

Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures

Handbook PO-610

November 2014
Transmittal Letter

- A. Purpose.** This handbook is intended for use by postmasters, managers, supervisors, and employees who deal with the handling and/or delivery of accountable, signature, and/or special services mail. It provides guidance for scanning activities in association with an electronic record management system. This guide does not apply to Army Post Office, Fleet Post Office, or Diplomatic Post Office (APO/FPO/DPO) sites, or to any U.S. territories, possessions, or freely associated states (with the exception of Puerto Rico and the Virgin Islands).

This handbook provides daily policies and procedures that optimize use of the electronic system for all domestic delivery records.

- B. Explanation.** This full revision replaces Handbook PO-610, Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures, December 2004 (Updated With Postal Bulletin Revisions Through August 14, 2008).

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- C. Availability.** This handbook is accessible on the Postal Service PolicyNet Web site at <http://blue.usps.gov/cpim> — click on *HBKs* and then on the title of the handbook (or click on the text-only Web site, then on *Handbooks by Identification Number* or *Handbooks by Title*, and then on the desired handbook).
- D. Use of Materials.** These materials are intended for reference and training purposes only, and they are to be used only on Postal Service property. They have been prepared in accordance with existing Postal Service policies and standards.
- E. Comments on Content.** Send written comments about the content of this handbook to the following address:
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- F. Effective Date.** This handbook is effective November 2014.

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1 Introduction

1-1 Overview

The signature capture and electronic record management program provides the infrastructure to electronically store delivery records and to allow easy access to such records by customers and Postal Service employees. The Postal Service maintains all Postal Service delivery records for domestic deliveries electronically in a national database — the Product Tracking and Reporting (PTR) database — and has discontinued the filing of hardcopy delivery records (PS Form 3849, *Delivery Notice/Reminder/Receipt*) in participating offices. After it electronically stores the signature image and links it to the delivery record, the Postal Service destroys the hardcopy PS Form 3849.

This electronic record management system houses all delivery records, including signature images, for the following classes of mail and/or Extra Services:

- a. Adult Signature items.
- b. Certified Mail service.
- c. Collect on Delivery (COD) mail.
- d. Priority Mail Express service.
- e. Inbound international accountable mail, which includes registered mail, numbered ordinary parcels, insured letter-post and parcel post items, and Express Mail Service (EMS) items.
- f. Insured mail (for items insured for more than \$200).
Note: The Postal Service scans all insured mail (which is considered accountable mail), but the signature received during delivery is available only for items insured for more than \$200.
- g. Registered Mail service.
- h. Return Receipt for Merchandise items.
- i. Signature Confirmation service.
- j. Critical Mail service.

This database also stores electronic information for USPS Tracking service items. Throughout this document, the items listed above are referred to as “service types.” Different service types are handled in different ways by both handheld scanners and POS ONE terminals/scanners. The scanning event tables in subchapter [2-6](#) clearly define scan events corresponding to various service types.

Note: The standard operating procedures in this handbook do not pertain to offices not participating in the signature capture and electronic record management program. A full listing of participating sites is contained in *Postal Operations Manual* (POM) section 619.

1-2 Operational Process

Delivery employees must follow the basic procedures noted in this subchapter when using either handheld scanners or POS ONE terminals/scanners to record event information for Priority Mail Express services, Extra Services, or international accountable mail. Scanning instructions for handheld scanners are provided in detail in the Intelligent Mail Device (IMD) User Guide, which is available on the Business Mail Acceptance Web site at <http://blue.usps.gov/bma> (under “Important Links,” click on *MAPs, Job Aids, User Guides*; expand the heading “*PostalOne!* User Guides”; and click on *Full-Service Intelligent Mail Device (IMD) User Guide*). Instructions for scanning at/with POS ONE terminals/scanners are available throughout this handbook and in the POS ONE Procedure Guide, which is available at http://rse2/POSONE/files/training/ncr/NCR_R61.0_POPG_v1.00.pdf.

The following steps apply for capturing signatures electronically:

- a. At delivery, the employee identifies any mailpiece that requires scanning and a customer signature. All scanners determine the need for a customer signature based on the service type of the mailpiece.
- b. The employee scans/enters the barcode(s) on the mailpiece with the handheld scanner or POS ONE scanner and has the customer sign and print his or her name in the delivery section on the barcoded side of PS Form 3849.
- c. The employee also uses PS Form 3849 to capture a customer signature for Priority Mail Express, Priority Mail, COD, and firm sheet items.

Note: Firm sheets are used to deliver six or more signature items to a single address. The Postal Service has removed signature blocks from COD and firm sheet forms. If using an old form that has signature blocks, do not have the customer sign twice.

- d. The employee ensures that the customer address is recorded in the delivery section on the barcoded side of PS Form 3849.
- e. As prompted by the handheld scanner or POS terminal, the employee enters the recipient’s first initial and last name for the following services:
 - (1) Adult Signature.

- (2) Priority Mail Express.
 - (3) Signature Confirmation.
 - (4) Firm Sheet.
 - (5) Inbound international accountable mail.
- f. The employee scans/captures the image of the signature block on PS Form 3849 with the handheld scanner. At a POS site, the customer display unit captures the recipient's signature.
- g. The employee turns in forms as usual to the accountable cage or clearance employee.

After successful image capture, the employee files PS Form 3849 by delivery date in the local office — after 7 days, the local office properly disposes the PS Form 3849. The scanner or POS signature pad creates an electronic image of the recipient's signature, name, and address, and transmits it to the PTR database.

[Exhibit 1-2a](#) shows the front side of PS Form 3849. The current valid form edition is July 2013. Use of older versions of PS Form 3849 may result in lost delivery records.

[Exhibit 1-2b](#) shows the reverse, barcoded side of PS Form 3849, including the delivery section.

The recipient (or agent) must be present to accept a signature item. If the recipient (or agent) is not available to sign for the item, the delivery employee must leave a notice. The delivery employee must check the box on the front of the PS Form 3849 that states, "If checked, you or your agent must be present at the time of delivery to sign for item," and must record the appropriate scan event. A signed PS Form 3849 left by a customer does not constitute a valid signature for delivery.

Exceptions for signature capture are allowed only for items that are endorsed with a Waiver of Signature. See parts [2-2.2](#) and [2-2.3](#) for information on Signature Waiver.

Additional information on completion of PS Form 3849 is available in Handbook M-41, *City Delivery Carriers Duties and Responsibilities* (in subchapter 33) and Handbook PO-603, *Rural Carrier Duties and Responsibilities* (in subchapters 33 and 34).

Exhibit 1-2a
PS Form 3849, Delivery Notice/Reminder/Receipt – Front Side

United States Postal Service® Sorry We Missed You! We ^{Re}Deliver for You		Today's Date	Sender's Name
Item is at: ___ Post Office™ (See back)		Available for Pick-up After Date:	Time:
		For Redelivery Go to usps.com/redelivery or see reverse	
___ Letter	For Delivery: (Enter total number of items delivered by service type.) For Notice Left: (Check applicable item)	<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item.	
___ Large envelope, magazine, catalog, etc.		USPS Tracking # or Article Number(s)	
___ Parcel	___ Priority Mail	___ Insured Mail	
___ Perishable Item	___ Certified Mail™ (Must claim within 15 days or article will be returned)	___ Return Receipt for Merchandise	
___ Other:	___ Restricted Delivery	___ Adult Signature	
	___ Registered Mail™	___ Signature Confirmation™	
Article Requiring Payment		Amount Due	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs		\$	
<input type="checkbox"/> Final Notice: Article will be returned to sender on		Delivered By and Date	
PS Form 3849, July 2013		usps.com	
		Delivery Notice/Reminder/Receipt	

Exhibit 1-2b
PS Form 3849, Delivery Notice/Reminder/Receipt – Reverse Side

We will redeliver OR you or your agent can pick up your mail at the Post Office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):

1. a. Check all that apply in section 3; b. Sign in section 2 below; c. Leave this notice where the carrier can see it.	POSTMASTER 111 POPLAR ST HURLOCK MD 21643-9998 M-F9AMTO1PM&2PMT05PM SAT9AMTO12NOON PHONE # (410) 943-4674 www.usps.com/redelivery or 800-ASK-USPS (275-8777)
2. Sign Here to authorize redelivery or to authorize an agent to sign for you:	Delivery Section
3. <input type="checkbox"/> Redeliver (Enter day of week):	Signature X
(Allow at least two delivery days for redelivery, or go to usps.com/redelivery or call 800-275-8777 to arrange redelivery.)	Printed Name
<input type="checkbox"/> Leave item at my address (not available if you or your agent must be present)	Delivery Address
(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)	
<input type="checkbox"/> Refused <input type="checkbox"/> Forward <input type="checkbox"/> Return	USPS
PS Form 3849, July 2013 (Reverse)	 5293 0458 8057 8396

1-3 Completing and Handling PS Form 3849

A complete and accurate delivery record is necessary to meet the Postal Service requirements and to protect the Postal Service from fraudulent claims. Delivery employees must follow the guidelines listed here when completing PS Form 3849 *for all deliveries requiring a signature*.

