



Highway Contract Routes — Box Delivery Service

Handbook P-5

July 2001
Transmittal Letter

- A. Explanation.** This handbook establishes the national policy and procedures for the operation and administration of highway contract routes box delivery service and has been revised to clarify areas of responsibility reflecting all changes in organizational structure and position titles.
- B. Distribution**
- 1. Initial.** This handbook is being distributed directly to all areas, districts, processing and distribution centers/facilities, and administrative officials.
 - 2. Additional Copies.** Order additional copies from your material distribution center on PS Form 7380, *MDC Supply Requisition*.
- C. Online Availability.** This handbook is also available online on the Postal Service Internet at <http://www.usps.com> by selecting "Info," then "Postal Periodicals and Publications," and then "Handbooks," and on the Postal Service Intranet by selecting "Information," "Policies and Procedures," "Handbooks," and then either "By Document ID Number" or "By Title."
- D. Comments and Questions.** Submit comments, suggestions, or questions to:
- MANAGER NATIONAL MAIL TRANSPORTATION PURCHASING
PURCHASING AND MATERIALS
US POSTAL SERVICE
475 L'ENFANT PLZ SW
WASHINGTON DC 20260-6220
- E. Supersession.** This handbook supersedes the March 1989 edition of Handbook PO-504. This handbook has been renumbered to Handbook P-5 as part of the Purchasing Practices handbook series.
- F. Effective Date.** This revision is effective upon receipt.

A handwritten signature in black ink that reads "Keith Strange". The signature is written in a cursive, flowing style.

Keith Strange
Vice President, Purchasing and Materials

Contents

Chapter	Page
1 General Contract Administration	1
11 Purpose	1
12 Definitions	1
121 Box Delivery HCR	1
122 Contracting Officer	1
123 Administrative Officials	1
13 Responsibilities	2
131 Manager, Transportation Contracts	2
131.1 Authority to Contract	2
131.2 Responsibilities Under the Contract	2
131.3 Accountability	2
131.4 Contract Pay Administration	3
132 District Managers (or Designee)	3
133 Processing and Distribution Centers/Facilities and Postmasters	3
134 Administrative Officials	3
134.1 Administrative Responsibilities	3
134.11 Screening	3
134.12 Contract File Folder	4
134.13 Address Assignments and Changes	4
134.14 Roster and Map	4
134.15 Markups	4
134.16 Reports	4
134.2 Supervisory Responsibilities	4
134.21 General	4
134.22 Compliance with Regulations	4
134.23 Service Changes	5
134.24 Monitoring	5
134.241 Keeping to Schedule	5
134.242 Recording Performance Data	5
134.243 Reporting Operating Failures	5
134.244 Monitoring Performance, Operational Problems	5
134.245 Recommending Corrective Action	5
134.25 Exceptional Service	5
134.26 Staffing	5
134.27 Surveys and Counts	6

134.271	When to Conduct Survey	6
134.272	Mail Counts	6
134.273	Additional Requirements	6
134.274	Copies for Supplier	6
134.28	Vehicle Inspections	6
134.281	Inspection Frequency	6
134.282	Visual Inspection Requirements	7
134.29	Route Analysis	7
134.291	Forms Used	7
134.292	Supplier Work Area	7
134.293	Operations Analysis	7
134.294	Service Changes	7
134.3	Responsibilities to Supplier	7
134.31	General	7
134.32	Office Equipment	7
134.33	Training	8
134.34	Keys	8
134.35	Data Collection Devices	8
134.4	Responsibilities to Customers	8
134.41	General	8
134.42	Complaints	8
134.43	Requests for Service	8
134.44	Accountable Mail	8
135	Suppliers	9
135.1	Performance Level	9
135.2	Screening	9
135.3	Equipment	9
135.4	Hired Employees	9
135.5	Inquiries and Correspondence	9
135.6	Duties	10
135.7	Communication with Customers	10
2	Service Changes	11
21	Existing Contract	11
211	Requirements	11
211.1	Initiation	11
211.2	Route Extensions	11
211.21	Policy	11
211.22	Petitions for Extension	11
211.23	Permanent Mobile Homes/Trailer Courts, Subdivisions	12

211.24	Transient Mobile Homes/Trailer Courts	12
211.3	Administrative Official	12
212	Compensation Adjustment	13
212.1	Manager, Transportation Contracts Authority	13
212.2	En Route Boxes	13
212.21	Changes in Box Total	13
212.3	Negotiations	13
212.31	Formula to be Used	13
212.32	Economic Adjustments	13
22	Rural Service Versus Contract Service	14
221	Supersedure of Rural Delivery by Contract Service	14
222	Supersedure of Contract Service by Rural Delivery	14
222.1	During Contract Period	14
222.2	At End of Contract Period	14
3	Supplier Duties	15
31	General	15
311	Service	15
311.1	Service Requirements	15
311.2	New Service Request	16
311.3	En Route Changes	16
311.4	Full Rural Features Required	16
312	Sanctity of the Mail	16
312.1	Examining Mail	16
312.2	Riders in Vehicles	16
313	Safety	17
313.1	Accidents	17
313.2	Firearms	17
313.3	Insurance Requirements	17
313.4	Office Practices	17
314	Maintenance of Schedule	18
314.1	Delays	18
314.2	Detours	18
32	Office Work	18
321	Reporting Time	18
322	Casing	18
323	Strapping and Loading	18
323.1	Strapping	18
323.2	Reserved For Future Use.	19
323.3	Simplified Address Mail (Box Holders)	19

324	Accountable Items	19
324.1	Accountable Mail	19
324.2	Post Office Keys	19
324.3	Wands	20
324.4	ID Badges	20
325	Roster of Customers' Addresses	20
325.1	Requirements	20
325.2	Method	20
325.3	Privacy	20
326	Fixed Credits	20
326.1	Stamp Stock	20
326.2	Fixed Credits	21
326.3	Responsibility for Fixed Credit	21
33	Route Performance	21
331	Line of Travel	21
331.1	Line of Travel	21
331.2	Regular Service	21
332	Delivery of Mail	21
332.1	Deliver as Addressed	21
332.2	Occupant or Simplified Address Formats Mail	22
332.3	Parcels	22
332.4	Dismounting	22
333	Unusual Conditions	22
333.1	Delays	22
333.2	Unfavorable Road Conditions	22
333.21	Service Requirements	22
333.22	Reporting for Work	23
333.23	Route Deviations	23
333.24	Detours Require Customer Notices	23
334	Box Problems	23
335	Sign	23
34	Special Services and Accountable Mail	23
341	General	23
341.1	Responsibility	23
341.2	Customer Notification	24
341.21	Telephone Notification	24
341.22	Written Notification/Receipt	24
342	Delivery	24
342.1	All Special Service Mail, Accountable Mail, and Express Mail	24
342.2	Registered Mail	25
342.3	Insured Mail	25

342.4	Delivery Confirmation	25
342.5	Certified Mail	25
342.6	Postage Due Mail	26
342.7	COD Mail	26
342.71	Document Examination	26
342.72	Collection of Charges	26
342.73	Delivery Procedure	26
342.74	COD Not Delivered	26
342.8	Customs Duty Mail	26
342.9	Express Mail	27
342.91	Delivery Procedure	27
342.92	Express Mail Not Delivered	27
342.93	Waiver of Signature	27
35	Collection and Disposition	27
351	General	27
351.1	Collection Procedure	27
351.2	Affixing Postage	27
352	Special Service and Accountable Mail	28
352.1	Registered Mail	28
352.2	Insured Mail	28
352.3	COD Mail	28
352.4	Certified Mail	28
352.5	Return Receipt for Merchandise	28
352.6	Express Mail	29
352.7	Delivery Confirmation	29
353	Money Orders	29
354	Unstamped Mail and Shortpaid Mail	29
354.1	Amount of Postage Unknown	29
354.2	Insufficient Postage	29
355	Recall of Mail	29
4	Office Work After Return to Office	31
41	Undeliverable Mail	31
42	Markup and Forwarding	31
43	Changes of Address	31
44	Report of Exceptional Service	31
45	Disposition of Postal Funds	31

5 Surveys	33
51 Definition	33
52 Frequency	33
521 Initiation	33
522 Survey Forms	33
53 Purpose	33
54 Supplier Responsibilities	34
Appendix A — Abbreviations and Acronyms Used in Highway Transportation Box Delivery Service	35
Appendix B — Forms Glossary	37
Appendix C — Other Forms Associated with Highway Transportation Contracts	39
Index	41

1 General Contract Administration

11 Purpose

This handbook establishes national policy and procedures for the operation and administration of highway contract route (HCR) box delivery service. This policy requires continuous close coordination among managers of various operations (including Mail Processing, Delivery Services, and Transportation) in matters pertaining to box delivery.

