unsecured areas where the Postal Service will leave parcels and also that carriers will leave packages without protection from inclement weather.

[Revise title to read as follows:]

322.312 When the Carrier Is Not Authorized to Leave Parcels

[Revise text to read as follows:]

- a. *When someone is usually available to receive parcels.*
When an uninsured parcel, a parcel not requiring a signature, or a parcel that is not part of the Carrier Release Program is not delivered on the first attempt and the carrier knows that someone at the address is usually available to receive parcels, do not leave PS Form 3849, *Delivery Notice/Reminder/Receipt*. Write the date and the carrier’s initials and route number near the address and return the parcel to the office. Place the parcel in the gurney at the carrier’s case. Attempt a second delivery on the next delivery day. If the parcel is not delivered after the second attempt, complete and leave PS Form 3849. Legibly endorse the form with the following information:
- (1) Article number (if applicable).
 - (2) Date.
 - (3) Sender’s name.
 - (4) Type of mail.
 - (5) Article requiring signature at time of delivery (if applicable).
 - (6) Addressee’s name and address.
 - (7) Amount due (if applicable).
 - (8) Date and time customer can pick up article at Post Office.

- b. *When someone is not usually available to receive parcels.* If no one is available to receive the parcel, the carrier knows that someone at the address is *not* usually available to receive parcels, or the parcel is insured, requires a signature, or is not part of the Carrier Release Program, complete and leave PS Form 3849 (see Exhibit 322.312) after the first attempt. When the carrier does not know if someone is usually available to receive parcels, PS Form 3849 should be left after the first attempt if the parcel is insured, requires a signature, or is not part of the Carrier Release Program. Endorse the parcel near the address, showing the reason for nondelivery, e.g., “No Response”, date delivery was attempted, and the carrier’s initials and route number. Upon returning to the office, deposit the parcel in the designated place for undelivered parcels.

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We will incorporate this revision into the next printed version of Handbook M-41 and into the online update available on the Postal Service™ PolicyNet website:

- Go to <http://blue.usps.gov>.
- Under “Essential Links” in the left-hand column, click *PolicyNet*.
- On the PolicyNet page, click *HBKs*.

(The direct URL for the Postal Service PolicyNet website is <http://blue.usps.gov/cpim>.)

Handbook M-41, City Delivery Carriers Duties and Responsibilities

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2 Office Time — Preparation

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23 Data Collection of Special Services Mail

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232 At Delivery Point

232.1 Delivery Events

[Revise 232.1 to read as follows:]

At delivery point, scan/enter mailpiece or firm sheet barcode, and enter other appropriate information into the data collection device as required and instructed. If required, collect all customer signatures and printed names on PS Form 3849, *Delivery Notice/Reminder/Receipt*. The delivery address should be recorded on the barcoded side of PS Form 3849. Scan the barcode on PS Form 3849 after obtaining recipient signature and printed name. For Waiver of Signature articles, carriers will sign the PS Form 3849 to document delivery of the article to the addressee mail receptacle or other secure location.

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3 On Route

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33 Delivery of Special Services Mail

331 General

[Revise 331 to read as follows:]

When delivering special services mail, make every reasonable effort to deliver; ring the bell or knock on the door in order to make hand-to-hand delivery to addressee, except for Waiver of Signature articles. You may tell or show the addressee the name and address of sender and the amount of the charges to be collected if COD, Customs, or postage due. You may not, however, surrender the mail for examination or for any other purpose until all charges have been paid and/or a receipt has been signed if required. For Waiver of Signature articles, carriers will sign the PS Form 3849 to document delivery of the article to the addressee mail receptacle or other secure location. When the article cannot be delivered, you must leave a notice that bears the

location of the delivery unit where the article may be called for.

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335 Insured, Registered, Certified, Express Mail, and Other Special Services

335.1 Delivering and Taking Receipt (Exhibit 335.1 (p. 1 and 2))

[Revise 335.11 to read as follows:]

335.11 Deliver numbered insured parcels, registered articles, certified letters, and other special services items to addressee or anyone authorized to receive mail for addressee:

- a. Require the person to show identification if not known, and to sign and print name on PS Form 3849, *Delivery Notice/Reminder/Receipt*, before delivery when applicable. For Waiver of Signature articles, carriers will sign the PS Form 3849 to document delivery of the article to the addressee mail receptacle or other secure location.
- b. Deliver articles entered on PS Form 3883, *Firm Delivery Receipt for Accountable Mail and Bulk Delivery Mail*, after obtaining a signature of addressee or agent on PS Form 3849. (Deliver the *duplicate* PS Form 3883 with the articles.)
- c. Prepare PS Form 3883 for numbered insured and other special services items only when there are six or more articles for the same addressee. Include Delivery Confirmation service on PS Form 3883 if the six-article requirement has already been met.

POLICIES, PROCEDURES, AND FORMS UPDATES

- d. Deliver minimum fee unnumbered insured and Delivery Confirmation articles the same as any ordinary mail. No receipt is needed.
- e. See subchapter 23 for appropriate scanning procedures.

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We will incorporate these revisions into the next printed versions of the POM, Handbook PO-610, Handbook PO-603, and Handbook M-41 and also into the online updates, available on the Postal Service PolicyNet Web site:

- Go to <http://blue.usps.gov>.
- Under “Essential Links” in the left-hand column, click *References*.
- Click either *Manuals* or *HBKs*.

(The direct URL for the Postal Service PolicyNet Web site is <http://blue.usps.gov/cpim>.)

They are also available on the Postal Service Internet:

- Go to www.usps.com.
- Click *About USPS & News*, then *Forms & Publications*, then *Postal Periodicals and Publications*, and then either *Manuals* or *Handbooks*.

— Expedited Operations,
Expedited Shipping, 8-14-08

Handbooks

Handbook M-41 Revision: Duration of Address Changes

In an effort to ensure that the Postal Service™ properly handles change-of-address information, the following change is being made to Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, under section 241.3, Purpose and Duration of Form 3982. Section 241.32, Duration, has been updated to match the instructions on the current version of PS Form 3982. Future releases of Handbook M-41 will reflect this change.

Please ensure that all city delivery employees are aware of this change and of the proper handling procedures for PS Form 3982.

Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

	*	*	*	*	*
2	Office Time – Preparation				
	*	*	*	*	*
24	Undeliverable as Addressed (UAA) Mail				
	*	*	*	*	*
241	Recording Address Change Information				
	*	*	*	*	*

241.3 Purpose and Duration of Form 3982

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241.32 Duration

241.321 Address changes entered on Form 3982 are good for 18 months and should be lined out 6 months from the end of the month in which the change becomes effective. The exception is temporary changes, which are canceled when a customer returns or at the expiration of 1 year. After the deadline, line out the expired order so that the change is still legible.

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We will incorporate this revision into the next printed version of Handbook M-41 and into the next online update, available on the Postal Service PolicyNet Web site:

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- On the PolicyNet page, click on *HBKs*.

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— *Delivery Operations, Delivery, 3-27-08*