- a. Three items of information must be present in the Delivery Section on the barcoded PS Form 3849:
 - (1) Recipient Signature.
 - (2) Printed Name.
 - (3) Delivery address.
- b. The delivery employee must use PS Form 3849 for all signature deliveries — the employee cannot use signature blocks (if present) on the COD or firm sheet. See subchapter [2-10](#) for scanning international accountable mail.
- c. The delivery employee and recipient must complete PS Form 3849 in blue or black ink. Pencil or red ink is not acceptable.
- d. If the recipient does not fill in his or her printed name, the delivery employee is required to fill in the information.

Note: The Postal Service does not have control over the format of customer signatures and cannot guarantee legibility or readability, but the delivery employee must capture the recipient signature and printed name.
- e. The customer must *not* sign or print a company name in the delivery section. The mailer wants to know the name of the person who signed for it. However, in accordance with *Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM) 508.1.8.1d*, authorized companies and agencies may use hand stamps.
- f. The delivery employee can record and link up to five mailpieces for one delivery address on a single PS Form 3849.
- g. The delivery employee may not record forwarding or return to sender information on PS Form 3849. The employee must capture this information with the handheld scanner.
- h. When delivery cannot be completed, the delivery employee must record the delivery address on the barcoded side of the form. If different sender information occurs for multiple items attempted, the employee provides the sender information for each item on one PS Form 3849.
- i. It is critical that all offices include their Post Office identification information on PS Form 3849. Offices must either preprint this information on PS Forms 3849 or apply it with a hand stamp.
- j. All employees must keep the signed PS Form 3849 intact and in good condition, free of folds, tape, and tears.

- k. The employee must not make extra marks on the barcoded side of PS Form 3849. Several preprinted marks on these forms serve as identification points for image capture processes.
- l. Upon return to the delivery unit or completion of delivery functions, the employee turns in all signed PS Forms 3849 for clearance.
- m. The employee places the handheld scanner into its appropriate cradle to transmit delivery information. If using a wireless device (which transmit the information in near-real-time), the employee must cradle the device at the end of the day for charging.
- n. An accountable clerk clears the employee and stores each PS Form 3849 for the required 7-day period prior to destruction.

[Exhibit 1-3](#) shows a sample of a properly completed PS Form 3849 after delivery has been made.

Exhibit 1-3

Properly Completed PS Form 3849 — After Delivery

United States Postal Service®		Today's Date	Sender's Name
Sorry We Missed You! We Re Deliver for You		9/25/13	JONES
Item is at:	Available for Pick-up After	For Redelivery	
<input checked="" type="checkbox"/> Post Office™ (See back)	Date: 9/26	Go to usps.com/redelivery or see reverse	
	Time: 9:00 AM		
<input type="checkbox"/> Letter	For Delivery: (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.	For Notice Left: (Check applicable item)	USPS Tracking # or Article Number(s)	
<input checked="" type="checkbox"/> Parcel	<input type="checkbox"/> Priority Mail		
<input type="checkbox"/> Perishable Item	<input type="checkbox"/> Express™		
<input type="checkbox"/> Other:	<input type="checkbox"/> Insured Mail		
	<input type="checkbox"/> Certified Mail™		
	<input type="checkbox"/> Return Receipt for Merchandise		
	<input type="checkbox"/> Restricted Delivery		
	<input checked="" type="checkbox"/> Signature Confirmation™		
	<input type="checkbox"/> Registered Mail™		
Article Requiring Payment		Notice Left Section	
<input type="checkbox"/> Postage Due	Amount Due	Customer Name and Address	
<input type="checkbox"/> COD	\$	John Doe	
<input type="checkbox"/> Customs		100 Any Street # A	
<input type="checkbox"/> Final Notice: Article will be returned to sender on		Delivered By and Date	
PS Form 3849, July 2013		usps.com Delivery Notice/Reminder/Receipt	

We will redeliver OR you or your agent can pick up your mail at the Post Office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):

1. a. Check all that apply in section 3; b. Sign in section 2 below; c. Leave this notice where the carrier can see it.	POSTMASTER 111 POPLAR ST HURLOCK MD 21643-9998 M-F9AMTO1PM&2PMT05PM SAT9AMTO12NOON PHONE # (410) 943-4674 www.usps.com/redelivery or 800-ASK-USPS (275-8777)
2. Sign Here to authorize redelivery or to authorize an agent to sign for you:	
3. <input type="checkbox"/> Redeliver (Enter day of week.):	Delivery Section
(Allow at least two delivery days for redelivery, or go to usps.com/redelivery or call 800-275-8777 to arrange redelivery.)	Signature
<input type="checkbox"/> Leave item at my address (not available if you or your agent must be present)	X John Doe
(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)	Printed Name
<input type="checkbox"/> Refused <input type="checkbox"/> Forward <input type="checkbox"/> Return	John Doe
	Delivery Address
	100 Any Street #A
	USPS
	
	5293 0458 8057 8389
PS Form 3849, July 2013 (Reverse)	

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2 Scanning Procedures

2-1 Overview

The Postal Service uses basic handheld scanning procedures for the following signature services:

- a. Certified Mail.
- b. COD mail.
- c. Inbound International accountable mail (including unrecognized barcoded mailpieces).
- d. Insured mail (for items insured for more than \$200).
Note: The Postal Service scans all insured mail (which is considered accountable mail), but the signature received during delivery is available only for items insured for more than \$200.
- e. Registered Mail.
- f. Return Receipt for Merchandise.
- g. Signature Confirmation.
- h. Adult Signature.
- i. Priority Mail Express.

Scanning procedures are provided in detail in the Intelligent Mail Device (IMD) User Guide, which is available on the Business Mail Acceptance Web site at <http://blue.usps.gov/bma> (under "Important Links," click on *SOPs*, *Job Aids*, *User Guides*; expand the heading "PostalOne! User Guides"; and click on *Full-Service Intelligent Mail Device (IMD) User Guide*). Some items require additional steps at scanning, or special scenarios may arise that are outside the general scanning techniques. Those items are explained in detail in the following sections of this handbook. The scanner software prompts the delivery employee for the correct entries.

Note: If label numbers on items such as insured mail (for items insured for more than \$200) or Certified Mail are not in compliance with the prescribed guidelines provided by the Postal Service, they are not accepted by the handheld scanner. See subchapter [2-10](#) for additional details.

2-2 Alternate Scanning Procedures

2-2.1 Manually Entered Name

Priority Mail Express, Signature Confirmation, Adult Signature, and firm sheet delivery items require the delivery employee to manually enter the recipient's first initial and last name. The handheld scanner or POS ONE terminal prompts the employee when to manually enter a name.

Note: The delivery employee must enter a recipient's name (not the business name).

2-2.2 Signature Waiver — Return Receipt for Merchandise

For Return Receipt for Merchandise service, the mailer may waive the recipient signature. If the Waiver of Signature is checked or indicated for Return Receipt for Merchandise service, the delivery employee must deliver the shipment without attempting to obtain the customer's signature, as long as the delivery employee can deliver the shipment to the addressee's mail receptacle or can leave it in another secure location.

After selecting and verifying the Waiver of Signature option, the delivery employee will see a "Modify Destination ZIP Code if necessary" screen — the delivery employee must either verify that the ZIP Code displayed on the screen matches the destination ZIP Code on the mailpiece, or if the ZIP Code does not match, modify the ZIP Code on the screen to match the destination ZIP Code of the mailpiece. A PS Form 3849 is not required for delivery of authorized signature waiver pieces.

2-2.3 Signature Waived or Not Requested — Priority Mail Express Items

For Priority Mail Express items, the mailer may waive the recipient signature. If the mailer selects Waiver of Signature (using editions of Label 11-B, *Express Mail Post Office to Addressee*, dated before July 2013) or does not request a signature (using editions of Label 11-B, *Priority Mail Express*, dated July 2013 or later), the delivery employee must deliver the shipment without attempting to obtain the customer's signature, as long as the delivery employee can deliver the shipment to the addressee's mail receptacle or can leave it in another secure location. This applies to both street and Post Office Box deliveries.