12 Definitions

121 **Box Delivery HCR**

A box delivery HCR is a contract agreement between the Postal Service and a private individual or firm for the delivery and collection of mail from homes and businesses. The services provided by the HCR box delivery carrier are identical to those provided by postal rural route carriers. The supplier, depending upon the contract requirements, performs specified duties such as maintaining a roster of customers; casing mail; selling stamps, certified mail, collect on delivery (COD), Express Mail®, registered mail, Parcel Post®, merchandise returns, or money orders; picking up mail from collection boxes; and markup and forwarding of mail. A route may be operated personally by the supplier (owner-operator) or the supplier may elect to hire employees. If hired employees are used regularly, they must be paid the wages and fringes as required by the current wage determination attached to the contract.

122 **Contracting Officer**

The contracting officer (CO) is a Postal Service employee specifically delegated authority to enter into contracts on the behalf of the Postal Service. The box delivery HCR CO is the manager, transportation contracts, or his or her designee.

123 **Administrative Officials**

An administrative official is any postal official designated by the manager, transportation contracts, to supervise and administer the performance of mail transportation and related services by suppliers. Generally, transportation

suppliers are administratively responsible to the head-out postal installation. This involves managers or postmasters at processing and distribution centers/facilities (PDCs/Fs), mail processing facilities (MPFs), and associate offices. Each solicitation or contract names the responsible administrative office. The administrative official must cooperate fully with the manager, transportation contracts, in administering these contracts so that the Postal Service will receive the best possible service, planning, and contract performance at the lowest cost. For matters involving the contract, the administrative official is responsible directly to the manager, transportation contracts.

13 Responsibilities

131 **Manager, Transportation Contracts**

131.1 **Authority to Contract**

Each manager, transportation contracts, is the only postal official authorized to enter into, execute, and approve contracts for mail transportation and related services. This includes regular highway, air transportation, emergency highway, bus, and inland domestic water contracts. The manager, transportation contracts, is, therefore, the contracting officer for box delivery HCRs and has sole authority to enter into and to negotiate adjustments to those contracts.

131.2 **Responsibilities Under the Contract**

The manager, transportation contracts, or his or her designee is responsible, under the contract general provisions, for:

- a. Ordering service changes that increase the supplier's annual rate of pay by no more than 10 percent, or \$2,500, whichever is the lesser amount. The manager, transportation contracts, may either order-in or negotiate these changes.
- b. Ordering service changes that decrease the supplier's annual rate of pay must be negotiated by the manager, transportation contracts.
- c. Negotiating other service changes with the supplier.
- d. Terminating the contract for cause (unsatisfactory service) or for the convenience of the Postal Service as specified within the clauses of the contract.

131.3 **Accountability**

The manager, transportation contracts, is held accountable for service performance and for the transportation budget in his or her respective geographic service area. Therefore, the local distribution networks office in each particular area must participate in all decisions concerning HCRs.

131.4 **Contract Pay Administration**

The manager, transportation contracts, must take necessary actions to ensure that suppliers are compensated properly and in a timely manner. The manager must also make appropriate deductions where the supplier fails to operate. When an entire trip of service is missed, the contracting officer will issue PS Form 7440, *Contract Route Service Order*, to deduct pay for the missed trip, in accordance with the general provisions of the contract, unless such omission is for reasons beyond the control of the supplier, such as "Acts of God," road conditions, or instructions of authorized postal personnel.

132 **District Managers (or Designee)**

The district manager (or designee) must:

- a. Approve the establishment of a box delivery route at a post office not having any such service.
- b. Approve recommendations to eliminate a box delivery route by consolidation.
- c. Approve recommendations to transfer territory between postal facilities.
- d. Approve recommendations to relocate a box delivery route from one post office to another.
- e. Must review and concur with any proposed route changes recommended by an administrative official and/or manager, PDC/F. Upon district approval, the proposals will be submitted to the manager, transportation contracts, for implementation.

133 **Processing and Distribution Centers/Facilities and Postmasters**

Postmasters must:

- a. Make recommendations for service changes through authorized channels.
- b. Ensure that accurate measuring devices are used in recording HCR miles, supplier performance, and exceptional service performed.
- c. Must notify district managers of any problems and corrective action being taken.
- d. Provide the necessary support for administrative officials charged with the responsibility of day-to-day management of box delivery operations.

134 **Administrative Officials**

134.1 **Administrative Responsibilities**

134.11 **Screening**

Administrative officials must collect screening information from suppliers on the appropriate forms (PS Form 2025 *Contract Personnel Questionnaire* and FD-258, 5-year motor vehicle record). They also issue and retrieve

identification badges when requested by the manager, transportation contracts. All information developed in the screening process must be treated as confidential and retained in a locked file.

134.12 **Contract File Folder**

Administrative officials must maintain up-to-date file folders for all HCRs at their offices. Each HCR should have two folders: a contract folder and an action folder. The contract folder should be assembled in the following manner: the right side will contain material of a permanent nature and the left side of the folder is used to hold forms and correspondence of a temporary nature, which periodically may be disposed of according to established instructions. The file folder must also include a detailed record of the supplier's performance on the route. The action folder should contain all actions taken on the HCR including PS Form 5500, *Contract Route Irregularity Report*, and any letters of warning.

134.13 **Address Assignments and Changes**

The administrative official must establish procedures for recording address changes and for assigning contract box numbers or street addresses.

134.14 **Roster and Map**

The administrative official must maintain a roster of customers and a current route map indicating line of travel, residences, and box locations. When the supplier cases the mail, the supplier will provide the list. When mail is cased by postal personnel, the list will be developed jointly.

134.15 **Markups**

The administrative official will instruct the supplier on procedures to be followed in the forwarding and markup of mail. In those instances where central markup is available for postal personnel, it must also be made available to box delivery suppliers.

134.16 **Reports**

Administrative officials prepare and maintain all regular and special reports requested by the manager, transportation contracts.

134.2 **Supervisory Responsibilities**

134.21 **General**

Administrative officials must carry out the supervisory responsibilities in 134.22 through 134.29.

134.22 **Compliance with Regulations**

Ensure that mail is properly delivered to customers. The administrative official must be familiar with the terms of the contract and all regulations and policies pertaining to box delivery operations, and he or she must supervise the operation efficiently in accordance with the contract regulations and policies.

134.23 Service Changes

Place service changes into effect only upon approval from the district manager (or designee). If there is no change in scheduled mileage or time, postmasters may authorize additional boxes along the line of travel maintaining clusters, wherever possible. An increase of 14 or more boxes must be reported immediately to the manager, transportation contracts.

134.24 Monitoring**134.241 Keeping to Schedule**

Ensure that suppliers report at times provided in their contracts and depart for their routes on schedule.

134.242 Recording Performance Data

Record supplier performance data daily on PS Form 5398, *Transportation Performance Record*, or PS Form 5399, *Contract Routes Performance Record*. This includes reporting time, departure time, return time, detours, omitted service, etc. Time monitoring devices may be used where appropriate.

134.243 Reporting Operating Failures

Report any serious operating failures promptly to the local distribution networks office for the area and immediately issue a PS Form 5500, *Contract Route Irregularity Report*.

134.244 Monitoring Performance, Operational Problems

Monitor contract route operations and counsel suppliers on performance and/or operational problems. Consult with the manager, transportation contracts concerning performance failures, i.e., how to develop a well-documented case.

134.245 Recommending Corrective Action

Prepare recommendations to the local distribution networks office in the area for corrective action for supplier irregularities beyond the counseling stage after the supplier has been issued a letter of warning.

134.25 Exceptional Service

Certify, on the last day of the accounting period (AP), all detours and additional service on PS Form 5429, *Certification of Exceptional Contract Service Performed*. Submit copies to the Accounting Service Center, PO Box 80191, St. Louis, MO 63180-9191, to the appropriate district manager, to the respective local distribution networks office in the area, and to the supplier. Document all omitted service and submit it to the local distribution networks office in the area no later than the close of the AP in which the service was omitted.

134.26 Staffing

The administrative official must:

- a. Provide adequate staffing to meet departure and arrival schedules and to process by clearance or dispatch times.

- b. Provide proper supervision and training to monitor and record all aspects of highway operations.
- c. The administrative official must provide a safe work area at the postal facility.

