

Redesigned PS Form 3849/ New vehicle update



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In May, I reported that the Postal Service had recently tested a redesigned PS Form 3849 in the Northern Virginia District. During testing, this redesigned form—changed from being named “Delivery Notice/Reminder/Receipt” to “We ReDeliver for You!”—was a big success with USPS customers and employees alike. As a result, the Postal Service plans to introduce the new form nationwide in January, after an initial scheduled rollout in the Northeast and Pacific Areas last month.

As part of the Postal Service’s implementation of the redesigned PS Form 3849, it has created some information designed to provide

a better understanding of the decision to create the new form and to educate employees on its proper use. Those materials are titled as follows:

- Frequently Asked Questions (FAQs), Revised PS Form 3849 - We ReDeliver for You!
- Standard Work Instructions for Carriers PS Form 3849 - We ReDeliver for You!
- Delivery Service Talk, Redesigned PS Form 3849 - We ReDeliver for You!
- Retail Service Talk, Redesigned PS Form 3849 - We ReDeliver for You!
- Poster Revised PS Form 3849 - We ReDeliver for You!

The poster at right contains a description of the revised PS Form 3849, which includes instructions for both the carrier and the customer. It, along with the above-referenced materials, should be made available to all delivery and retail employees to give them a full understanding of the new form. If this information is not provided, employees should speak to their supervisor and, if necessary, bring it to the attention of their shop steward or branch officers.

As stated by the Postal Service, the key features of the redesigned PS Form 3849 include:

1. More user-friendly for our employees.
2. Easier for our customers to understand.
3. Simplified language to provide customers with the status of their mailpiece and how they can retrieve it.
4. Vertical orientation.
5. A quick response (QR) code on the front of the form will direct the customers to a simplified mobile redelivery page to schedule redelivery.
6. A barcode on the back of the form for our employees

to link the mailpiece to the form. It will no longer be necessary to write the article number on the form.

7. The form is self-adhesive for convenient placement on the customer’s door.

The Postal Service also states that the new form streamlines the process for leaving a delivery notice, provides more accurate and clear information, and enhances the overall customer experience. The new form provides customers with the current status of their mailpiece and what options are available for redelivery or pickup of their item. It also leverages technology, thereby eliminating the need to write the article number on the form. Additionally, customers can track the attempted package and schedule a request to have the package redelivered by simply scanning the QR code with their mobile device or by entering the barcode number on the form at usps.com.

I have recently received an update from USPS regarding the development of vehicle prototypes as part of the research and development phase of the Next Generation Delivery Vehicle (NGDV) acquisition process. The NGDV is the new right-hand drive delivery vehicle that will eventually replace the current aging fleet of LLVs. The Postal Service received the NGDV prototype test vehicles the week of Sept. 18. That week, USPS spent time with each of the five manufacturers that produced the prototypes, and the following week inspected each of the vehicles. Actual testing of the prototype vehicles by letter carriers began the week of Oct. 2.

USPS selected volunteer rural and city letter carriers to perform field testing of the prototypes in Flint and Utica, MI; Falls Church and Leesburg, VA; and Tempe and Tucson, AZ. On a three-week rotating basis, the vehicles will be used during normal delivery operations in these diverse weather environments. The testing will last for six months and will focus on each prototype’s comfort, usability, functionality, ergonomics, performance, operations, etc. During the testing, USPS is asking the carriers to compare the test vehicles to the LLV when they give their final evaluation of each vehicle, rather than compare the individual test vehicles to other test vehicles.

Additionally, testing of the vehicles’ durability, components and fuel economy will be conducted by engineers at various laboratories designed for such analysis. After all of the tests have been completed, a vehicle manufacturer will be selected and plans for production and delivery of the NGDV will begin. At this time, it is still expected that the first vehicles will begin being deployed to delivery units between January and March 2020. This process has been a long time in the making, and actually having these prototype vehicles in the testing phase is very exciting. As I receive more information, and I am able to do so, I will be sure to keep you updated on the progress of this vehicle testing.

Revised PS Form 3849 We ^{Re} Deliver for You!

