

[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.

* * * * *

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>.)

— *Outbound Parcels, Domestic Products, 2-24-11*

Handbook PO-603 Revision: Carrier Release Program Changes

Effective February 24, 2011, we will revise Handbook PO-603, *Rural Carrier Duties and Responsibilities*, part 331, 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 PO-603, Rural Carrier Duties and Responsibilities

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3 Carrier Performance on Route

* * * * *

[Revise title of 33 to read as follows:]

33 Parcels

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331 Delivery

* * * * *

331.1 General

[Revise text to read as follows:]

Parcels must be taken out for delivery on the first trip after they arrive at the office.

331.2 Oversized Parcels

* * * * *

331.22 Leave Outside the Box

[Revise text to read as follows:]

Uninsured parcels or parcels that do not require a signature may be left outside the box or in an unprotected location such as a stairway or uncovered porch when the addressee has given written directions for an alternate delivery location or the mailer participates in the Carrier Release Program by endorsing the package "Carrier — Leave If No Response."

- a. **Customer Authorization to Leave.** If a customer has filed a written order stating that parcels too large

for the box may be left outside the box or in another designated location, you may do so.

- b. **Mailer Authorization to Leave.** When a parcel is endorsed, "Carrier — Leave If No Response," and no one is available to receive it, you may leave it in an unprotected location, e.g., stairway or uncovered porch. A 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 if left in an alternate location. Mailers who participate in the Carrier Release Program understand that there are unsecured areas where the Postal Service will leave parcels and also understand that carriers will leave parcels without protection from inclement weather.

- c. **Liability.** By following the mailer's or addressee's instructions, the Postal Service provides customers

with a more convenient way to receive parcels. Carriers are not liable for loss or theft when the customer's instructions and postal regulations are followed.

* * * * *

We will incorporate this revision into the next printed version of Handbook PO-603 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>.)

— *Outbound Parcels, Domestic Products, 2-24-11*

Publications

Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups

Effective February 24, 2011, Publication 431, *Post Office Box Service and Caller Service Fee Groups*, is revised to include the following changes.

Publication 431, *Post Office Box Service and Caller Service Fee Groups*

* * * * *

[Add the following entry:]

ZIP Code	Fee Group
27858	4

* * * * *

[Delete the following entries:]

ZIP Code
04007
04471
04741
45148
45805
55054
55377
58422

* * * * *

[Revise the following entries:]

ZIP Code	Fee Group
14038	3
43205	2
68109	4

The online version of Publication 431 is dated July 2010. Publication 431 is currently available on the Postal Service™ PolicyNet website (<http://blue.usps.gov/cpim>):

- Go to <http://blue.usps.gov>.
- Under "Essential Links" in the left-hand column, click *PolicyNet*.
- Click *PUBs*.

Offices with WebBATS access can view current Publication 431 information by generating a WebBATS Facility Information Report as follows:

1. Go to the WebBATS main menu, and select *Reports*. The reports page opens.
2. Under the Clients/System column, System category, click *Facility Information*.
3. View the Fee Group field in the report.

— *Special Services, Channel Access, 2-24-11*

Update, Handbook PO-603, Rural Carrier Duties and Responsibilities

Handbook PO-603, 331.22 Leave Outside the Box has been revised to standardize the language and procedures for the Carrier Release Program. The changes authorize rural carriers to leave parcels in unsecured locations when the parcel bears the "Carrier – Leave If No Response" endorsement.

PO-603 REVISION: CARRIER RELEASE PROGRAM CHANGES

33 Parcels

331 Delivery

331.1 General

Ordinary parcels must be taken out for delivery on the first trip after they arrive at the office.

331.2 Oversized Parcels

331.21 Attract Customer to Box

If a parcel is too large for the box, make a reasonable effort to attract the customer to the box to receive the parcel. Do this by sounding the horn or by hailing the customer. If unsuccessful, you must deliver parcels to any residence or business that is on the line of travel, or within one-half mile of the route and has a passable road leading to it. You are required to dismount to effect delivery if there is no response to your efforts to have the customer come to the vehicle, or if the customer requests that you do so. In multi-tenant buildings, make every effort to deliver parcels to customers using existing building notification procedures.

331.22 Leave Outside the Box

Uninsured parcels or parcels which do not require a signature may be left outside the box or in an unprotected location such as a stairway or uncovered porch only when the addressee has given written directions for an alternate delivery location or the mailer participates in the Carrier Release Program by endorsing the package Carrier-Leave If No Response.

a. Customer Authorization to Leave. If a customer has filed a written order stating that parcels too large for the box may be left outside the box or in another designated location, you may do so.

b. Mailer Authorization to Leave. When a parcel is endorsed, *Carrier-Leave If No Response*, and no one is available to receive it, you may leave it in an unprotected location, e.g., stairway or uncovered porch. 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 if left in an alternate location. Mailers who participate in the carrier release program understand that there are unsecured areas where the Postal Service will leave parcels and also understand that carriers will leave them without protection from inclement weather.

c. Liability. By following the mailer's or addressee's instructions, the Postal Service provides customers with a more convenient way to receive parcels. You are not liable for loss or theft when the customer's instructions and postal regulations are followed.

CARRIER RELEASE ENDORSEMENT LEAVING A PARCEL AT THE CUSTOMER'S DOOR

If at first we don't succeed, no need to try again if a parcel bears a Carrier Release endorsement. The Postal Service can leave it at the customer's address.

A Carrier Release endorsement reads: "Carrier – Leave If No Response." It's a great option for shippers who would like their items delivered on the first attempt to their customers. It allows the recipient to have their parcel left when they are not available and eliminates the trip to the Post Office for pickup.

