

# 3 On Route

## 31 Use of Transportation

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### 311 **Bus and Street Car**

Proceed to location designated on PS Form 1564-A to board bus or street car. Do not loiter en route. If you miss the scheduled transportation, it may be several minutes before the next one arrives, causing a delay in the delivery of mail.

### 312 **Private Car and Motorized Routes**

If you are authorized to use your own car or are provided a vehicle, drive to the first delivery point without delay.

## 32 Delivery of Ordinary Mail Matter

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### 321 **Foot Routes**

- 321.1 Unstrap the first bundle of mail.
- 321.2 Verify the street, block, and number with street sign and number on first house.
- 321.3 Peel off the letters and circulars for the first house from bundle carried in the hand, and the flat mail from bundle standing on end in satchel.
- 321.4 Place mail well into receptacle. If a rack is available for magazines, place them in the rack. Do not place fingers into door slots. Do not place mail on steps, porches, etc.  
**Note:** Customers must provide receptacles or door slots for mail delivery unless a business place is open when carrier arrives.  
If a parcel does not fit completely within the mail receptacle or parcel locker (when available), determine if someone is available at the address by ringing the doorbell or knocking on the door. If no one is available to receive the parcel, follow the procedures in [322.311](#) and [322.312](#).
- 321.5 *Finger* mail between delivery stops placing it in order of delivery (see [133.2](#)). When withdrawing flats from satchel, observe and remember address of next piece to avoid back-tracking.

321.6 Deliver all mail carried; then pick up mail for the next part of route from the relay box. If more than one relay is in relay box, take next numbered bundles up to and including the one containing an X. Follow the same delivery procedure.

## 322 **Motorized Routes (See also Chapter 8)**

### 322.1 **Letter-Size Mail Delivery**

322.11 Letter-size mail for the entire route may be placed in suitable trays or boxes rather than being strapped out. These may be used for working the mail rather than a strap. Place the container of mail in the vehicle's tray so the letter mail faces the driver. When serving house boxes, withdraw sufficient letter mail before dismounting to allow fingering to determine the next delivery stop (see [133.2](#)).

322.12 Any sequenced mailing received by a motorized curb delivery route shall be handled as separate bundles, unless the Delivery unit manager authorizes the casing and/or collating of the mailings.

### 322.2 **Flat Mail**

322.21 For other than one bundle system, flat mail should be strapped out, limiting the thickness of bundles to conform to the vehicle tray size and to allow good visibility through the windshield.

322.22 Flats may be worked from a loosened strap placed to the right of the letter tray or box.

322.23 Any sequenced mailing received by a motorized curb delivery route shall be handled as separate bundles, unless the Delivery unit manager authorizes the casing and/or collating of the mailings.

### 322.3 **Parcels**

322.31 Load parcels directly into the vehicle from hampers or sacks. Normally separate the parcels in delivery sequence. Make a mental note of the first parcel delivery point. When this parcel has been delivered, make mental note of the next, and so on, until all parcels have been delivered. For any parcel that does not fit into the customer's mailbox or parcel locker (when available), an attempt to deliver must be made at the customer's door. If no one is available to receive the parcel, follow the procedures in [322.311](#) and [322.312](#).

#### 322.311 **When the Carrier Is Authorized to Leave Parcels**

- 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.

- b. 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 where these instructions and postal regulations are followed.
- 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.

322.312 **When the Carrier Is Not Authorized to Leave Parcels**

- 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.

Exhibit 322.312  
**PS Form 3849**

United States Postal Service		Today's Date	Sender's Name
<b>Sorry We Missed You! We'll Deliver for You</b>		2/12/00	
Item is at: <input checked="" type="checkbox"/> Post Office (See back)	Available for Pick-up After	<b>We will redeliver or you or your agent can pick up. See reverse.</b>	
	Date: 2/12	Time: 3:00 pm	
<input type="checkbox"/> Letter	<b>For Delivery:</b> (Enter total number of items delivered by service type)	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item	
<input type="checkbox"/> Large envelope, magazine, catalog, etc.	<b>For Notice Left:</b> (Check applicable item)	<b>Article Number(s)</b>	
<input checked="" type="checkbox"/> Parcel	<input type="checkbox"/> Express Mail (We will attempt to deliver on the next delivery day unless you instruct the post office to hold it.)		
<input type="checkbox"/> Restricted Delivery	<input type="checkbox"/> Certified		
<input type="checkbox"/> Perishable Item	<input type="checkbox"/> Recorded Delivery		
<input type="checkbox"/> Other:	<input type="checkbox"/> Firm Bill		
<input type="checkbox"/> Registered	<input type="checkbox"/> Insured		
<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Delivery Confirmation		
<input type="checkbox"/> Signature Confirmation			
<b>Article Requiring Payment</b>	<b>Amount Due</b>	<b>Notice Left Section</b>	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs	\$	Customer Name and Address	
<input type="checkbox"/> <b>Final Notice:</b> Article will be returned to sender on		T. Douglas	
		Delivered By and Date	

PS Form 3849, November 1999 Delivery Notice/Reminder/Receipt

322.32 **Redelivery of Parcels**

Except as provided in [322.312a](#), make a second attempt only if requested by the addressee. If the redelivery request is made using PS Form 3849, take the form back to the office and give it to the accountable mail clerk. The carrier will receive the parcel from the accountable mail clerk on the day the addressee requested redelivery. If delivery is not made on the second attempt and the addressee did not authorize the parcel to be left, leave PS Form 3849, with the *Final Notice* block checked. Endorse the parcel to show a final notice was left and return the parcel to the designated place for holding undelivered parcels.

323 **Park and Loop Routes**

323.1 **Description**

Delivery of mail on park and loop routes is *basically* the same as for foot routes with relays. The vehicle is used as a movable relay box from which the carrier withdraws a substantial amount of mail, placing the mail into his satchel before beginning the route. Delivery is then made to one side of the street up to a certain location, and then on the other side of the street (looping) back to the vehicle for additional relays, parcels and/or moves to the other park points.

323.2 **Parking Points and Route Patterns**

323.21 Route patterns are set up to provide for as few vehicle moves as possible. The ideal location for parking points is at an intersection of two streets where four relays may be carried without the need for a vehicle move. Many variations are possible depending on mail volumes, terrain, curb line boxes, traffic, safety, average lot frontage, and eliminating deadheading.

323.22 Due to many variables, many route patterns or combination of patterns are possible. The most efficient method should be authorized by the unit manager with involvement of the carrier serving the route.

**323.3 Parcels**

Many parcels may be carried with the relays. If no one is available to receive a parcel that is too large for the mail receptacle or parcel locker (when available), follow the procedures in [322.311](#) and [322.312](#).

For heavy parcels, the following systems may be used:

- a. Begin the loop at the point of the parcel delivery.
- b. Bypass the stop until the loop is complete, then drive to the delivery point with both the mail and the parcel.
- c. If a parcel is heavy, will not fit into your satchel, or requires a signed receipt, determine if someone is available at the address by ringing the doorbell or knocking on the door at the time of delivery of the rest of the mail. If no answer, follow the procedures in [322.311](#) and [322.312](#). If someone is available to receive the parcel, return with it after completing the loop.

## 33 Delivery of Special Services Mail

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**331 General**

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.

**332 Postage Due**

- 332.1 Deliver the article after the specified amount due has been paid.
- 332.2 When delivery cannot be made for any reason, complete and leave PS Form 3849. Endorse the article with the reason for non-delivery, such as, *No Response*, enter the date and your initials, and return it to the delivery unit (see [Exhibit 332.2](#)).