Note: With Label 11-B dated prior to July 2013, the delivery employee cannot leave the item without a recipient/agent signature *unless* the mailer has chosen the Waiver of Signature option and has endorsed the mailpiece accordingly.

2-3 Firm Sheet Scanning Procedures

2-3.1 Firm Sheet – Creation

PS Form 3849 can link up to five signature items for one delivery address. When delivering six or more signature articles to a single address, the appropriate Postal Service employee should create a firm sheet.

2-3.2 Scanning Procedures

In the signature capture process, there are two types of firm sheet creation options: print mode (electronic) and non-print mode (manual).

- a. *Print mode (electronic)*. Large configuration IMDAS sites or IMDAS sites with Bluetooth printers can create and print barcoded firm sheets electronically.
- b. *Non-print mode (manual)*. Using an IMD configured for non-print mode, the Postal Service employee selects “Firm Sheet Creation” and scans mailpiece label numbers with a handheld scanner to record them manually on the barcoded PS Form 3883, *Firm Delivery Receipt for Accountable and Bulk Delivery Mail*, a three-part carbonless form, which the Postal Service employee also scans. An image of this form is available on the Postal Service intranet home page at <http://blue.usps.gov> (under “Essential Links” in the left-hand column, click on *PolicyNet*; click on *Forms*; and then access PS Form 3883 by form number or form name).

Information on the firm sheet creation processes can be found in the IMD User Guide at <http://blue.usps.gov/bma>.

Note: These instructions do not apply to manual record management sites. Those offices must continue to use the traditional manual method of creating and filing PS Form 3883, which is used for delivery of high-volume accountable mail. Delivery employees must capture all signatures on PS Form 3849.

2-3.3 Firm Sheet – Delivery

Delivery processes are the same for firm sheet and single mailpieces. Delivery employees simply scan the firm sheet barcode and follow the prompt on the IMD. The employee also uses PS Form 3849 to capture the customer signatures for firm sheet items. Do not rescan individual mailpieces at the time of delivery. Do not have the customer sign PS Form 3883.

2-3.4 Important Notes Regarding Firm Sheet Creation and Delivery

The delivery employee must be aware of the following information when creating and delivering firm sheets:

- a. Create all firm sheets, both non-print mode (manual) and print mode (electronic), using the handheld scanner.

- b. Upload firm sheet creation data to the PTR database by cradling the handheld scanner.
- c. Create a firm sheet for each 5-digit ZIP Code when a firm sheet customer has multiple destination ZIP Codes assigned.
- d. Be careful about deleting a firm sheet ID from the scanner — this deletes all articles associated with the firm sheet.

2-3.5 Firm Sheet Exceptions

On occasion, a customer will accept a large volume of accountable mail prior to verifying all mailpieces in the delivery. This practice creates unique scanning scenarios for modifying the delivery record. Information on the following processes can be found in the IMD User Guide:

- a. Adding one or more mailpieces to an existing firm sheet.
- b. Refusing a mailpiece before delivery of a firm sheet.
- c. Refusing a mailpiece after delivery of a firm sheet.

2-4 COD and Customs Clearance Procedures

2-4.1 Overview

Hardcopy COD and customs delivery receipts contain additional information that is needed in the electronic delivery record, including the following:

- a. The amount returned to the mailer.
- b. The customer's check or money order number(s).

2-4.2 Scanning Procedures

The employee who is responsible for submitting collected COD or customs funds to the mailer must enter this information using the handheld scanner or POS ONE terminal. The employee must complete this procedure for all individual COD and customs items after delivery. This option is available only on the In-Office User function on the handheld scanner. When submitting funds to the customer, the employee must follow normal procedures. The following steps apply for the handheld scanning process:

1. Select "COD/Customs Clearance" from the main options menu.
2. Scan/enter the COD or customs label ID.
3. Enter the check or money order number(s).
4. Enter the dollar amount of the check or money order(s) and press "Enter."
5. At the prompt to add additional payments ("More COD/Customs payment to enter/review? 1 Yes 2 No"), do one of the following:
 - a. If you have completed the entry of all payments, select "No" and press "Enter."
 - b. If you have additional payments to enter, select "Yes," input the information, and press "Enter."

6. Wait for the handheld scanner to display the message “COD Payments List Saved Successfully” — at that point, the process is complete.

Note: To guarantee that the Postal Service does not pay indemnity claims for incomplete records, employees must make sure all clearance procedures are completed for every item delivered with COD or customs service.

2-5 Undeliverable Accountable Mail

2-5.1 Overview

The process for handling accountable/signature mail when a customer has moved has not changed. However, the Postal Service has added scanning procedures so that this information is contained in the electronic record. The signature capture process eliminates the need to record forward or return information on PS Form 3849.

2-5.2 On-Street Users

If the delivery employee identifies the item on the street as a forward, or if the item is undeliverable for any reason, the delivery employee does the following:

1. Scan/enter the article barcode using the handheld scanner.
2. Select the appropriate event.
3. Return the article to the accountable clerk for forwarding procedures.

Note: Forwarding options are not available on POS ONE.

2-5.3 Scanning Procedures

2-5.3.1 In-Office Users

In-office users are responsible for using the IMD to record specific forwarding or return information for all accountable/signature mail. In some offices, a particular person or persons may be responsible for handling all accountable/signature mail that is forwarded or returned. The procedures for handling these items include scanning the barcode and entering the appropriate event. Users may scan only one piece at a time for the Forwarded scan event.

Note: Forwarding and Return to Sender options are not available on POS ONE.

2-5.3.2 Forwarding Priority Mail Express Items

For Priority Mail Express items scanned as “Forwarded” using the IMD, in-office employees are prompted to enter the new destination ZIP Code. They must enter the ZIP Code — preferably the 9-digit destination ZIP Code, but if the last four digits are not available, the scanner allows a 5-digit ZIP Code.

Note: Forwarding options are not available on POS ONE.

2-5.3.3 **Dead Mail Event**

In-office employees must use the “Dead Mail” event on an IMD to scan undeliverable items that cannot be forwarded or returned and that meet the criteria for routing to a Mail Recovery Center or for disposal at the Post Office. Once the Dead Mail event is selected, the user will be prompted to select one of two options:

- a. Disposed by PO.
- b. Sent to MRC to record the disposition of the item.

Note: This option is not available on POS ONE.

2-5.3.4 **Scanner Malfunction or Scanner Not Available**

If the delivery employee’s IMD malfunctions or if the delivery employee does not have an IMD available, the employee must make the appropriate manual entries on PS Form 3849 at the time of delivery. Later, when the IMD is functioning properly or another scanner is available, the employee must use the scanner to input the information using the manual input option on the IMD. The employee must complete all manually input data on the same day as the delivery event, if possible. The process is as follows:

1. Select “Manual Input” from the main options menu.
2. Enter the label ID.
3. If prompted, scan the PS Form 3849 (for delivered items only).
4. When prompted, enter the appropriate delivery date and time.
5. Turn in PS Form 3849 to the accountable cage clearing clerk.

For a site that does not have an IMD, such as a contract Post Office, the process is similar. As in the first scenario, the employee must make the appropriate manual entries on PS Form 3849 at the time of delivery. Then the employee follows the standard procedures for handling a PS Form 3849 by forwarding it to the administrative office. There, a Postal Service employee performs the process noted above.

2-5.3.5 **Forwarded Mail Inquiries**

Postal Service employees must handle inquiries and release of information on the disposition of a forwarded mailpiece as usual. Information on the forwarding address is available on the original PS Form 3575, *Change-of-Address Order*, or PS Form 3982, *Change of Address (card)*, which is kept at the carrier’s case. Alternatively, the postmaster or station manager can make these inquiries to the CFS manager or supervisor.

2-6 Scanning Events

There are multiple scanning events on the IMD. All scans are related only to Postal Service identified Extra Services items, international mail service, and Priority Mail Express service. The employee must not scan any letter or parcel that is not identified with a Postal Service Package Identifier Code or an international Extra Service ID. Also, the employee must scan each barcode for each Extra Service, because an item may have multiple Extra Services and multiple label IDs.

Appendix A describes all product tracking system events for a handheld scanner and their appropriate use in relation to individual service types.

