



October 3, 2000

Mr. Steven R. Smith  
President  
National Rural Letter  
Carriers' Association  
Fourth Floor  
1630 Duke Street  
Alexandria, VA 22314-3465

Dear Steve:

Enclosed are the responses to the questions submitted by your office concerning Signature Capture, Delivery Confirmation, and Signature Confirmation.

If you have any further questions or require additional information, please contact Cathy Perron of my staff at (202) 268-4130.

Sincerely,

A handwritten signature in cursive script that reads "Andrea B. Wilson".

Andrea B. Wilson  
Manager  
Contract Administration (NRLCA/NPMHU)

Enclosure

## **Signature Capture**

**1. Why was the time of 20 seconds determined to be the time allowance for signature capture of special service items?**

The scanning requirement for mail pieces with the signature capture process is essentially the same as for Delivery Confirmation mail pieces with the exception of the scanning of PS Form 3849. The parties did not agree on scanning time for PS Form 3849 and in accordance with the July 31, 2000, MOU, a study is planned to determine if the PS Form 3849 scan requires additional time.

**2. How was the additional time to be added to each route evaluation for signature capture calculated?**

A base hour change is being processed for all items recorded in Columns F and G from the route's last mail count data through the Minneapolis Accounting Service Center (ASC). Twenty seconds will be added to the route evaluation for each item in Column G and 82 percent of all items in Column F. The base hour change will be processed in PP 22-00 and it will be retroactive to July 29, 2000.

**3. Why was "82 percent of the number in Column F" used to compute the amount of additional time given to the route for signature capture?**

The Postal Service did a survey which concluded that 18 percent of the special service mail recorded in Column F was Express Mail. Since Express Mail was already being scanned under Delivery Confirmation, there was no additional time to be credited.

**4. Twenty-five to fifty percent (25 - 50%) of my special service items have a non-barcode label. How much time allowance will I receive for the time it takes to manually input these label numbers?**

After completion of an interim analysis the parties agree that a time allowance of seventeen (17) seconds will be applied to a percentage of the number of items in Columns F and G to compensate for the manual data entry of non-barcode special service labels.

**5. I now must manually input the first initial and last name of the recipient for each Express Mail piece I deliver. How much additional time will I be credited with for this additional duty?**

After completion of an interim analysis the parties agree that a time allowance of twenty-eight (28) seconds will be applied to a percentage of the number of items in Column F to compensate for the entry of the recipient's name for those pieces of Express Mail which are delivered.

**6. Should I track the number of non-barcoded special service labels I have to input each day? How should this be done?**

It is not necessary to track the number of non-barcoded items that are input daily. Any change in the time allowances and the appropriate application will be determined by the parties at the national level.

**7. Should I track the number of Express Mail pieces for which I am performing the additional manual input of the names each day? How should this be done?**

It is not necessary to track the number of Express Mail items for which the recipient names are input daily. Any change in the time allowances and the appropriate application will be determined by the parties at the national level.

**8. How should I handle signature capture items if my scanner doesn't work on the street?**

If a scanner is not functional at the time of delivery, data must be entered into a working scanner upon return to the office. Ensure that the article number, date and time (if applicable), are written on the signed PS Form 3849. Upon return to the office, the designated employee must enter the appropriate date, time, and article number into the MDCD and scan PS Form 3849.

**9. What if I scan a piece of mail that I know requires a signature and the handheld scanner doesn't prompt me to capture a signature?**

Obtain the signature on PS Form 3849 and notify your supervisor upon return to the office.

**10. I've seen some return receipts (PS Form 3811) with a barcode. Do we need to scan these?**

No, return receipts should not be scanned.

**11. Does the customer have to sign both the COD or Express Mail label and the PS Form 3849 or Firm Delivery Receipt?**

No. With the signature capture process the PS Form 3849 becomes the universal form for obtaining signatures for all special service items.

**12. Does the delivery employee have to record the customer name and delivery address on both the front and back of PS Form 3849?**

No. The delivery address should be recorded in the delivery section on the back of the form in the office. Then, at the time of delivery, the customer merely needs to sign and print their name. In the case of an attempted delivery, you would then write the customer name in the notice left section on the front of the form. No delivery address is required on the front of the form for notice left items.

**13. Why can't I tape the PS Form 3849 to my mail piece prior to delivery?**  
All PS Forms 3849 used for delivery purposes will be sent to CFS for optical scanning. Tape on these forms causes jams and multi-feed errors on the scanning unit.

**14. How many letters can you type for a last name for Express Mail?**  
Up to 20 characters are allowed for last names. If the last name consists of more than 20 characters, the remaining characters must be left off.

**15. Am I required to deliver special service items on my route to customers that do not receive normal daily delivery service (no mail receptacle)?**  
You are required to deliver Express Mail items for customers on the line of travel of the route whom you do not normally service. However, you are not required to deliver any other special service items or ordinary mail to these customers

**16. What if a mail piece has a waiver of signature?**  
When you scan the mail piece and select the "delivered" event, the handheld scanner will allow you to select a "waived" option for Express Mail, Return Receipt for Merchandise, and Signature Confirmation items (these are the only items on which signature may be waived at this time). The handheld scanner will then prompt you, the delivery employee, to sign your name on the PS Form 3849.