Front of Form

UNITED STATES POSTAL SERVICE® We ^{Re} Deliver for You!

Download Informed Delivery™ APP to manage your redeliveries.

Sorry we missed you while you were out.

A Date: _____

B The item was sent by: _____

C It was sent to: _____

D At this address: _____

About the missed delivery:

It was a:

E _____ Package _____ Letter _____ Large envelope

Available for pickup after:

F Date: _____

This is the:

G First attempt Final notice

H We'll hold on to it until: _____

I  For redelivery, scan the QR code or go to usps.com/redelivery and enter the barcode number shown below.

J 1A2B 3C1A 2B3C 1A2B

We have item/s for you which we could not deliver because:

It requires a payment of \$ _____ for: _____ Postage due _____ Customs

K Receptacle full/item oversized
 No secure location available
 No authorized recipient available
 Signature required (Adult Signature items must be 21+ years old)

L Other _____

Please see reverse for redelivery or pickup options.
PS Form 3849, October 2017

Instructions for Carrier:

- A** Write today's date.
- B** Write sender's or company's name.
- C** Write the name of the person receiving the item.
- D** Write the address where the delivery was attempted.
- E** Check the type of mail. If more than one item, write the number of items attempted by type of mail.
- F** Write available pickup date.
- G** Check attempted delivery status.
- H** Write the date when the item will be returned to the sender (Clerk).
- I** Carrier scans the barcode referenced in letter **I** to link the attempted mailpiece(s). When the Quick Response Code (QR Code) is scanned by the customer, they can schedule redelivery or track their items online.
- J** Carrier scans the barcode referenced in letter **J** to link the attempted mailpiece(s). When the customer goes to [USPS.com](https://usps.com) they can schedule redelivery or track their item(s).
- K** If applicable, write down the exact postage amount due or check one of the reasons why the item was not delivered.
- L** Check "other" if the item doesn't apply to the list above.

Instructions for Customer:

- M** Customer can go to [USPS.com/redelivery](https://usps.com/redelivery) via mobile or desktop to schedule redelivery.
- N** Customer can leave the form in the mailbox to have the items redelivered. (Not an option for Restricted Delivery or Adult Signature items).
- O** Customer writes the requested item redelivery date and checks one of the preferred listed locations to leave the item.
- P** Post Office's name and address where their item can be picked up.
- Q** The customer can open an [Informedelivery.com](https://informedelivery.com) account to manage redeliveries and other services.
- R** If the customer wants to send his or her representative to pickup the item, they must sign and provide the name of their representative.
- S** Contact the Enterprise Customer Care Center at 800-ASK-USPS (800-275-8777) to schedule redelivery.
- T** The customer may have to complete the Delivery Section if required.
- U** Customer can use barcode number to track attempted delivery item(s) at [USPS.com](https://usps.com).

Back of Form

Choose one option for redelivery or pickup.

M 1. Go online to [USPS.com/redelivery](https://usps.com/redelivery)

N 2. Let your carrier know when and where you'd like them to leave the item, then leave this form in your mailbox. (Does not an option for Restricted Delivery or Adult Signature items)

O 3. Please redeliver on this date: _____ and leave at (check one):
 Front door Back door Porch Garage
 Other: _____

P 4. Go to your local Post Office, located at:
 Jane Doe
 123 Any Street
 Any City, Any State, USA 00000

Q 5. Sign up to manage your redeliveries at informedelivery.com

R 6. Send someone to serve as your representative to pick it up for you at your local Post Office. Sign below and provide the name of the person you want to pickup the item.
 Addressee signature: _____
 Name of representative: _____

S 7. Call us at 800-ASK-USPS (800-275-8777).

T **Delivery Section**

Signature

Printed Name _____

Delivery Address _____

USPS  1A2B 3C1A 2B3C 1A2B

We ^{Re} Deliver for You!
PS Form 3849, October 2017 (Revised)

UNITED STATES POSTAL SERVICE®

Above is a description of the revised PS Form 3849 - We ReDeliver for You! that includes instructions for both the carrier and the customer.