The Postal Service has made changes in USPS publications and handbooks to fine-tune procedures.

- To qualify for a Carrier Release endorsement, *parcels must not be insured or require a signature.*

- Carriers *must leave* the parcel if it bears a Carrier Release endorsement.

- Weather and unsecured areas are no longer a consideration when delivering items with the Carrier Release endorsement.

- If the parcel bears the endorsement "Carrier – Leave If No Response," *carriers are not liable for loss or theft* as long as postal regulations are followed.

- If the customer has a PS Form 4232, *Rural Customer Delivery Instructions* (see example at end of article) on file, the carrier should leave the item

in the designated location (if identified).

● Carriers *must leave a PS Form 3849*, in the recipient's mailbox indicating the location of the parcel, *which should be scanned "Delivered."*

USPS is bringing fresh focus on the Carrier Release endorsement by including it on many of the packaging supplies ordered by customers from the Expedited Package Supply Center or The Postal Store.

FAQs – Carrier Release Endorsement

Is this a new service?

No, the carrier release endorsement has been available for a number of years. 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 parcel or have it redelivered.

What classes of mail are eligible for the Carrier Release endorsement?

The Carrier Release endorsement is available on all classes of mail except Express Mail.

What is the reason for the renewed emphasis on the Carrier Release endorsement?

A number of mailers have expressed concerns over the Postal Service's ability to provide timely delivery of their shipments. Customers have expressed their displeasure with traveling to the local post office to retrieve a parcel they believed could have been delivered on the initial attempt.

In addition, the Postal Service is incurring labor costs to re-handle, stage and at times redeliver a parcel that could have been delivered on the initial attempt. This is neither cost effective nor good customer service.

What are the benefits of the Carrier Release endorsement?

The Carrier Release endorsement is designed to improve customer satisfaction by delivering the customer's parcels in a timely manner. The customer values receipt of the parcel over using addi-

tional resources to retrieve the parcel, including having it redelivered.

What are the benefits to the USPS?

The Carrier Release endorsement also allows the Postal Service to deliver the parcel on the initial attempt. Any additional handling of the parcel results in an unnecessary cost to the Postal Service.

What parcels qualify for the Carrier Release endorsement?

Uninsured parcels and parcels that do not require a signature.

Are scans required on Carrier Release endorsed parcels?

There is no separate barcode or scan event for the Carrier Release endorsement. If the parcel bears the endorsement, "Carrier - Leave If No Response" and has a Delivery Confirmation barcode, scan the barcode accordingly.

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.

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. If there are no written instructions provided, carriers must leave a PS Form 3849 in the normal mail receptacle indicating the location of the parcel. The "Item is at" block must be completed.


Where can I find information about the Carrier Release endorsement?

The Carrier Release endorsement information was published in Postal Bulletin #22305, February 24, 2011 and updated the following;


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

- In closing, it is imperative to remember that parcels endorsed "Carrier-Leave If No Response" must be left at the delivery location without regard to inclement weather or security issues. The carrier is not liable for loss or theft when the customer's instructions and postal regulations are followed.



P	Postage Area
USPS PRIORITY MAIL®	
<small>FROM:</small> ABC COMPANY 11111 UNIVERSAL WAY EAST WINDSOR CT 06088 CARRIER - LEAVE IF NO RESPONSE	
JOHN DOE 11111 STATELINE LN FAIRFAX VA 22030-1234	
<small>ZIP - USPS DELIVERY CONFIRM</small>  9205 5812 3456 7812 3456 71	
SAMPLE	

- Clarify that carriers must leave shipments at the delivery location when they are endorsed - **CARRIER-LEAVE IF NO RESPONSE™**
- Two locations for endorsements
 1. Directly to the left of the postage area
 2. Directly below the return address
- Shipments must:
 1. be uninsured
 2. not require a signature
- Will increase the number of shipments delivered on first attempt



Rural Customer Delivery Instructions

(See Privacy Act Statement on reverse. Your correct mailing address is shown below.)

<small>Name (Last, First, MI)</small>	<small>Box No.</small>	<small>Telephone No. (include area code)</small>	<small>Route No.</small>
<small>Post Office™, State, and ZIP + 4®</small>	<small>House No.</small>	<small>Street Name</small>	<small>Apt. No.</small>

We want to deliver your parcels. If your parcel does not require a signature for delivery and will not fit in your mail receptacle, please tell us how you wish it to be handled when no one is home to accept delivery (*Check location*):

- Leave outside the mailbox
- Leave on the porch of residence*
- Leave in other location (*Specify location*):* _____
- Leave no parcels

Parcels will not be left in uncovered locations during inclement weather.

When parcels are left in one of the above checked locations, I understand that the Postal Service™ and the carrier are not responsible in case of loss or damage.

* Option available only if residence is within 1/2 mile of carrier's route.

To avoid delay and to assure prompt delivery of all mail, please complete this form and return it to your carrier. Enter the name of each person who may receive mail at your address in the ten spaces provided below. Include the names of all children and/or employees. Print the full name, including middle initial, of each individual. This information will expedite delivery of your mail.

Rural carriers maintain a supply of stamps, cards, and envelopes for sale. Additionally, your carrier will accept Certified Mail™, Registered Mail™, insure packages, and prepare money orders. Generally, rural carriers can extend practically all services available at a Post Office. Please purchase a sufficient supply of stamps and affix proper postage on all outgoing mail.

Enter names of people who may receive mail at your address	
1. _____	6. _____
2. _____	7. _____
3. _____	8. _____
4. _____	9. _____
5. _____	10. _____

<small>Signature</small>	<small>Date</small>
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