2-7 Authorized Agent Event and Usage

The authorized agent section of PS Form 3849 allows a customer to authorize someone else to sign for a signature item in the customer's absence.

Unless there is an authorization on file at the local delivery unit (either PS Form 3801, *Standing Delivery Order*, or a customer letter), the employee must ensure that the PS Form 3849 that is used to capture the signature for authorized agent redeliveries of signature items includes the recipient's name and the designated agent's name in the appropriate blocks on the form.

For signature items, the employee must capture the authorized agent approval as a handheld scanner or POS ONE scan event. The process is simple:

1. Scan/enter the mailpiece barcode.
2. Select the "Authorized Agent" event on the handheld scanner or POS ONE:
 - a. For IMD, record this scan as a separate event in addition to the delivery scan event. This scan is allowed only at the time of delivery, just prior to the delivery scan event. Scan the item and select the authorized agent event (event "G"). The scanner will return to the event screen for the next event selection.
 - b. For POS ONE, select the authorized agent option during the Mail Pickup process for each individual mailpiece.
3. Obtain the authorized agent's signature and printed name on the same barcoded PS Form 3849 that has the addressee's authorizing signature.
4. Verify that the customer's address (or authorized agent's address, if different) is recorded in the delivery section below the signature and printed name blocks. If it is not recorded, do so at the time of delivery.

[Exhibit 2-7](#) shows a sample of a properly completed authorized agent PS Form 3849.

Exhibit 2-7

Sample of a Properly Completed Authorized Agent PS Form 3849

We will redeliver OR you or your agent can pick up your mail at the Post Office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):

1. a. Check all that apply in section 3;
 b. Sign in section 2 below;
 c. Leave this notice where the carrier can see it.

2. Sign Here to authorize redelivery or to authorize an agent to sign for you: *Doe*

3. Redeliver (Enter day of week):

(Allow at least two delivery days for redelivery, or go to usps.com/redelivery or call 800-275-8777 to arrange redelivery.)

Leave item at my address (not available if you or your agent must be present)

(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)

Refused Forward Return

SOUTHSIDE STATION
 2101 HOPKINS RD RICHMOND, VA 23224-9998
 HOURS: MON - FRI 9:00AM - 5:00PM
 HOURS: SAT 9:00AM - 1:00PM
www.usps.com/redelivery or 800-ASK-USPS (275-8777)

Delivery Section

Signature X

Printed Name

Delivery Address

USPS

5293 0458 8059 3399

PS Form 3849, July 2013 (Reverse)

PS Form 3849 allows the addressee to authorize an agent for an individual delivery event. For long-term authorized agent purposes, a customer must use PS Form 3801, *Standing Delivery Order*. Alternatively, the customer can submit a letter to the local Post Office authorizing an agent (as described in DMM 503.7.4.3). When a PS Form 3801 or letter is on file locally, the delivery employee does not need to obtain an individual authorized agent scan for deliveries. However, if a PS Form 3801 or letter is not on file locally, the delivery employee must complete an authorized agent scan event using PS Form 3849. The Postal Service does not maintain a copy of the PS Form 3849 with the addressee's signature authorizing an agent.

Note: For a Restricted Delivery or Adult Signature Restricted Delivery item, only the addressee or the person authorized in writing on PS Form 3801 or a letter may sign for the item. If the Post Office has no standing delivery order or letter on file, the delivery employee may leave a PS Form 3849 for the authorization. On the back of the form, the addressee enters (along the top line, where instructed) the name of the person designated as the authorized agent and signs section 2. The employee must follow the procedures outlined in this section for obtaining the authorized agent signature information. Additional information on Restricted Delivery and Adult Signature Restricted Delivery service is available in POM 823.3 ("Agent Authorization") and in DMM 503.7.0.

2-8 Visible Damage Events

If a trackable item has “visible damage” — which is described as any visible evidence that the contents might be damaged — the employee must record the event using the IMD or POS ONE. Recording this information assists the Postal Service in processing claims. Record the information as follows:

- a. For an IMD, this is a separate event in addition to the delivery status scan. Employees use option “D” on the handheld scanner to record visible damage, and then proceed to the appropriate delivery scans.
- b. For POS, employees must record information for each scanned mailpiece that has visible damage. Because the POS default is “no damage,” the employee must scan each mailpiece that has visible damage.

2-9 Scanning Multiple Items at a Single Delivery Point

The signature capture software on the IMD or POS terminal allows the delivery employee to link multiple mailpieces to a single signature at a delivery point. This means that the employee can deliver up to five pieces of signature mail and have the customer sign only one PS Form 3849. The scanning process is as follows:

- a. Scan each piece.
- b. Press “Enter.”
- c. Select the appropriate event for IMD. (For POS, “Delivered” is the default event.)

2-10 Scanning International Accountable Mail

Incoming international accountable mail requires signatures. These items are usually limited to international registered, customs due, or insured items or other incoming Express Mail Service (EMS) items. Postal Service employees must scan/enter all incoming international letters, flats, and parcels that contain a barcode or handwritten/stamped number that indicates the item is accountable.

- a. The process for scanning or entering international accountable mail is similar to domestic deliveries. If a mailpiece has an unrecognized barcode, the scanner will present a prompt as to whether the piece is “International,” “COD,” or “Neither.” Selecting “Neither” prevents the scan from being accepted. Selecting “International” activates prompts that allow the employee to continue the scanning process. [Exhibit 2-10a](#) shows examples of handwritten/stamped accountable numbers on incoming international items. Employees must enter the

preceding Extra Service identifier if available (such as R or CN) and the numbers written on the mailpiece.

Note: Employees must indicate an item is international only as applicable.

- b. The U.S. Customs Service of the Department of the Treasury originates Customs Form 3419A. The delivery employee must have the customer sign both PS Form 3849 and Customs Form 3419A. On Customs Form 3419A, the employee scans only the ME# barcode (the left barcode) and then scans PS Form 3849 when prompted. The employee must submit forms as usual. Exhibit 2-10b shows a sample of Customs Form 3419A.

Exhibit 2-10a

Samples of Accountable Numbers on Incoming International Items

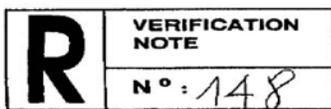


Exhibit 2-10b

Sample of Customs Form 3419A

INSPECTOR	FORM	ITEM CODE	VALUE	RATE	QUANTITY	RATE	AMOUNT	
243576284	DEC	6913102000	950.00	.0400			38.00	
DATE INSPECTED: 07/30/98							Customs Processing Fee (Pub. L. 99-272) (Does not include Postal handling fee.)	5.00
MAIL ENTRY # 47814302892			POSTMASTER COLLECT		SHIP TO		43.00	
ORIGIN: GERMANY, FED. R.			SUSAN SMITH		22-66 56 RD.			
SENDER: BONE CHINA INC.			MIDDLE VILLAGE, NY 12542-0000					
ADDRESSER SIGNATURE: [X]			POSTMASTER RECEIVED PAYMENT: [X]		SIGNATURE: [X]			
POSTMASTER: RETURN THIS FORM WITH REMITTANCE TO ADDRESS SHOWN ON BACK OF ORIGINAL.				SEND PROTEST TO THE ADDRESS BELOW (IMPORTANT - SEE REVERSE)				
				U.S. CUSTOMS MAIL FACILITY BUILDING 250 JAMAICA, NY 11430				
ME#			AMT					
[Barcode]			[Barcode]					

(200211) 98114 DEPARTMENT OF THE TREASURY
MAIL ENTRY
U.S. CUSTOMS SERVICE

Scan the ME# Barcode

3 Waiver and Non-Waiver Items

3-1 Overview

This chapter presents some special situations that employees might encounter during delivery of signature capture items.

3-2 Customer Not Available

The delivery employee must use the following procedures when a customer is not available for a delivery of multiple items when at least one item allows a waiver of signature (endorsed by the mailer) and at least one item does not allow a waiver (this example involves delivery of both a waiver item and a non-waiver item — Certified Mail — to the same address):

1. Scan/enter the barcode of the item that has the waiver endorsement and select “waived” at the signature capture screen on the handheld scanner.
2. Confirm that the label contains a waiver of signature.
3. Modify the Destination ZIP Code if necessary.
4. Leave the mailpiece with signature waiver in a secure location.
5. Fill out PS Form 3849 for the Certified Mail item and leave the form for the customer as a notice-left.
6. Scan the Certified Mail item.