134.27 **Surveys and Counts**

134.271 **When to Conduct Survey**

Based on the guidelines and training provided by the manager, transportation contracts, administrative officials are to conduct surveys of contract box delivery routes when either the administrative official or HCR supplier (or the manager, transportation contracts) elects for the survey and mail count. Forward a report on PS Form 5406, *Box Delivery Contract Route Survey*, and other documentation to the manager, transportation contracts, prior to the end of October of each year. Postal personnel performing route inspections must refrain from making commitments to the supplier, verbal or otherwise, regarding changes in the existing contract specifications. Submit proposed changes to the appropriate district manager (or designee).

134.272 **Mail Counts**

In addition, a 1-week count of mail will be conducted on each highway contract box delivery route on a route data volume count sheet furnished by the manager, transportation contracts. This mail count must accompany the PS Form 5406 furnished the manager, transportation contracts.

134.273 **Additional Requirements**

Additional surveys and volume counts on the route data volume count sheets may be required by manager, transportation contracts, at other times during the year. Such counts will generally occur:

- a. Immediately prior to or following resolicitation of a contract.
- b. When the supplier requests a change in the contract rate due to increase in customers or boxes and mail volume. Mail volume counts are one criteria used in evaluating a supplier's workload and adjusting the contract rate. It is, therefore, important that these counts be accurate. Depending upon the individual route and circumstances involved, other factors or alternate methods may be necessary to evaluate workhour requirements (i.e., seasonal routes or routes having extreme volume fluctuations).

134.274 **Copies for Supplier**

The administrative official must provide the supplier a copy of all route surveys, box counts, and mail volume counts.

134.28 **Vehicle Inspections**

134.281 **Inspection Frequency**

The administrative official must inspect all vehicles to be used on the contract prior to the effective date of award or renewal and once a year to ensure contract compliance.

134.282 Visual Inspection Requirements

The administrative official makes periodic checks of the supplier's vehicle to ensure the following:

- a. No mail is being left in vehicle.
- b. Vehicle meets or exceeds the requirements of the contract.
- c. Vehicle offers adequate protection against loss or damage of the mail, including possible damage due to adverse weather conditions.
- d. Round trip mileage does not exceed the authorized mileage of the route. If excessive mileage frequently is shown, the reason must be determined and appropriate corrective action taken.

134.29 Route Analysis**134.291 Forms Used**

Analyzes operating data recorded on PS Forms 5398, *Transportation Performance Record*, and 5399, *Contract Routes Performance Record*, for service and economic performance.

134.292 Supplier Work Area

Periodically checks the supplier's work area (postal facility) asking:

- a. Is the supplier's route book complete and current?
- b. Are the entries of forwarding orders legible and complete?
- c. Is PS Form 3575, *Change-of-Address Order*, being used properly?
- d. Is the case properly labeled?

134.293 Operations Analysis

Evaluates supplier's operations to identify problems. Takes necessary action and passes along recommendations to the local distribution networks office in the area for action by the manager, transportation contracts.

134.294 Service Changes

Recommends changes to highway routes from a service and/or economic standpoint. Keeps the local distribution networks office in the area informed of all advance planning that will affect contract requirements, i.e., PDC/F closing and new housing or business developments.

134.3 Responsibilities to Supplier**134.31 General**

The administrative official is responsible to the supplier for the items in 134.32 through 134.34.

134.32 Office Equipment

Furnish the type of office equipment necessary for the supplier to be able to perform efficiently including items such as mail cases, straps, trays, and postal forms.

134.33 Training

Administrative officials must provide route training for operators of newly awarded box delivery contracts. This formal training will be for 3 hours per day over a 2-day period for a total of 6 hours of training. The supplier will be compensated at the hourly rate in the contract for training hours.

Administrative officials must notify the local distribution networks office in their area when training is completed. Include work methods, procedures, labeling of cases, maintenance of customer roster book, processing of PS Form 3575, *Change-of-Address Order*, forwarding of mail and sanctity of mail in the training.

134.34 Keys

Issue keys, if appropriate, to suppliers only on a daily basis and ask that they be returned at the end of each day. The postmaster will make arrangements for return of keys in the event the post office is closed when the supplier returns.

134.35 Data Collection Devices

Postmasters will issue data collection devices, if appropriate, to suppliers on a daily basis and will ask for them to be returned at the end of the day. Otherwise, the supplier will obtain and return the data collection device from the cradle, as instructed. The postmaster will make arrangements for return of the data collection devices in the event that the post office is closed when the supplier returns. At the discretion of each local postmaster, accountability procedures can be used to manage the exchange of data collection devices with HCR delivery employees.

134.4 Responsibilities to Customers**134.41 General**

The administrative official is responsible to the customers for the items in 134.42 through 134.44.

134.42 Complaints

Ensure that contract box delivery route customer complaints are handled properly and expeditiously with prompt referral to the appropriate postmaster.

134.43 Requests for Service

Process customer requests for service that will result in a change in contract service and ensure that such requests meet minimum guidelines and policy including:

- a. Additional boxes in the line of travel.
- b. Completion of PS Form 4027, *Petition for Change in Rural Delivery*, to request a box delivery extension (see 211.22).

134.44 Accountable Mail

For anything over 1/2 mile, the postmaster or clerk should call the customer and advise them to meet the contract carrier at the mailbox.

135 **Suppliers**

135.1 **Performance Level**

Suppliers are required to perform 100 percent of the service specified in their contracts. This includes delivering the mail correctly, maintaining the contract schedule, providing the proper equipment, and adhering to individual contract requirements. PS Form 5500, *Contract Route Irregularity Report*, will be issued by the administrative official each time an irregularity occurs. Suppliers not responding to PS Form 5500 within 10 days assume full responsibility for the irregularities. Service requirements for all box delivery contracts routes can be found in the clauses of the contract.

135.2 **Screening**

Suppliers and their employees must immediately complete and return screening forms to the administrative official (except for awards, supplier will submit forms to the manager, transportation contracts), unless current screening records are on file. These forms include:

- a. PS Form 2025, *Contract Personnel Questionnaire*.
- b. FD 258.
- c. 5-year motor vehicle record.

Based on these records, the administrative official may waive the screening requirement. The supplier is responsible for the return of terminated supplier/employee badges and for reporting lost badges to the administrative postmaster immediately.

135.3 **Equipment**

The supplier is responsible for furnishing and properly maintaining the vehicle and any other equipment required by the contract. Equipment must comply with applicable federal, state, and local laws.

135.4 **Hired Employees**

Suppliers hiring relief employees who drive on a regularly scheduled basis must, by law, pay such employees wages and fringe benefits outlined in the wage determination incorporated into the contract. Occasional relief employees and those who do not drive are exempt from wage determination requirements, but must be paid as instructed in the clauses of the contract.

135.5 **Inquiries and Correspondence**

The supplier is directly responsible to the administrative official for efficient performance of the contract, and any inquiry concerning the performance requirements should be directed to the administrative official. All other inquiries should be directed to the manager of the local distribution networks office in the area and the manager, transportation contracts. Suppliers should respond promptly to all correspondence received and, when requested to do so, negotiate contract changes with the manager, transportation contracts, in

a fair and reasonable manner. All correspondence concerning compensation must be directed to the manager, transportation contracts.

135.6 **Duties**

The suppliers and/or replacements must perform duties described in chapter 3 and follow all instructions from the manager, transportation contracts, administrative official, or their authorized representatives.

135.7 **Communication with Customers**

Suppliers must cooperate with administrative postmasters to ensure that customers are aware of the following:

- a. Customers must file complaints on mail service with the postmaster and not with the supplier.
- b. Suppliers will dismount when necessary to transact business involving registered mail, certified mail, insured mail, COD, Parcel Post, Express Mail, and other special services (see 332.4 for dismounting instructions).
- c. Requests for service changes, box relocations, etc., must be filed with the postmaster.
- d. Customers' boxes must be placed so that they may be safely and conveniently served by the suppliers and should be located on the right side of the road in the direction of travel.
- e. Boxes must conform to postal regulations. The height of rural-type mailboxes should be 3 1/2 to 4 feet from the street to the bottom of the box.
- f. Customers are responsible for keeping approaches to mailboxes clear of snow, ice, mud, parked vehicles, or other obstructions.
- g. When more than one family uses a box, written agreement to such use must be filed with the postmaster. The number of families permitted to use a single box is limited to five.
- h. Customers may use locks on boxes, providing the box has a slot large enough to accommodate the normal daily mail volume. The supplier will neither open boxes that are locked, nor accept keys for this purpose.
- i. All other information as deemed appropriate by the administrative official.

2 Service Changes

21 Existing Contract

211 Requirements

211.1 Initiation

Recommendations for service changes may be initiated by the supplier, by the plant manager, by the customer service district manager, or by the administrative official. The manager, transportation contracts, must be provided with all relevant information.