**17. Can a carrier be held responsible when signing for a mail piece that has a signature waiver?**  
A carrier will not be held responsible if the proper procedures for handling waiver of signature mail pieces have been followed. A waiver of signature does not mean a signature is not required, it means the employee's signature is accepted as the recipient signature (as stated on the Express Mail and Return Receipt for Merchandise labels).

**18. What if a customer signs the PS Form 3849 in the "Authorize Redelivery" section and I deliver the piece on the next attempt?**  
If you attempt a regular mail piece, such as a parcel that is too large for the mail receptacle and the customer signs the "Authorize Redelivery" section of the PS Form 3489, you just deliver the parcel the next day and leave it where the customer indicated. No scanning is required on regular mail pieces or parcels.

If an attempt is made on a special service item requiring a signature, you must check the box on the front of the PS Form 3849 indicating that a signature is required at the time of delivery. The signature in the "Authorized Redelivery" section does not constitute a signature for the accountable item.

**19. What about customers that use the "Authorized Agent" section to allow someone else to sign for a mail piece?**

If a customer signs in the "Authorized Agent" section of PS Form 3849, they must also print the intended recipient's name in the designated section in the upper right-hand corner of the form. If this is the case, the recipient must then sign the EXACT SAME PS Form 3849 at delivery. This is the only way to ensure the proper records for the authorization. At delivery, the employee should use the Authorized Agent event so a record of this activity will be stored.

**20. Who is responsible for scanning returned, refused, forwarded, or unclaimed accountable items?**

Whoever is currently responsible in your office for "marking up" mail should do this function using the handheld scanner.

### **Firm Delivery Sheets**

**21. How do I create a firm sheet for delivery using the barcoded PS Form 3883?**

If the carrier is required to create a firm sheet, the "Create Firm Record" option on the handheld scanner is used. Scan all pieces linked to the firm sheet, then press enter. The handheld scanner will prompt you to scan the Firm Sheet barcode and enter the Firm name.

**22. How do I deliver a firm sheet?**

At the point of delivery, you simply scan the firm sheet barcode. When you select the "delivered" event, the handheld scanner will prompt you to enter the recipient name (this must be the name of the person signing for the items, not the firm name) and scan the barcode on the PS Form 3849. The signature must be obtained using PS Form 3849.

**23. What if the customer refuses one mail piece within the firm delivery?**

If one (or multiple) items are refused within the firm sheet, scan the firm sheet barcode as delivered, and then take the refused pieces and scan them separately with the appropriate event code (refused, missent, etc.).

**24. Can a firm sheet ID be listed on a PS Form 3849 along with a single mail piece item?**

Yes. If a single mail piece is not part of a created firm sheet, it can be listed on a PS Form 3849 along with a firm sheet ID for the same delivery point.

## **Delivery Confirmation**

**25. Can Delivery Confirmation be combined with other special services? If so, explain delivery procedures regarding accountable/signature mail combined with Delivery Confirmation.**

Yes, Delivery Confirmation service can be combined with a number of other special services (see DMM for specifics). As an example, following are the basic delivery steps for an item with both Delivery Confirmation and Numbered Insured:

- The delivery employee scans/enters the barcode on both labels (i.e., Delivery Confirmation and Numbered Insured labels) or scans the barcode on the integrated label.
- The software on the handheld scanner will take the delivery employee down the correct path and ask them to obtain the customer's signature on the PS Form 3849.
- The handheld scanner will then prompt them to scan the PS Form 3849 barcode and modify the destination ZIP Code, if necessary.

## **Signature Confirmation**

**26. What is Signature Confirmation™?**

Signature Confirmation is a service offering, similar to Delivery Confirmation and other special services such as Certified, Insured, COD, etc. Customers will be able to purchase this version of an "electronic" return receipt when mailing an item. Then, if they need a copy of the signature, we will provide it to them upon request. This service does not replace the current hardcopy Return Receipt, PS Form 3811 (green card). During the testing of this service offering, Signature Confirmation will only be used in conjunction with Delivery Confirmation.

**27. Is Signature Confirmation the same as signature capture?**

No. Signature Confirmation is a new special service, while signature capture is a process for capturing and electronically storing signature information.

**28. How is Signature Confirmation different from other special service items that require a signature?**

Customers that purchase Signature Confirmation are the only customers who can request hard copy signature information via the Internet or a toll free number.

**29. On which types of mail will Signature Confirmation be available?**

Priority Mail and Standard Mail (B).

**30. How will Signature Confirmation work?**

USPS employees will scan barcoded Signature Confirmation labels as they would any other signature item and link them to a signed PS Form 3849. The scanner will prompt the carrier to enter the recipient's first initial and last name, identical to the process used with Express Mail.

**31. Will Signature Confirmation pieces have 2 barcoded labels (one for Delivery Confirmation AND one for Signature Confirmation)?**

No. Signature Confirmation items will have one label with a "Signature Confirmation" title.