Note: The only service offerings that allow signature waiver are Return Receipt for Merchandise and Priority Mail Express.

3-3 Customer Is Available

The delivery employee must use the following procedures when a customer is available for a delivery of multiple items when at least one item allows a waiver of signature (endorsed by the mailer) and when at least one item does not allow a waiver:

1. Scan/enter all mailpiece barcodes.
2. Have the customer sign PS Form 3849 and print his or her name.
3. Manually enter the customer’s first initial and last name when prompted by the handheld scanner or POS ONE terminal.

4. Scan PS Form 3849.

3-4 Scanning Multiple Barcodes on a Single Package

On occasion, delivery employees might encounter a single package that has multiple labels. For example, a likely example would be an item that is insured for less than \$200 combined with Signature Confirmation service. In these instances, the delivery employee must scan both labels at the time of delivery — similar to scanning two separate mailpieces. The employee then captures a signature on PS Form 3849 for the Signature Confirmation service.

4 Handling PS Forms 3849 at Retail

4-1 POS and Non-POS Offices

4-1.1 POS Offices

Employees at POS offices must use the following procedures:

1. Ensure that each signature item delivered at a POS retail window has the customer signature, printed name, and printed address captured by the Customer Display Unit (CDU).
2. Ensure that the ZIP Code displayed on the POS matches the ZIP Code on the mailpiece.
3. After the POS transaction has been successful completing, tear the PS Form 3849 in half and properly dispose both halves.
4. When delivering Registered Mail, do not combine this mail pickup service with any other transaction. In lieu of keeping a signed PS Form 3849, keep the customer copy receipt showing the Registered Mail label number as proof of delivery for clearance at the accountable cage.

4-1.2 Non-POS Offices

Employees at non-POS offices must use the IMD scanner to complete the process for all items delivered at the retail window.

4-2 Delivery Record Storage

Under the signature capture program, there are two possible storage scenarios:

- a. *Electronic Record Management (ERM) Site Items.* Offices that participate in the electronic system of records file these records electronically in a national database. This national database includes records for all items destined to all sites in the U.S., including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.
Note: When requesting a record from an ERM site, the customer receives the search result by email.
- b. *Manual Record Management (MRM) Site Items.* The office of delivery files these records manually (for the required retention period). APO/FPO/DPO offices and certain territories, possessions, and freely

associated states do not participate in the electronic record management program or electronic signature capture at this time. A list of participating sites is in POM 619.

Note: When requesting a record from an MRM site, the customer receives the search result by mail only.

Refer to Appendix [B](#) for information on accessing the delivery record database through the Postal Service intranet. Refer to Appendix [C](#) for specific information about requesting stored records by service type.

4-3 Delivery Inquiries

4-3.1 Types of Requests

4-3.1.1 Overview

There are two basic types of delivery inquiries for USPS generated mailpieces: external (Postal Service customer) and internal (Postal Service employee). Within each query type, the inquiry may be for the delivery status or for the delivery record of the mailpiece.

4-3.1.2 Delivery Status Request

With a delivery status request, the customer wants to know if an item was delivered. The Postal Service can release this information for items using the following services:

- a. Priority Mail Express.
- b. USPS Tracking.
- c. Signature Confirmation.
- d. Adult Signature.
- e. Insurance.
- f. COD.
- g. Certified Mail.
- h. Registered Mail.

Customers can request delivery status information by accessing the USPS Tracking Web site at www.usps.com or by calling 800-222-1811.

Note: For items not supported by the Internet or toll-free number. Postal Service employees are not allowed to provide verbal confirmation of delivery (i.e., to answer a delivery status request). Instead, customers must make a delivery record request and pay the appropriate fees.

4-3.1.3 Delivery Record Request

With a delivery record request, the customer wants a copy of the delivery record, including the signature. After mailing an item, a customer can make delivery record requests for most Extra Service items, including the following (see DMM 503.3.2) — items with an asterisk require the customer to purchase the signature (fee required):

- a. Priority Mail Express.

- b. Insured mail (for items insured for more than \$200). *
- c. COD mail. *
- d. Certified Mail. *
- e. Registered Mail. *
- f. Return Receipt (Electronic).
- g. Signature Confirmation.
- h. Adult Signature.

Delivery record requests include return receipt after mailing, duplicate return receipts, and Return Receipt (Electronic) items.

Note: Delivery record requests for all other Extra Services articles require additional fees or proof of purchase.

4-3.2 Submitting a Request

4-3.2.1 At the Time of Mailing

At the time of mailing, a customer may request to receive delivery information for the item being mailed. Depending on the service used for mailing, the customer might incur a fee to receive this information.

4-3.2.2 After Mailing

4-3.2.2.1 Overview

Even after mailing an item, a customer may request delivery information by using return receipt after mailing (RRAM) service. The customer may make the request and pay for the service either manually at a Post Office or online at www.usps.com.

4-3.2.2.2 Manual Request

To make a manual request at a Post Office, the customer (with the Postal Service employee's assistance, if necessary) must complete Section 2 of PS Form 3811-A, *Request for Delivery Information/Return Receipt After Mailing*, submit the completed PS Form 3811-A, and pay the fee.

The Postal Service uses this single-sheet form to retrieve both electronic and manual records. Only forms dated January 2013 or later are acceptable for inquiries. An image of the latest edition of this form is available on the Postal Service intranet home page at <http://blue.usps.gov> (under "Essential Links" in the left-hand column, click on *PolicyNet*; click on *Forms*; and then access PS Form 3811-A by form number or form name).

Note: The customer must complete Section 2 accurately and completely to ensure that the Postal Service can send the search result to the customer.

4-3.2.2.3 **Online Request**

To make an online request, the customer must be registered on USPS.com and must have a tracking number for an eligible item. The customer must go online at www.usps.com and use USPS Tracking to submit the request and pay the fee. Then the Postal Service sends the customer a proof of delivery receipt by email. For more information, see [Exhibit B-11](#).

4-4 Retrieving Delivery Records

4-4.1 **Overview**

Retrieving delivery records in the electronic record management system is easy, quick, and convenient for offices with access to the Postal Service intranet. Offices without access to the Postal Service intranet are required to use a centralized manual retrieval method. A Postal Service employee must verify all delivery record requests (i.e., proof of purchase or payment of fees).

4-4.2 **MRM Sites**

4-4.2.1 **Requesting a Record From an MRM Site**

When requesting a record from a manual record management (MRM) site, the customer receives the search result by mail. In Part D of Section 2 of PS Form 3811-A, the customer must provide a mailing address (not an email address).

MRM sites are in the U.S. military (APO/FPO/DPO sites), American territories and possessions (such as American Samoa), and freely associated states (such as the Marshall Islands). For more information on MRM sites, see DMM 608.

4-4.2.2 **Retrieving a Delivery Record From an MRM Site**

To retrieve a delivery record from an MRM site, the Postal Service employee must place the PS Form 3811-A in an envelope addressed to the delivery unit. Once received, the office or delivery unit generates the response manually and sends it directly to the customer using Section 3 of PS Form 3811-A.

4-4.3 **ERM Sites**

4-4.3.1 **Requesting a Record From an ERM Site**

When requesting a record from an electronic record management (ERM) site, the customer receives the search result by email. In Part D of Section 2 of PS Form 3811-A, the customer must provide an email address.

ERM sites are in the United States (including Alaska and Hawaii), Puerto Rico, and the U.S. Virgin Islands. For more information on ERM sites, see POM 619.

4-4.4 Retrieving a Delivery Record From an ERM Site

4-4.4.1 Overview

A Postal Service employee can retrieve a delivery record from an ERM site whether or not the employee's office has access to the Postal Service intranet.

4-4.4.2 Offices With Intranet Access

A Postal Service employee whose office has access to the Postal Service intranet does the following:

1. The employee accesses the USPS Tracking Web site (see Appendix [B](#)) and inputs the article number from PS Form 3811-A.
2. If the database finds the record, the database generates the response and sends it directly to the customer by email using PS Form 3819, *Electronic Delivery Record*. (See [Exhibit 4-4.2.2](#) for a sample of a computer-generated PS Form 3819.) The employee then discards the PS Form 3811-A.

Note: Postal Service employees must not provide screen shots to customers — screen shots do not serve as verification or proof of delivery.

3. If the database does not find the record, the employee completes Section 3 of PS Form 3811-A and sends the form back to the customer.