211.2 Route Extensions

211.21 Policy

Postal Service policy is that contract box delivery extensions will be made in a timely manner. Extension will not be made until approved by the customer service district designee (CSDD).

211.22 Petitions for Extension

Submit petitions for route extensions on PS Form 4027, *Petition for Change in Rural Delivery*. Extensions should serve an average of at least one new residence per mile, including retrace (new residence is defined as an address where delivery has not been established). Other factors may also be considered, such as type and volume of mail. Generally, extensions are not made to improve existing service, or to provide door-to-door curbside service, or service over private roads, driveways, or lanes. Delivery should not be extended into cul-de-sacs. Curbside boxes or authorized neighborhood delivery and collection box units (NDCBUs) and parcel lockers owned and maintained by the Postal Service should be erected at the intersection of the cul-de-sac on the carrier's existing line of travel. Each proposal must be evaluated on its individual merits. New boxes should be located on the right-hand side of the road in the direction of travel by the carrier. Curbside boxes should be clustered, if possible.

211.23 Permanent Mobile Homes/Trailer Courts, Subdivisions

In these areas, delivery may be made to:

- a. A single point (delivery made to management office that provides final delivery to each resident).
- b. Apartment-type receptacles in a central location.
- c. Cluster box units. Delivery to individual boxes along the extended line of travel will generally not be approved.

211.24 Transient Mobile Homes/Trailer Courts

Delivery will be provided only to a single delivery point (management office or other designated point), even though a minor portion of occupants may be permanent residents. Permanent residents may elect to provide a cluster box unit along the route line of travel outside the trailer court.

211.3 Administrative Official

For any request for service change, the administrative official must:

- a. Ensure that PS Form 4027 from the customer meets the minimum requirements as stated in the administrative official's questionnaire.
- b. Complete PS Form 5406 except for shaded areas.
- c. Complete remaining forms and within 5 days of receipt of request from customer forward to CSDD with any other supporting documentation. Within 7 days of receipt, the CSDD will approve or disapprove and advise the administrative official. If approved, the CSDD will forward the package to the manager, transportation contracts, for adjustment in compensation to the contract.

Administrative officials must keep the CSDD and manager, transportation contracts, informed of possible changes due to the PDC/F, delivery sequenced mail, office closings, etc. Items to be considered or developed in recommending a change:

- a. Schedule must be realistic and accurately reflect the daily average running time requirement.
- b. Forms submitted by the administrative official through the CSDD to the manager, transportation contracts, should have all items completed.
- c. Map, when necessary, must clearly show the recommended changes and distances to the nearest 1/10 of a mile.
- d. The administrative official may not transfer the casing, markup, forwarding of mail, and other related duties that are presently being performed by craft employees to highway suppliers or contract employees, except as indicated below.

- e. If the administrative official has an unusual or questionable case (one that may possibly warrant a transfer of duties as described in (d) above), a recommendation proposing the change must be submitted through the CSDD to the manager, transportation contracts, together with all supporting facts. The manager, transportation contracts, will review the request and advise the CSDD of the approval or disapproval of each request. The manager, transportation contracts, must obtain Headquarters concurrence with all approvals.

212 **Compensation Adjustment**

212.1 **Manager, Transportation Contracts Authority**

The manager, transportation contracts, or his or her designee may order a service change that does not increase the supplier's pay by more than \$2,500. All other changes must be negotiated by the manager, transportation contracts. The administrative official is not authorized to negotiate compensation or otherwise amend the contract.

212.2 **En Route Boxes**

212.21 **Changes in Box Total**

The administrative official will inform the CSDD and the manager, transportation contracts, when the supplier's boxes are increased or decreased by 14 or more.

212.3 **Negotiations**

212.31 **Formula to be Used**

When processing extensions or en route boxes, the manager, transportation contracts, will apply the following formula. Compute adjustments in the annual hours for casing and route operations using two constant factors. Multiply the number of additional boxes by 3.64 and the additional miles by 10.4. The sum of the two equals the new hours added to the contract. For example, 10 new boxes and three additional miles are added to the route. Multiply 10 boxes by 3.64 = 36.40. Multiply 3 miles x 10.40 = 31.20. Add 36.40 + 31.20 = 67.60 to obtain the total number of additional annual hours.

Adjustments for compensation will be made by the manager, transportation contracts, to the cost worksheet pro rata.

212.32 **Economic Adjustments**

Certain economic adjustments are allowed for by the contract. The administrative official is not to influence the supplier regarding the supplier's application for adjustment.

22 Rural Service Versus Contract Service

221 **Supersedure of Rural Delivery by Contract Service**

Contract service may be established or extended to provide for delivery and collection service to postal customers served by a rural route under the following conditions:

- a. A rural route becomes vacant when it does not serve a minimum of one family per mile; it may than be converted to contract delivery. A physical survey of the route must be made to determine if the route serves less than one family per mile. The survey may be conducted when it is learned that the route will become vacant or when it actually becomes vacant. Include in the family count all businesses that receive mail on the route but are not operated out of a family residence. Once completed, the survey determining the actual family count must be used as a basis for conversion within a reasonable period of time. If a survey is necessary, notify the concerned National Rural Letter Carriers' Association (NRLCA) steward in writing of the intent of the Postal Service to conduct the survey and of the possibility that the route may be converted to contract service and, therefore, not be posted.
- b. Parts of rural routes may be converted to contract service to provide greater efficiency and/or greater economy of service.
- c. If a segment of a rural route becomes detached so that it is impractical for the carrier to serve the segment, that segment may be converted to contract service. Detached refers to a physical separation, such as that caused by the construction of a dam that separates a rural route from a segment of its territory. In these cases, management (manager, transportation contracts, or other officials) will determine the means of delivery to the detached segment.
- d. Conversion of rural delivery to HCR delivery will normally not be considered unless a cost reduction would result.

222 **Supersedure of Contract Service by Rural Delivery**

222.1 **During Contract Period**

A contract route will not be replaced by rural delivery service during the contract period unless the supplier consents in writing or there is a significant improvement in service or cost reduction.

222.2 **At End of Contract Period**

A contract route will not be replaced by rural delivery service at the end of the contract period unless there will be a worthwhile service improvement or a reasonable cost reduction. *Exceptions: Exceptions to 222.1 and 222.2 may be made when post offices on contract routes are closed or consolidated, which would make it impractical to continue HCR service.*

3 Supplier Duties

31 General

Supplier responsibilities include, but are not limited to, the following:

- a. Reporting for work promptly, as scheduled.
- b. Presenting a neat, clean, and professional appearance reflecting a positive postal image.
- c. Protecting all mail, monies, and postal equipment entrusted.
- d. Returning all mail, monies, and postal equipment to the post office upon return from the route.
- e. Providing and maintaining a vehicle of required size with necessary equipment (including chains, warning lights, emergency equipment, and fire extinguisher) free of extraneous matter. The vehicle should reflect a professional and positive image of the Postal Service and be able to serve the route safely, efficiently, and in accordance with federal, state, and local motor vehicle laws and regulations.
- f. Displaying a courteous and helpful attitude to customers and postal personnel.
- g. Developing and maintaining the skills necessary to satisfactorily and safely perform all duties assigned.
- h. Following the directions of on-site Postal Service management.

(Note: Supplier replacements are subject to the same duties and responsibilities as the supplier.)

311 Service

311.1 Service Requirements

The supplier is required to deposit all mail in the appropriate mailboxes of customers placed along the assigned line of travel on the route. The supplier is also required to receive all mail properly tendered by customers. Collect all mail from mailboxes placed along the line of travel, when a flag is displayed to indicate that a box contains mail to be taken. The supplier will be required to prepare and maintain a current list of names of the customers served, arranged in alphabetical order, along with their addresses on the route.

311.2 New Service Request

Suppliers must not circulate or encourage the circulation of petitions for changes in service. All questions relating to schedules, extensions, or new service must be referred to the administrative official.

311.3 En Route Changes

Suppliers must report all changes in boxes to the postmaster.

311.4 Full Rural Features Required

In addition to delivery and collection of ordinary mail, the supplier may be required to perform the following duties:

- a. Sell stamps and supplies.
- b. Accept money with applications for money orders and give receipts.
- c. Accept and give receipts for matter presented for registration, certification, insurance, COD service, Express Mail or mail requiring a return receipt.
- d. Deliver registered, certified, or insured mail; COD; outside parcels (Priority Mail®); Express Mail; other special services; and postage due mail. Suppliers will be required to deviate up to 1/2 mile and retrace (total of 1 mile) to transact or dismount, when necessary, involving the delivery of above classes of mail.
- e. When required and authorized, transport mail between post offices located on the official line of travel.

