

132 **Collection on Letter Routes**

132.1 **Collection from Customers**

- 132.11 Accept letters handed to you by customers for mailing, providing that postage is affixed. Go to the porch or door to receive this mail from the customer.
- 132.12 Collect prepaid letters placed next to, in, or on private mail receptacles when delivery is being made at that point.
- 132.13 Accept for mailing prepaid small articles; but you may refuse to accept articles when to do so would seriously interfere with your scheduled deliveries or collections.
- 132.14 Do not accept money for payment of postage except postage due mail, with due stamps or statement attached.
- 132.15 Motorized carriers: collect from curbside boxes (on your route) letters with postage affixed if the signal flag is raised, even though there is no mail for delivery to that box.

132.2 **Collection from Boxes and Racks**

- 132.21 Collect mail from designated street letterboxes, cooperative mailing racks, and mail chute receiving boxes. Avoid standing in the street when loading or emptying these boxes.
- 132.22 Collect mailable matter placed on top of or adjacent to a collection box. Report to your supervisor the name of the customer who left this mail so that action may be taken to preclude recurrence.
- 132.23 Give preference to First-Class Mail when the contents of a collection box are more than you can carry. Report the incident to your manager.
- 132.24 Report to manager any person who tampers with or deliberately damages mailboxes or takes mail from them without authority.

132.3 **Handling Collected Mail**

- 132.31 Do not return collected mail to any customer. Refer the customer to the unit where the mail is deposited.
- 132.32 Keep mail collected from boxes designated for different levels of service separate at all times (e.g., starred, local delivery, etc.).
- 132.33 Face or separate mail as directed and to the extent practicable at the time of collection or while returning to the office. All carriers may be required to face or separate collections on return from their routes if this is the policy of the local management.

133 **Safety Practices**

- 133.1 Always exercise care to avoid personal injury and report all hazardous conditions to the unit manager (see [812](#) for vehicle safety).
- 133.2 Do not finger mail when driving, or when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to the carriers or to the public.

- 133.3 Use crosswalks when crossing busy streets, and following traffic signals or the direction of traffic control personnel.
- 133.4 Do not litter streets with twine or facing slips used in relay of mail. Deposit litter in street trash receptacles or return to office for proper disposal.
- 133.5 Do not antagonize or attempt to pet dogs. Use animal repellent on attacking animals. Carriers are not required to deliver mail where dogs or other animals interfere. Report interference to manager. If service is withdrawn, use PS Forms 3982 or 1564-B to record special instructions.
- 133.6 Report immediately when you are being followed. A number of important arrests have resulted from such reports.
- 133.7 Handle mail containing biological specimens, blood samples, dry ice, and other potentially hazardous material (HAZMAT) carefully. Careful attention should be paid to mail that is addressed to and from a laboratory or chemical company, since it suggests that the mail may contain HAZMAT. Additionally, package markings such as "ORM-D" (Other Regulated Material Class D) also indicate HAZMAT. Do not throw, drop, or slide packages containing HAZMAT, or handle them in such a way that they could be crushed or overlooked pending delivery or dispatch. Special attention should be paid to HAZMAT that has the sound of broken glass, a stain on the package, an unusual odor, or signs of damage or tampering. Report all such material to your supervisor immediately.

14 Equipment and Supplies

- 141 All necessary equipment and supplies required will be furnished by the U.S. Postal Service®.
- 142 Keep desk drawers neat and clean and free from extraneous matter. Keep ink pad, straps, hand stamp, etc., in the drawer, not on the case.
- 143 Maintain satchel, with attached forms pouch (Item 1200-D), in good order and place it in the hamper or suspend it from a case hook when not in use. Check the forms pouch several times each week to be sure all necessary forms are there when needed.
- 144 DPS mail presented in trays may have marker cards included in the trays to identify relay points. All marker cards must be returned to the designated location in the Post Office each day so they can be re-used. Marker cards must not be left in relay boxes, vehicles, etc., overnight.

15 Restricted Activities

151 **Outside Employment**

Carriers when on or off duty shall not engage in any business that interferes with their official duties or that involves soliciting or canvassing. Neither shall they engage in business, that, by reason of their official employment, will give them advantage over others not in the Postal Service who are engaged in a similar business.