Exhibit 4-4.2.2

Sample of Computer-Generated PS Form 3819



Date: August 29, 2014

JOHN DOE
PO BOX 12
ANYTOWN US 55555

Dear John Doe:

The following is in response to your August 29, 2014, request for delivery information on your Certified item number 7099 7856 4563 7869 9182. The delivery record shows that this item was delivered August 18, 2014, at 10:31 a.m. The scanned image of the recipient information is provided below.

Signature of Recipient:

Mark Olson
M Olson
11 Deming Dr.

Address of Recipient:

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local Post Office or Postal Service representative.

Sincerely,
United States Postal Service

4-4.4.3 Offices Without Intranet Access

A Postal Service employee whose office does not have access to the Postal Service intranet relies on a designated site to process electronic delivery record requests. Each district has designated an established network to support delivery record inquiries from offices without access to the Postal Service intranet. (For information on a district's designated location, contact the district's USPS Tracking coordinator.) The process is simple, as follows:

1. The employee at the office without intranet access sends PS Form 3811-A to the designated location within the district.
2. The designated location accesses the USPS Tracking Web site (see Appendix [B](#)) and inputs the article number from PS Form 3811-A.

3. If the database finds the record, the database generates the response and sends it directly to the customer by email using PS Form 3819. The employee then discards the PS Form 3811-A.
Note: Postal Service employees must not provide screen shots to customers — screen shots do not serve as verification or proof of delivery.
4. If the database does not find the record, the employee completes Section 3 of PS Form 3811-A and sends the form back to the customer.

4-5 Responding to Delivery Record Requests

4-5.1 Information Available — Automatically Generated Response (PS Form 3819)

The USPS Tracking application provides the majority of customer responses from the centralized database by automatically generating a letter — PS Form 3819, *Electronic Delivery Record* — and sending it to the customer by email.

Electronic record searches result in five possible responses:

- a. Item Found — Delivery w/Signature Appended.
- b. Item Found — Delivery, Signature Missing.
- c. Item Found — Delivery, Waiver of Signature Option Exercised (no signature included).
- d. Item Found — No Delivery Event.
- e. Duplicate — Unable to Resolve.

[Exhibit 4-4.2.2](#) shows a sample response letter for an item found with a signature appended.

Offices with Postal Service intranet access are able to print PS Form 3819 locally; however, such offices should use this option only when necessary.

Note: Postal Service employees must not provide screen shots to customers — screen shots do not serve as verification or proof of delivery.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because the signature record has not yet been posted to the PTR), the database will not generate a record until the signature arrives. In the meantime, the USPS Tracking application indicates that the delivery has been made.

4-5.2 **Information Not Available — Manual Response PS Form 3811-A**

If the database does not find a record of the mailpiece, the USPS Tracking application cannot provide an electronically generated response. In such a case, the Postal Service employee must complete the customer response manually using PS Form 3811-A and then send the form back to the customer.

4-6 Retaining Delivery Records

4-6.1 **ERM Sites**

4-6.1.1 **Retention**

The national database keeps electronic records as follows:

- a. Priority Mail Express: 2 years.
- b. Adult Signature: 2 Years.
- c. Certified Mail, COD, inbound international accountable mail, insured mail, Registered Mail, and Return Receipt for Merchandise: 2 years.
- d. Signature Confirmation: 1 year.
- e. USPS Tracking: 6 months.

4-6.1.2 **Archiving**

Delivery records for all products and services reside in the PTR database for 45 days. During this period, the Postal Service returns all event information and related signature images for a query. (*Exception:* Incoming international items with incomplete accountable numbers, such as R123, reside in the database for 6 months.) After this period, the Postal Service sends items to an archive database, where employees and customers can still query the record for the remainder of the retention period.

If information on an article is not found in a quick search, a Postal Service employee can select an extensive search for archived data. Postal Service customers using the Internet or the toll-free number to query items receive information on all available search items, including archived items.

As with regular delivery record requests (both from the Internet and Postal Service intranet), the USPS Tracking application displays archived information in the same format as a “live” record.

Note: Signature and address images are not available for viewing for any archived or restored delivery record. However, the images will appear in the appropriate response letter.

4-6.1.3 **Disposition of Forms**

4-6.1.3.1 **PS Forms 3849**

As stated previously, after successful image capture, the employee files PS Form 3849 by delivery date in the local office — after 7 days, the local office properly disposes the PS Form 3849.

4-6.1.3.2 Other Forms

Employees in ERM sites should handle these remaining forms as follows:

- a. *Priority Mail Express Labels.* Postal Service employees are not required to record delivery information (date and time) on the Priority Mail Express label, nor are they required to remove the delivery copy of the Priority Mail Express label. The only exception to this scenario is if the postmaster has received a written request from the Postal Inspection Service to retain the delivery copy for investigative purposes. Unless these alternative instructions are received, the delivery copy should remain affixed to the package. This will enable the customer who receives the mailpiece to have a legible copy of the label.
- b. *COD Labels.* Postal Service employees must continue to use the appropriate COD label for sending payment to the mailer. Because of electronic COD clearance, employees do not need to retain COD labels for filing purposes. Continue to use the appropriate COD label for sending payment to the mailer.
- c. *Firm Sheet Receipts (PS Form 3883).* Postal Service employees can continue to use copies of the firm sheet for clearance and customer receipts. The Postal Service does not need to retain firm sheet receipts for filing purposes.

4-6.2 MRM Sites

The MRM site must keep PS Forms 3849 on file for the required retention period (as it does for the records for all other Extra Services listed in [1-1](#)).

MRM sites must use PS Form 3849 to capture signatures for all items, including Priority Mail Express, COD, and firm items.

An employee in an MRM site may not record multiple items on a single PS Form 3849; instead, the delivery employee must use a single PS Form 3849 for each mailpiece.

4-7 Claims and Inquiry Process

Basic processes for handling indemnity claims have not changed. Postal Service employees can research domestic items delivered/filed electronically.

Postal Service employees must research/request records filed in MRM sites with the delivery Post Office.

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5 Retail

5-1 Lobby Sweeps

When an office conducts a lobby sweep to reduce the time that customers have to wait in line, the employee conducting the sweep must have access to either a handheld scanner or a POS ONE terminal to capture the appropriate delivery information for items that require delivery status.

5-2 Entering Customer Name

When entering the customer's name into the handheld scanner or POS ONE terminal, the employee must review the customer's identification card (e.g., driver's license, passport, etc.) or the signed PS Form 3849 to avoid having the customer verbally state his or her name.

5-3 Signature Waiver Items

Signature waivers do not apply to retail operations. If a customer is at the retail counter to pick up an item, the waiver no longer applies, and the customer must sign for the article.

5-4 Verifying Address on PS Form 3849

For each delivery made, the retail employee must verify that the delivery address is recorded on the barcoded side (delivery section) of PS Form 3849. If the address is not present, the employee is responsible for recording this information on the PS Form 3849. The address on the PS Form 3849 must reflect the address of the customer picking up the mailpiece.

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6 Alternative Signature Capture Programs

6-1 Signature on File Service for PO Boxes (Competitive Post Offices)

6-1.1 Overview

The Postal Service currently has designated approximately 6,800 Post Offices as competitive Post Office Box service locations. Information on designated Post Office locations is available at the internal PO Box Web site at <http://blue.usps.gov/customerservicesoperationsandretail/poboxes/home.shtml>; in the left column, click on “PO Boxes”; and then in the “PO Boxes/WebBATS” box, click on “Move to Competitive (MTC).”

Signature on File service allows the Postal Service to act on a customer’s behalf when certain types of signature-required mail are received at the customer’s PO Box.

6-1.2 Description

By selecting Signature on File service, a customer authorizes the Postal Service to use his or her signature on file for mailpieces requiring a delivery signature with the following services:

- a. Priority Mail Express.
- b. Insured mail (for items insured for more than \$200).
- c. Signature Confirmation.

6-1.3 Customer Agreement

In order to participate in Signature on File service, the customer must complete a Customer Agreement form, which explains the terms and conditions of the Signature on File service. The customer also must sign two PS Forms 3849 — one remains in the PO Box, and the other remains with the Customer Agreement form for the office’s records.

Only the primary PO Box holder — the individual who signed PS Form 1093, *Application for Post Office Box Service* — can sign the Signature on File Customer Agreement and the two PS Forms 3849 that are required for participation in the Signature on File service.

For additional information on setting up the Signature on File service, visit the internal PO Box Web site at <http://blue.usps.gov/customerservicesoperationsandretail/poboxes/home.shtml>; in the left column, click on “PO Boxes”; and then in the “PO Boxes/WebBATS” box, click on “Move to Competitive (MTC).”