312 Sanctity of the Mail**312.1 Examining Mail**

Suppliers must not open, read, or search mail. Mail must not be exhibited to anyone other than the addressee or addressee's authorized agent.

312.2 Riders in Vehicles

While performing their contractual duties, suppliers and their employees should not transport individuals in their vehicles who have not been screened.

In conducting operations under this contract, the supplier should not employ any individual who is: lacking sufficient intelligence to perform properly the required duties; not a reliable and trustworthy person of good moral character; or is barred by law or Postal Service regulations from performing such duties.

313 **Safety**

313.1 **Accidents**

If involved in an accident, suppliers or drivers should remain at the scene, if practical, until they have:

- a. Obtained aid and assistance for injured persons.
- b. Safeguarded the scene against further accident.
- c. Secured and protected the mail.
- d. Notified the administrative official.
- e. Notified local or state police.

313.2 **Firearms**

Suppliers and their employees are prohibited from carrying firearms, explosives, or other dangerous or deadly weapons, either openly or concealed, into or on postal property or in vehicles while performing postal duties.

313.3 **Insurance Requirements**

The supplier is required to maintain a policy or policies of liability insurance for all motor vehicles to be used under the contract.

313.4 **Office Practices**

The supplier should practice good safety habits in the office and refrain from doing anything that would jeopardize either his or her individual safety or the safety of others. The following are just some of the good safety practices that should be employed:

- a. Do not jump or step over obstacles such as equipment, or empty or full sacks of mail.
- b. Use steps, ramps, and handrails, as provided. Do not jump from one level to another such as from loading docks or platforms to the parking lot.
- c. Place empty equipment (such as mail sacks or hampers) in designated locations; do not leave them in aisles or walkways.
- d. Do not engage in horseplay.
- e. Report hazardous conditions to your administrative official.
- f. Follow directions of on-site Postal Service management.

314 **Maintenance of Schedule**

314.1 **Delays**

Suppliers must operate on the published schedule. In some instances, administrative officials, or their authorized representatives, may detain suppliers for mail from a connecting late trip or because of other unusual circumstances. When a supplier is held beyond the scheduled dispatch time, issue a PS Form 5466, *Late Slip*.

314.2 **Detours**

Suppliers must report detours, customer problems, and potential route changes to the administrative official.

32 **Office Work**

321 **Reporting Time**

Suppliers must report for duty at the time specified in the contract or, if no specific time is stated, they must report in sufficient time to case (if contract requires casing), load, and depart on schedule. Suppliers must report to a designated postal employee, when a time monitoring device is not used, for recording on PS Form 5398, *Transportation Performance Record*, or PS Form 5399, *Contract Routes Performance Record*, of the time suppliers begin work, leave the office, return to the office, and complete their duties daily. PS Form 1234, *Utility Card*, may be used, where appropriate, with the use of a time clock.

322 **Casing**

When a supplier is required to case mail, he or she should label the case in order of delivery from left to right. The name and address of the customer should appear on case labels. All routes should be under the CLASS labeling system.

323 **Strapping and Loading**

323.1 **Strapping**

After all mail has been cased, it must be trayed or strapped into bundles marked in delivery sequence. A supplier may reverse a letter, or use some other method, as a reminder that a customer has a parcel or other article that has not been cased. Load all mail into the vehicle in sequence of delivery to ensure that time is not lost searching for the proper bundles, parcels, or containers. In most cases, the systems used are divided into three categories:

- a. One-bundle system:
 - (1) When the one-bundle system is used, case both letter and flat mail into the letter case separations.
 - (2) Using this system, after considering the volume and mix of mail on the route, the manager determines the width of separations and number of addresses per separation.
- b. Modified one-bundle system:
 - (1) If management approves, flats and letters may be sorted and strapped out separately using only one case.
 - (2) This system is authorized only if it does not delay the redistribution and delivery of missorted preferential mail.
- c. Two-bundle system:
 - (1) Under the two-bundle system, case letter mail first.
 - (2) When the available letter mail has been cased, concentrate on the flat-size mail.
 - (3) Case flat-size mail into a 143-D or 144-D flat case containing horizontal separations that conform to the break points in the letter case.

323.2 **Reserved For Future Use.**

323.3 **Simplified Address Mail (Box Holders)**

This refers to the distribution of mail without individual names and address. Normally, deliver one piece for each box (or one for each family). As an option, this type of mail may be handled as a separate bundle or cased with other mail.

324 **Accountable Items**

324.1 **Accountable Mail**

The administrative official will instruct suppliers as to the method of receipt for accountable items. See 34 for specific delivery instructions for accountable mail.

324.2 **Post Office Keys**

If the supplier serves post office collection boxes or lobby lockups, the administrative official will issue keys to the supplier at the start of each day. The supplier is responsible for turning in the keys at the end of each day. Where postal employees are not on duty when the supplier returns, the administrative official must provide a key drop. Suppliers who lose keys will be responsible for the cost of replacing affected locks and keys.

324.3 Wands

Touch memory wands or scanners are to be issued daily to the supplier/driver and returned. They are to be treated as accountable items and handled at all times with the same care as registered mail.

324.4 ID Badges

Suppliers are responsible for the return of all ID badges upon expiration or termination of hired drivers.

325 Roster of Customers' Addresses**325.1 Requirements**

If the suppliers case mail, they must maintain a current alphabetical roster of customers with their addresses to assist leave replacements unfamiliar with the route and to make proper delivery of indefinitely addressed mail.

325.2 Method

Maintain a roster of customers with addresses using one of the following methods:

- a. *Index Card File Method.* Obtain the names of each customer on the route and maintain them on PS Form 4232, *Rural Customer Delivery Instructions*.
- b. *Loose-leaf Binder Method.* Enter the names in alphabetical order by family, with the address opposite each name, on PS Form 1564, *Address Change Sheet*. Keep PS Form 1564 in a loose-leaf binder.

325.3 Privacy

The supplier may not directly or indirectly furnish to others the names and addresses of customers. The supplier may not use customer names and addresses to further personal business schemes.

326 Fixed Credits**326.1 Stamp Stock**

Suppliers must maintain a supply of stamp stock sufficient to meet the needs of the route. An adequate quantity of postage stamp fixed credits is issued to a supplier, unless he or she prefers to purchase stamp stock with personal funds. Suppliers must have access to stamp stock replenishment in the office and just not be required to purchase stock from a window clerk in the service lobby.

326.2 **Fixed Credits**

Postage stamp fixed credits are normally issued to suppliers. The originating head-out office issues and replenishes fixed credits. If a supplier serves an intermediate office, that portion of credit equal to the stamps sold at the intermediate office to customers of that office must be replenished.

326.3 **Responsibility for Fixed Credit**

When a supplier accepts responsibility for a fixed credit, he or she signs a PS Form 3369, *Consigned Credit Receipt*, retains the duplicate, and returns the original to the person who issued the stock. When it is necessary to increase or decrease the regular amount of a fixed credit, a new PS Form 3369 must be signed, and the previous form canceled and returned. If assigned a fixed credit, a supplier is strictly accountable for the amount of the credit. If any shortage occurs, the supplier is financially liable unless he or she has exercised reasonable care in the performance of duties. In this regard, management audits supplier fixed credit no less frequently than once every 4 months.

33 **Route Performance**

331 **Line of Travel**

331.1 **Line of Travel**

Suppliers must follow the official line of travel described in the contract or as currently amended by schedule or service changes on PS Form 7440, *Contract Route Service Order*. Suppliers should proceed to the first box on the route where mail is to be delivered and/or collected and begin service. Even if there is no mail for a particular box, the supplier must stop to make collection when the signal flag is raised. The official starting and ending point of delivery is the designated loading and unloading area of the head-out office.

331.2 **Regular Service**

Suppliers should regulate travel to arrive at boxes at about the same time each day.

332 **Delivery of Mail**

332.1 **Deliver as Addressed**

Mail must be delivered as addressed unless the supplier has a completed change of address on file. Mail addressed to a box and route number must be delivered even though there is no customer name on the mail. Return undeliverable mail to the post office.

332.2 Occupant or Simplified Address Formats Mail

Deliver one piece of mail addressed in one of the alternative addressing formats to each box on the route until the supply is exhausted. If sufficient quantity is received, deliver one to each single box, return excess to post office. When the supply of occupant or simplified address mail is insufficient, the supplier should tell the administrative official how many will be needed to provide full coverage. Postmasters can use any excess to complete coverage.

332.3 Parcels

Parcels are to be taken out for delivery on the first trip after receipt. If a parcel is too large for the box, the supplier is required to attempt delivery to the customer's residence on the line of travel, or within 1/2 mile and retrace (total of 1 mile) to transact business, when necessary, to effect delivery. (Dismount, if necessary, see 332.4). If the parcel cannot be delivered on the first trip, leave a PS Form 3849, *Delivery Notice/Reminder/Receipt*, in the customer's box. A second attempt to deliver should be made if the customer desires. If the customer lives more than 1/2 mile off the line of travel, the postmaster or clerk will call the customer and have them meet the supplier at their box. Packages too large for a box may be left outside the box only if the customer has filed a written agreement with the administrative official. However, never leave parcels outside boxes during inclement weather.

332.4 Dismounting

Normally, mail is delivered to boxes without dismounting. If suppliers serve apartment houses or other multiple dwellings that use apartment house receptacles, cluster box units, or NDCBUs, they will dismount to serve these. They will also dismount, when necessary, to transact business involving registered mail, certified mail, Delivery Confirmation, insured mail, COD, other special services, outside parcels (Standard Mail (B), Priority Mail), and Express Mail.

333 Unusual Conditions**333.1 Delays**

The supplier is responsible for the delivery of all mail in all situations. In the event of an unforeseen substantial delay, such as inclement weather, vehicle breakdown, or accident, the supplier must first ensure the safety of the mail and then telephone the administrative official (collect, if necessary) immediately.

333.2 Unfavorable Road Conditions**333.21 Service Requirements**

Suppliers must make every reasonable effort to perform service to as many customers as possible during severe weather conditions.

333.22 Reporting for Work

The supplier should, if possible, report for work regardless of weather conditions. The administrative official will carefully consider traffic advisories and media reports in determining whether to request that the supplier attempt normal delivery, make necessary detours, or suspend delivery altogether. Safety factors must be considered.

333.23 Route Deviations

Suppliers should use alternate roads and retrace when necessary or authorized by the administrative official. A supplier is not expected to dismount and serve blocked portions of a route. Report all route deviations, with an odometer record of miles traveled, to the administrative official.

333.24 Detours Require Customer Notices

When an extensive detour becomes necessary to deliver to customers, the supplier should ask the postmaster, when practical, to prepare notices to customers to:

- a. Temporarily relocate their mailboxes.
- b. Arrange to receive mail through other customer boxes.
- c. Make other arrangements for receiving mail until normal service can be restored or accept reduced delivery frequency until condition is corrected.

334 Box Problems

Suppliers should report any problems affecting delivery or collection to the administrative official who will investigate any deficiencies and issue written notices to the customers. It is the administrative official's responsibility to resolve these problems with the customers. The supplier will issue PS Form 4056, *Your Mailbox Needs Attention*, where appropriate.

335 Sign

The use of a "U.S. Mail" sign on the vehicle is permissible, but only when the vehicle is actually carrying mail. Any other use of the Postal Service emblem facsimile is prohibited.

34 Special Services and Accountable Mail

341 General**341.1 Responsibility**

Responsibility for accountable mail is assumed by the supplier upon receipt from the administrative official. All special service mail and Express Mail must be delivered to a residence or business. Do not leave it in a mailbox as a result of a telephone call or a signed PS Form 3849, *Delivery*

Notification/Reminder/Receipt, left in the mailbox by the addressee. However, a customer may arrange for future delivery by notifying the supplier or the post office when someone will be available for delivery. Route deviation and dismounting may be required to transact business involving the delivery of special services and accountable mail. Any accountable mail found mixed in with the regular mail should be given to the administrative official for disposition.

341.2 **Customer Notification**

341.21 **Telephone Notification**

Postmasters or clerks should telephone customers to inform them to meet the supplier at the box for special services and accountable mail, including Express Mail, when their residence is more than 1/2 mile off the current line of travel.

341.22 **Written Notification/Receipt**

PS Form 3849 is used to notify customers and/or obtain receipts for all accountable or other special services mail (with the exception of Customs Duty Mail, which is discussed in 342.8). In smaller offices where the mail check claim system is not used, PS Form 3849 is used for notice to customers on all appropriate types of mail. Suppliers should follow the procedures established by the administrative official.

342 **Delivery**

342.1 **All Special Service Mail, Accountable Mail, and Express Mail**

Unless the customer has requested otherwise, these types of mail will be delivered on the first trip following their receipt. The following specific conditions apply to the delivery of special service, accountable mail (registered mail, certified mail, Delivery Confirmation, mail insured for more than minimum, Express Mail, and COD, as well as mail for which a return receipt or a return receipt for merchandise is requested or for which the sender has specified restricted delivery). At delivery, the supplier should scan or enter the mailpiece barcode, enter the appropriate event code, and obtain the recipient's signature and printed name on PS Form 3849, *Delivery Notice/Reminder/Receipt*, if appropriate. The supplier should collect all customer signatures on PS Form 3849. The supplier should also collect a signature on Customs Form 3419 for Customs Duty Mail. The recipient's first initial and last name should be entered as data in the data collection device for Express Mail items. The supplier should scan the PS Form 3849 barcode after the recipient's signature and printed name have been obtained. The mailpiece barcode ID should be written on PS Form 3849 with the corresponding signature. Up to 5 mailpiece IDs can be recorded on a single PS Form 3849. The supplier must ensure that the delivery address is recorded on the barcoded side of PS Form 3849.

If a data collection device is not available, has not been assigned to a supplier's route, or does not scan or accept keyed-in information at a delivery point for a mailpiece being delivered, the mailpiece or firm receipt barcode ID, event, date, and time must be recorded on the corresponding signed PS Form 3849. The addressee or addressee's representative may obtain the sender's name and address, and may look at the mailpiece while it is held by the supplier before accepting delivery and endorsing the delivery receipt. Suitable identification is required if the recipient is unknown before the article is delivered. When delivery is not restricted at the sender's request, mail may be delivered to whomever mail for that location is usually delivered. Articles endorsed restricted delivery must be delivered to the addressee or to an agent the addressee authorizes. PS Form 3849 can be used for this authorization. An accompanying authorized agent scan on the supplier's data collection device is required. The authorizing signature, agent's name, and agent's signature must all be on the same PS Form 3849.

If the mailpiece cannot be delivered on the first trip, leave a PS Form 3849 in the customer's box. The mailpiece must be endorsed with the supplier's initials and the date. Appropriate scanning, as explained above, must be completed. When the supplier returns to the office, the mailpiece must be returned to the accountable clerk for clearance. A second attempt to deliver should be made if the customer desires. Leave PS Form 3849 endorsed "Final Notice" if delivery cannot be made on the second attempt. In addition, if a return receipt is desired by the mailer, suppliers must obtain the customer's signature on PS Form 3811, *Domestic Return Receipt*.

342.2 **Registered Mail**

Instructions for the delivery of registered mail can be found in 342.1.

342.3 **Insured Mail**

Unnumbered packages will be delivered as ordinary parcels. For numbered packages, suppliers will use PS Form 3849 to obtain customer receipt. Other instructions for the delivery of insured mail are in 342.1.

342.4 **Delivery Confirmation**

Delivery Confirmation items will be delivered as ordinary parcels. Other instructions for the delivery of Delivery Confirmation mail are in 342.1.

342.5 **Certified Mail**

Deliver articles endorsed restricted delivery to addressee only or to an agent the addressee authorizes, in writing, to receive the restricted delivery mail. PS Form 3849, or a letter from the addressee, can be used for this authorization. An accompanying authorized agent scan on the supplier's data collection device is required. The authorizing signature, agent's name, and agent's signature must all be on the same PS Form 3849. Instructions for the delivery of certified mail are the same as those in 342.1.

342.6 Postage Due Mail

Postage due mail is delivered only after the full amount due has been paid. Use PS Form 3849 to notify customer when delivery cannot be made.

342.7 COD Mail**342.71 Document Examination**

Examination of the documents may be made only after charges have been paid and delivery accomplished.

342.72 Collection of Charges

The supplier will collect the required charges. If there is a difference between the amount of charges shown on the tag and the amount on the package, collect the higher amount. The recipient may remit the amount due by cash or by check payable to the mailer. The Postal Service forwards checks to the mailer and collects COD fees. If the recipient pays by cash, a postal money order is sent to the mailer. The amount collected from the addressee may not exceed \$700. Other instructions for the delivery of COD mail are the same as those in 342.1.

342.73 Delivery Procedure

Detach PS Form 3816, *COD Mailing and Delivery Receipt*, from the parcel and have the customer sign PS Form 3849. Suppliers must enter date of delivery and initials and return the tag with the funds to the postmaster together with undelivered COD mail. Tags will be receipted by the clearing employee and maintained at the post office.