6-1.4 **Handling a Piece That Is Eligible for Signature on File Service**

An employee who receives an eligible signature-required item for a customer who has a signed Customer Agreement must do the following:

1. Ensure the item is eligible for Signature on File service.
2. Ensure the item will fit in the customer’s PO Box or in an available parcel locker.
3. Perform the “Delivered” scan event by scanning the item’s barcode and the signed PS Form 3849 located in the customer’s PO Box.
4. Deliver the item to the customer’s PO Box if it fits. If it does not fit, assign the article to an available parcel locker and place the parcel locker key in the customer’s PO Box.

6-1.5 **When the Eligible Item Does Not Fit in the PO Box or Parcel Locker**

If an eligible item does not fit in the customer’s PO Box or a parcel locker, do not scan the Signature on File signature. Scan the item as “Attempted,” complete a PS Form 3849, and handle the item as for a customer without the Signature on File service.

For questions, feedback, or the latest information regarding Signature on File service, send an email to POBINQUIRY@usps.gov, or visit the internal PO Box Web site at <http://blue.usps.gov/customerservicesoperationsandretail/poboxes/home.shtml>; in the left column, click on “PO Boxes”; and then in the “PO Boxes/WebBATS” box, click on “Move to Competitive (MTC).”

6-2 Self-Service Signature — gopost Electronic Parcel Lockers

6-2.1 **Overview**

The USPS gopost electronic parcel lockers program offers customers an alternative way to receive and ship packages. gopost units are automated, secured, self-service parcel lockers placed in convenient locations where customers can pick up or ship packages at their convenience. As of the publication date of this document, this service is in a “live test” phase in select locations. See [Exhibit 6-2](#) for an image of gopost lockers.

Exhibit 6-2
Image of gopost Lockers

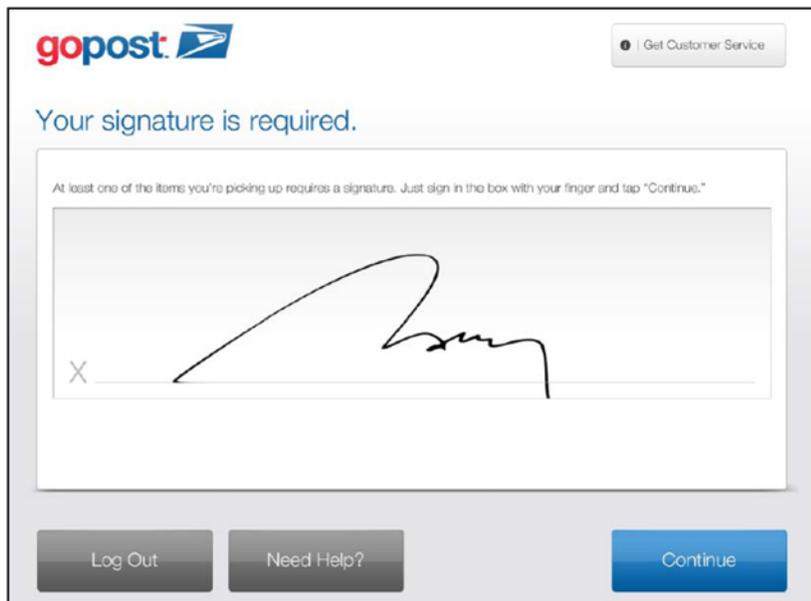


Each gopost unit contains dozens of individual lockers that can be used to receive or ship packages. Customers register at <http://gopost.com> and receive an account number/access card and PIN so they can access the unit. The Postal Service does not assign a specific locker to a customer; rather, the Postal Service place packages in available lockers that can accommodate the size of the package. If the customer uses the unique gopost unit address as his or her shipping address, the Postal Service delivers packages to the designated location — assuming the packages meet program requirements (e.g., size, eligible Extra Services, etc.). Customers can also use the gopost unit to ship prepaid, barcoded packages. The Postal Service provides customers who have registered for gopost units with notices about shipments (e.g., package arrival) through email or text notifications.

6-2.2 **gopost Self-Service Signature Capture**

When the Postal Service delivers a package to a gopost unit, it also sends the customer an email or text notification that a package is available for pick-up at that unit. When the customer visits the gopost unit to pick up the package, the customer scans his or her gopost card (or manually enters his or her gopost account number) and enters a PIN on the gopost user screen. If the package requires a signature, the customer signs his or her name directly on the screen (just using fingers) to unlock the locker (see [Exhibit 6-2.2](#)). The screen then displays the locker where the package was delivered, and the locker lights up and automatically unlocks so the customer can retrieve the package.

Exhibit 6-2.2

Sample Signature Image on a gopost Locker

The following accountable/signature mail/service types are eligible for pick-up at a gopost unit:

- a. Priority Mail Express.
- b. Insured mail (for items insured for more than \$200).
- c. Signature Confirmation.

The following accountable/signature mail/service types are *not* eligible for pick-up at a gopost unit:

- a. Certified Mail.
- b. Return Receipt (hardcopy "green card").
- c. Registered Mail.
- d. Adult Signature.
- e. Special Handling.

gopost unit kiosk signatures are linked to the PTR. gopost customers can use the USPS Tracking link on <http://usps.com> (under "Quick Tools," click on *Tracking*), to obtain tracking or delivery information required for their packages.

For general information on gopost, visit www.gopost.com.

Appendix A

Product Tracking System Events

The following table describes all handheld scanner scanning events and their appropriate use in relation to individual service types.

Event Code	General Event Description	External Event Description, if different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
01	DELIVERED (ACCOMPANIED BY DELIVERY LOCATION ATTRIBUTES IN NOVEMBER 2014)	Delivered: <ul style="list-style-type: none"> ■ In/At Mailbox ■ To Front Door/Porch ■ To Parcel Locker ■ Left with Individual (at Address) ■ To Front Desk/ Reception ■ To Other at Address (Garage/Side or Back Door/Porch) ■ To Neighbor (by request) 	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
02	NOTICE LEFT (ACCOMPANIED BY SUBSET EVENTS 53–56)	Notice Left/(reason)	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
03	ACCEPT OR PICKUP	<ul style="list-style-type: none"> ■ Picked up (On-street user) ■ Accepted (In-office user) 	Y	Y	Y	Y	N	Domestic Event Code	Start-the-Clock Event; may come from a handheld scanner, APC, or POS/IRT
04	REFUSED	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
05	UNDELIVERABLE AS ADDRESSED	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
06	FORWARDED	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
07	ARRIVAL AT UNIT	n/d	Y	Y	Y	Y	N	Domestic Event Code	n/a
08	MISSENT	Arrived at USPS Facility	Y	Y	Y	Y ²	N	Domestic Event Code	Indicates that USPS misrouted the mailpiece

Event Code	General Event Description	External Event Description, different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
09	RETURN TO SENDER (ACCOMPANIED BY SUBSET EVENTS 21-27)	Return to Sender/ (reason)	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
10	PROCESSED ³	Arrived at USPS Facility	Y	Y	Y	Y	N	Domestic Event Code	n/a
11	SEIZED BY LAW ENFORCEMENT	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
12	VISIBLE DAMAGE	(Suppressed)	N	N	Y	Y	N	Mailpiece Attribute	Indicates that a USPS employee noted damage to the mailpiece
13	AUTHORIZED AGENT ⁴	(Suppressed)	Y	Y	Y	N	N	Mailpiece Attribute	Indicates that an authorized agent signed for the mail piece at delivery
14	AVAILABLE FOR PICKUP (IN-OFFICE USER ONLY)	Available for Pick-Up	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
15	MIS-SHIPPED	Arrived at USPS Facility	Y	Y	Y	Y ²	N	Domestic Event Code	Indicates that the shipper misrouted the mailpiece
16	AVAILABLE FOR PICKUP	n/d	Y	Y	Y	Y	N	Domestic Event Code	Used primarily for Parcel Return Service
17	PICKED UP BY AGENT	Picked Up By Shipping Agent	Y	Y	Y	Y	N	Domestic Event Code	Used primarily for Parcel Return Service
18	RANDOM SAMPLING	(Suppressed)	N	N	Y	N	N	Mail Piece Attribute	Used primarily for Parcel Returns Service, includes weight
19	DC/EVS ARRIVE	n/d	N	N	N	N	N	n/a	Retired
21	NO SUCH NUMBER (SUBSET OF EVENT 09)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
22	INSUFFICIENT ADDRESS (SUBSET OF EVENT 09)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
23	MOVED, LEFT NO ADDRESS (SUBSET OF EVENT 09)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
24	FORWARD EXPIRED (SUBSET OF EVENT 09)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code