342.74 COD Not Delivered

When delivery cannot be made, suppliers should endorse the article with the reasons, initial it, and return it with the tag to the administrative official. PS Form 3849 should be completed and left at the customer box.

342.8 Customs Duty Mail

The supplier must collect from the customer the amount shown on Customs Form 3419, *Mail Entry*, plus the postage due indicated on the parcel. At delivery, the supplier should scan or enter the left "Mail Entry" barcode only, and enter the appropriate event code. The customer signs on the bottom line of the original Customs Form 3419 and PS Form 3849. The supplier signs the duplicate PS Form 3419 and PS Form 3849 and delivers it with the parcel to the addressee. The supplier should scan the PS Form 3849 barcode after the recipient's signature and printed name have been collected. The supplier then returns the original Customs Form 3419 and all money collected to the administrative official.

342.9 Express Mail**342.91 Delivery Procedure**

Have the addressee or agent sign the "Delivery" section of PS Form 3849. Do not use any other record or receipt. Use appropriate scanning procedures described in 342.1. Remove the proof of delivery copy. Give the article to the agent or addressee, and return the forms to the post office for clearance.

342.92 Express Mail Not Delivered

When delivery cannot be made, complete and leave PS Form 3849. Using the data collection device assigned to his or her route, the supplier should scan the Express Mail barcode as prescribed in 342.1.

342.93 Waiver of Signature

If the sender has signed the waiver of signature, this authorizes the delivery employee to sign for the mailpiece, and it may be left in a secure location. The supplier can complete PS Form 3849, sign for the addressee, remove the proof of delivery copy, and return the proof of delivery copy of the Express Mail label and PS Form 3849 to the post office. Other instructions for the delivery of Express Mail are the same as those in 342.1.

35 Collection and Disposition

351 General**351.1 Collection Procedure**

The supplier will collect any properly stamped First-Class Mail from mailboxes placed along the line of the route when the box signal flag is up indicating that the box contains mail for collection. Other classes of mail (single-rate pieces) will be collected provided the customer meets the supplier and provides the supplier with sufficient funds to cover the mailing. The article will be taken to the next post office for mailing, and any excess money will be returned to the customer on the next trip.

351.2 Affixing Postage

During the month of December, a supplier is not required to affix stamps to letter mail and greeting cards placed in a rural box for collection. During the remainder of the year, he or she should make every effort to urge rural customers to affix stamps to letter mail. The supplier is not required to affix stamps to more than five pieces of letter-size mail from a box. If a customer continually leaves an unreasonable number of articles in the box requiring the supplier to affix postage, this should be reported to the administrative official for corrective action.

352 **Special Service and Accountable Mail**

352.1 **Registered Mail**

Customers may register an article by paying the required postage and fees. Suppliers prepare PS Form 3896, *Receipt for Registered Article*, in duplicate, and give carbon copy to the customer. Return the article together with the original PS Form 3896, the stub from the carbon copy, and money for postage and fees to the postmaster or designee for registering. Take care to keep registered mail separate from other mail collected.

352.2 **Insured Mail**

Suppliers issue the customer a PS Form 1096, *Receipt*, and endorse “Temporary” to show the amount of money received for postage and fees and the name of the destination post office. Suppliers take the mail to the post office where stamps are affixed to cover the postage and fees.

Suppliers must issue a receipt on PS Form 3813, *Receipt for Domestic Insured Parcel*, for an article insured for \$50 or less and issue a receipt on PS Form 3813-P, *Insured Mail Receipt*, for domestic articles insured for more than \$50. A complete insurance receipt is returned to the customer, together with any excess money collected, in PS Form 4245, *Carrier’s Statement* (envelope).

352.3 **COD Mail**

The supplier furnishes the sender a PS Form 3816, *COD Mailing and Delivery Receipt*, of which there are two types: one is eyeleted for tying to parcels and one is to be attached by gummed tape. The tag must be completed by the sender and attached to the article after affixing stamps to cover postage and fees. Suppliers issue the sender the customer’s receipt portion of PS Form 3816 on the next delivery day.

352.4 **Certified Mail**

Issue the customer a PS Form 3800, *Certified Mail Receipt*, after all fees and postage are paid. Attach the certified number to the article. If the customer desires a return receipt, he or she should fill out PS Form 3811, *Domestic Return Receipt*. Attach PS Form 3811 to the article and return to the post office for mailing.

352.5 **Return Receipt for Merchandise**

Issue the customer PS Form 3804, *Return Receipt for Merchandise*, and PS Form 3811, *Domestic Return Receipt*. Enter on the receipt part of the return receipt for merchandise, the name and complete address of the person or firm to whom the mail is addressed. Affix the numbered part of the gummed label from PS Form 3804 to the mailpiece. Enter the return receipt for merchandise number on the PS Form 3811. Address the form to the customer and attach it to the front of the mailpiece. Attach enough postage to pay for the postage rate desired and the return receipt for merchandise fee.

352.6 Express Mail

Give your postmaster, supervisor, or designee, all articles accepted and the accompanying forms.

352.7 Delivery Confirmation

Issue the customer a PS Form 152, *Delivery Confirmation Label*, after all fees and postage are paid. Attach the gummed label portion from the PS Form 152 to the mailpiece. If a customer requests a postmarked receipt, deliver it on the next trip.

353 Money Orders

HCR customers may buy a money order by filling out PS Form 6387, *Rural Money Order Transaction Application*. When completed PS Form 6387, with money and fee, is received from the customer, issue the customer the receipt portion of PS Form 6387 (In U.S. currency, coin, or traveler's checks payable in U.S. dollars). If change cannot be made, provide it on the next trip, along with the PS Form 6387 application section, customer's receipt, and money order. Turn in application and money to the head-out post office unless there is an intermediate office that can process the money order without delay. When a supplier leaves the office before issuance of the money order, give the supplier a receipt on PS Form 1096.

354 Unstamped Mail and Shortpaid Mail**354.1 Amount of Postage Unknown**

When mail is given to suppliers with money for postage and the suppliers are unable to determine the amount of postage, they should accept from the sender an amount sufficient to ensure full payment of postage. Return any excess money to the customer on the next trip.

354.2 Insufficient Postage

When mail matter is left in a box for mailing without postage, insufficient postage, or insufficient money for postage, leave notice that the matter cannot be mailed until sufficient postage is paid. If the sender of the matter cannot be identified, or the delivery and return addresses are identical, or the delivery and return addresses are different, but actually for the same person, the piece is treated as dead mail.

355 Recall of Mail

Mail deposited in a collection box may be recalled, upon proper identification, by the sender or the sender's representative who sent the mail. PS Form 1509, *Sender's Application for Recall of Mail*, must be submitted to the postmaster at the office of mailing. Suppliers should direct all requests for recall to the administrative official.

4 Office Work After Return to Office

41 Undeliverable Mail

When suppliers are unable to deliver ordinary and insured parcels, they will deposit a completed PS Form 3849, *Delivery Notice/Reminder/Receipt*, in the customer's mailbox. The parcel will be placed in a location designated by the administrative official.

42 Markup and Forwarding

Suppliers may be required to markup and forward mail for customers who have filed change of address orders and to make appropriate entries in the customer roster. The administrative official, or authorized representative, will instruct suppliers in the procedure to be followed.

43 Changes of Address

Suppliers should use the procedures established by the administrative official to record changes of address. The administrative official is responsible for assignment of contract box numbers and/or street addresses.

44 Report of Exceptional Service

Suppliers must report and explain to the administrative official daily any deviation from the scheduled line of travel, such as a detour or curtailment of service. The report must include the miles scheduled on that day and the miles actually traveled, shown to the nearest 1/10 of a mile.

45 Disposition of Postal Funds

Postal funds must be kept separate from personal money. All postal funds must be turned in upon completion of route service to the appropriate postmaster, supervisor, or designated employee. If the postal facility is not open, the administrative official will make necessary arrangements. If suppliers do not wish to hold postal funds while on layover at an outer office, arrangements may be made with the local post office to hold such funds for safekeeping.

5 Surveys

51 Definition

The survey of a box delivery contract route is the physical inspection of the route conditions made by the administrative official or authorized representative while accompanying the supplier on the route.

52 Frequency

521 **Initiation**

Contract box delivery routes will be surveyed at the request of the supplier or the manager, transportation contracts, no more than once a year unless unusual circumstances require more surveys.

522 **Survey Forms**

PS Forms 5406, *Box Delivery Contract Route Survey*, and 4003, *Official Rural Route Description*, and the mail count form must be completed entirely for all surveys. Completed forms are to be submitted to the manager, transportation contracts, through the CSDD.

53 Purpose

The purpose of the survey is to obtain current and accurate data, including (but not limited to) route and delivery conditions, number of boxes served, and minimum stops possible to serve all boxes on the route. Route layout is reviewed by management to identify necessary route travel changes to improve efficiency and economy of service. In addition, any hazardous conditions must be examined and action taken to correct them.

54 Supplier Responsibilities

During the survey, box delivery suppliers must:

- a. Travel the route and deliver the mail precisely as they do the rest of the year.
- b. Inform the administrative official or representative making the inspection of any boxes that have remained vacant for over 90 days.
- c. Assist in identifying hazardous conditions on the route and recommend actions to eliminate or reduce them.

Appendix A

Abbreviations and Acronyms Used in Highway Transportation Box Delivery Service

AP	Accounting period
AO	Administrative official
CO	Contracting officer
COR	Contracting officer representative
CSD	Customer service district
CSDD	Customer service district designee
DMM	<i>Domestic Mail Manual</i>
DN	Distribution networks
HCR	Highway contract route
IFB	Invitation for bid
NDCBU	Neighborhood delivery and collection box unit
POOM	Post office operations manager
PDC/F	Processing and distribution center/facility
PVS	Postal vehicle service
RFP	Request for proposals
TANS	Transportation and networks

Appendix B

Forms Glossary

Form Number	Title	Reference
PS 1096	<i>Receipt</i>	352.2; 353
PS 3800	<i>Certified Mail Receipt</i>	352.4
PS 3811	<i>Domestic Return Receipt</i>	342.1; 352.4
PS 3816	<i>COD Mailing and Delivery Receipt</i>	342.73; 352.3
PS 3849	<i>Delivery Notice/Reminder/Receipt</i>	332.3; 341.22; 342; 342.92; 41
PS 3896	<i>Receipt for Registered Article</i>	352.1
PS 4003	<i>Official Rural Route Description</i>	522
PS 4027	<i>Petition for Change in Rural Delivery</i>	211.22
PS 4056	<i>Your Mailbox Needs Attention</i>	334
PS 4245	<i>Carrier's Statement</i>	352.2
PS 5398	<i>Transportation Performance Record</i>	134.242; 134.291; 321
PS 5399	<i>Contract Routes Performance Record</i>	134.242; 134.291; 321
PS 5406	<i>Box Delivery Contract Route Survey</i>	134.271; 134.272; 211.3(c)
PS 5429	<i>Certification of Exceptional Contract Service Performed</i>	134.25
PS 5466	<i>Late Slip</i>	314
PS 5500	<i>Contract Route Irregularity Report</i>	134.243; 135.1
PS 6387	<i>Rural Money Order Transaction Application</i>	353
PS 7440	<i>Contract Route Service Order</i>	131.4; 331
CF 3419	<i>Mail Entry — Customs (3-part set)</i>	342.8

Appendix C

Other Forms Associated with Highway Transportation Contracts

Form Number	Title
PS 5420	<i>Certification of Insurance</i>
PS 7319-C	<i>Representations and Certifications (Business Data)</i>
PS 7405	<i>Transportation Services Bid or Proposal and Contract for Regular Services</i>
PS 7406	<i>Amendment to Transportation Services Contract</i>
PS 7435	<i>Solicitation for Transportation Services Contract</i>
PS 7436	<i>Abstract of Bids or Proposals Received</i>
PS 7447	<i>Transportation Services Renewal Contract for Regular Service</i>
PS 7448	<i>Notice of Renewal of Transportation Services Contract for Regular Services</i>
PS 7463	<i>Cost Statement — Highway Transportation Contracts</i>
PS 7463-A	<i>Negotiated Cost Statement — Highway Transportation Contracts</i>
PS 7468-A	<i>Highway Transportation Contract — Bid or Renewal Worksheet</i>

Index

A

Accidents 313.1

ACCOUNTABLE ITEMS

ID badges 324.4

Mail 324.1

Post office keys 134.34; 324.2

Wands 324.3

ACCOUNTABLE MAIL

Certified mail 342.5; 352.4

COD mail 342.7; 352.3

Customs duty mail 342.8

Definition 134.44

Express Mail 342.1; 342.9

Insured mail 342.3; 352.2

Postage due mail 342.6

Registered mail 342.2; 352.1

Address assignments and changes 134.13; 430

ADMINISTRATIVE OFFICIALS

Definition 123

Responsibilities 131.2; 134.1

Requests for service changes 134.43; 134.23; 311.2

Supervisory responsibilities 134.2

Affixing postage 351.2

Authority to contract 131.1

B

Box delivery highway contract route 121

Box locations 211.23; 211.24

Box problems 334

Boxholder or occupant mail (simplified addressing) 323.3; 332.2

C

Casing mail 322

CERTIFIED MAIL

Collection 352.4

Delivery 342.1

Disposition 352.4

Changes of address 134.13; 430

COD MAIL	
Collection	352.3
Delivery	342.1
Disposition	352.3
COLLECTION OF ACCOUNTABLE MAIL	
Certified mail	352.4
COD mail	352.3
Insured mail	352.2
Registered mail	352.1
Communication with customers	135.7
Compensation adjustment (see Pay)	212
Complaints	134.42
Contract file folder	134.12
Contract pay administration	131.4
Contract performance level	135.1
CONTRACT REQUIREMENTS	
Initiation	211.1
Route extensions	211.2
CONTRACT SERVICE	
Superseded by rural delivery	222
During contract period	222.1
End of contract period	222.2
Contract service versus rural delivery	221
CONTRACTING OFFICER	
Authority	212.1
Definition	122
Responsibilities	131
Customer notification	134.44; 341.2
Customs duty mail	342.8
D	
DEFINITIONS	
Administrative officials	123
Box Delivery HCR	121
Contracting officer	122
Delays	314.1; 333.1
Delivery Confirmation	342.4; 352.7
Detours	314.2
Dismount service	332.4
DISPOSITION OF ACCOUNTABLE MAIL	
Certified mail	352.4
COD mail	352.3
Registered mail	352.1

Disposition of postal funds	45
District manager	132
E	
En Route boxes	212.2; 311.3
Examining mail	312.1
Exceptional service	134.25; 44
Express Mail	342.9
F	
Firearms	313.2
Fixed credits	326
Forwarding mail	42
I	
ID badges	324.4
INSPECTIONS	
Vehicle	134.28
Box delivery route survey	
Definition	51
Frequency	52
Purpose	53
Supplier responsibilities	54
Insufficient postage	354.2
INSURED MAIL	
Collection	352.2
Delivery	342
Disposition	352.2
Insurance requirements	313.3
K	
Keys (see Post Office Keys)	134.34; 324.2
L	
Line of travel	331
Loading and strapping mail	323
M	
Maintenance of schedule	314
Marking up mail	134.15; 42
Money orders	353
N	
Negotiations	212.3

O

Office work 32; chap. 4

P

Parcels 332.3

Pay 131.4; 134.25; 212; 44

Postmasters 133

Performance data 134.24

 Level of 135.1

 PS Form 5398 134.242

 PS Form 5399 134.242

 PS Form 5500 134.243

Postage due mail 342.6

Privacy 325.3

Purpose 11

R

Recall of mail 355

REGISTERED MAIL

 Collection 352.1

 Delivery 342

 Disposition 352.1

Reporting time 321

Requests for service 134.43; 211

RESPONSIBILITIES

 Administrative official 134

 Contracting officer 131

 District manager 132

 Postmaster 133

 To supplier 134.3

 To customers 134.4

Riders in vehicles 312.2

Roster of customers 134.14; 325

Route analysis 134.29

Route extensions 134.43; 211

Route performance 33

RURAL DELIVERY

 Superseded by contract service 221

 Rural delivery versus contract service 221

S

Safety 313

Sanctity of mail 312

Screening 134.11; 135.2

Service changes	134.23
Service requirements	311.1
Signs	335
Simplified address mail (boxholders)	323.3; 332.2
SPECIAL SERVICE MAIL	
Certified	342.5; 352.4
COD	342.7; 352.3
Customs duty	342.8
Delivery Confirmation	342.4; 352.7
Express Mail	342.1; 342.9
Insured	342.3; 352.2
Postage due	342.6
Registered	352.1; 342.2
Staffing	134.26
Strapping and loading mail	323
Surveys and counts	134.27; chap 5
T	
Training	134.33
U	
Undeliverable mail	41
Unfavorable road conditions	333.2
Unstamped mail	354
Unusual conditions	333
V	
VEHICLES	
Accidents	313.1
Equipment	135.3
Inspections	134.28
Riders	312.2
W	
Waiver of signature	342.93
Wands	324.3