Event Code	General Event Description	External Event Description, different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
25	ADDRESSEE UNKNOWN (SUBSET OF EVENT 09)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
26	VACANT (SUBSET OF EVENT 09)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
27	UNCLAIMED (SUBSET OF EVENT 09)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
28	RETURN TO SENDER	Mailer Extract Only = Deceased	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
29	RETURN TO SENDER	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, Return to Sender code
31	RETURN TO SENDER/NOT PICKED UP ⁵	n/d	Y	Y	Y	Y	N	Domestic Event Code	Return to Sender Code, used primarily for Parcel Return Service and Hold for Pickup
32	DEAD MAIL/ DISPOSED BY POST OFFICE	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event, used primarily for perishables
33	DEAD MAIL/SENT TO RECOVERY CENTER	n/d	Y	Y	Y	Y	Y	Domestic Event Code	n/a
34	TRANSFER TO VAULT	Arrived at USPS Facility	Y	Y	Y	N	N	Domestic Event Code	Registry Dispatch Application
35	VAULT TURNOVER	Arrived at USPS Facility	Y	Y	Y	Y	N	Domestic Event Code	Registry Dispatch Application
36	TRANSFER TO EMPLOYEE	Arrived at USPS Facility	Y	Y	Y	Y	N	Domestic Event Code	Registry Dispatch Application
38	REGISTERED MAIL DISPATCH SIGNATURE	Arrived at USPS Facility	Y	Y	Y	Y	N	Domestic Event Code	Registry Dispatch Application
39	REGISTERED MAIL DISPATCH WITNESS	Arrived at USPS Facility	Y	Y	Y	Y	N	Domestic Event Code	Registry Dispatch Application
40	TRANSFER FROM VAULT	Arrived at USPS Facility	Y	Y	Y	Y	N	Domestic Event Code	Registry Dispatch Application
41	RECEIVED AT OPENING UNIT	n/d	Y	Y	Y	Y	N	Domestic Event Code	Used for Open and Distribute Only
42	USPS HAND OFF TO SHIPPING PARTNER	Suppressed	Y	Y	Y	Y	Y	Domestic Event Code	n/a
43	PICKED UP	Suppressed	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event

Event Code	General Event Description	External Event Description, different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
44	PACKAGE INTERCEPT	Customer Recall	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
45	DISPATCHED TO MILITARY	Tendered to Military Agent	Y	Y	Y	Y	Y	Domestic Event Code	n/a
46	DUPLICATE LABEL ID	Suppressed	N	N	Y	Y	N	Domestic Event Code	n/a
51	BUSINESS CLOSED	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
52	TEMPORARY/ VACATION HOLD	Notice Left	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
53	RECEPTACLE BLOCKED (SUBSET OF EVENT 02)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
54	RECEPTACLE FULL/ITEM OVERSIZED (SUBSET OF EVENT 02)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
55	NO SECURE LOCATION AVAILABLE (SUBSET OF EVENT 02)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
56	NO AUTHORIZED RECIPIENT AVAILABLE (SUBSET OF EVENT 02)	n/d	Y	Y	Y	Y	Y	Domestic Event Code	Stop-the-Clock Event
59	OUT FOR DELIVERY	On Street	Y	Y	Y	Y	Y	Domestic Event Code	n/a
80	PICKED UP BY SHIPPING PARTNER	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	n/a
81	ARRIVED SHIPPING PARTNER FACILITY	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	n/a
82	DEPARTED SHIPPING PARTNER FACILITY	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	n/a
83	TENDERED TO POSTAL SERVICE	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	n/a
84	ARRIVED AT AGENT FACILITY	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	Parcel Return Service
85	DEPART AGENT FACILITY	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	Parcel Return Service

Event Code	General Event Description	External Event Description, different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
86	DELIVERED BY AGENT TO MERCHANT	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	Parcel Return Service
87	FINAL DISPOSITION BY AGENT	n/d	Y	Y	Y	N	N	Shipping Partner Event Code	Parcel Return Service
A0	FOREIGN ACCEPTANCE	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event
A1	TRAILER ARRIVE	Arrived at USPS Facility	Y	Y	Y	Y	Y	Calculated (Container Event)	Container Event
AR	INBOUND INTERNATIONAL ARRIVAL	n/d	Y	Y	Y	Y	N	International Event Code	Start-the-Clock Event, MIDAS Event
AS	ARRIVED IN DESTINATION COUNTRY	n/d	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
B0	FOREIGN ARRIVAL AT OUTWARD OFFICE	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event
B1	OUTBOUND - INTO US CUSTOMS	n/d	Y	Y	Y	Y	N	International Event Code	MIDAS Event
B2	INTO CUSTOMS	n/d	N	N	Y	N	N	International Event Code	MIDAS Event
B3	OUT OF CUSTOMS	n/d	N	N	Y	N	N	International Event Code	MIDAS Event
B5	OUTBOUND - OUT OF US CUSTOMS	n/d	N	N	Y	N	N	International Event Code	MIDAS Event
BA	BAD ADDRESS	n/d	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
BB	ENTERED AT PLANT	n/d	N	N	Y	N	N	International Event Code	MIDAS Event
BE	PROCESSED	n/a	Y	Y	Y	Y	N	Domestic Event Code	n/a
BR	DELIVERED BY BROKER	n/d	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
BX	BUMPED DELAY	usps.com = Shipment in Transit	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
C0	FOREIGN INTERNATIONAL DISPATCH	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event
C1	CONTAINER CLOSE	Departed USPS Facility	N	N	Y	N	N	Calculated (Container Event)	Container Event
CA	CLOSED ON ARRIVAL	usps.com = Delivery Attempted; Premises Closed	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
CC	AWAITING CONSIGNEE COLLECTION	usps.com = Awaiting Pickup by Recipient as Requested	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event

Event Code	General Event Description	External Event Description, dif different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
CD	CLEARANCE DELAY	n/d	Y	Y	Y	Y	N	International Event Code	n/a
CI	INBOUND INTO CUSTOMS	n/d	Y	Y	Y	Y	N	International Event Code	MIDAS Event
CM	CUSTOMER MOVED	usps.com = Recipient Moved	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
CO	INBOUND OUT OF CUSTOMS	n/d	Y	Y	Y	Y	N	International Event Code	Start-the-Clock Event, MIDAS Event
CR	RELEASE FROM CUSTOMS/BOND	usps.com = Customs Clearance Process Complete	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
DA	HELD AT INWARD OFFICE OF EXCHANGE (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
D0	ARRIVED ABROAD (FOREIGN EVENT)	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event
D1	ITEM INTO SORTING CENTER (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
D2	ITEM OUT OF SORTING CENTER (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
DD	INTERNATIONAL DISPATCH READY	usps.com = International Dispatch	Y	Y	Y	Y	N	International Event Code	Start-the-Clock Event, MIDAS Event
DF	ITEM HELD AT DELIVERY DEPOT (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
DG	ITEM OUT FOR DELIVERY (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
DH	ITEM ARRIVAL AT COLLECTION POINT FOR PICKUP (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
DL	DELIVERED (WITH SIGNATURE)	usps.com = Shipment Delivered	Y	Y	Y	Y	Y	International Event Code	n/a
DN	DELIVERED DAMAGED	usps.com = Shipment Delivered	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
DP	DISPOSAL	usps.com = Shipper Contacted	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
DT	TRANSIT MAIL DISPATCH	n/d	Y	Y	Y	Y	N	International Event Code	MIDAS Event
DX	DELIVERY STATUS NOT UPDATED	n/d	Y	Y	Y	Y	Y	Domestic Event Code	n/a
E0	INTO FOREIGN CUSTOMS	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event

Event Code	General Event Description	External Event Description, different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
EA	ENROUTE ARRIVAL	(Inward Office of Exchange)	Y	Y	Y	Y	N	International Event Code	MIDAS Event
EB	ENROUTE ARRIVAL	(Outward Office of Exchange)	Y	Y	Y	Y	N	International Event Code	MIDAS Event, is translated to "10" event by PTR
ED	ENROUTE DEPARTURE	n/d	Y	Y	Y	Y	N	International Event Code	n/a
F0	OUT OF FOREIGN CUSTOMS	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event
FD	WITH DELIVERY COURIER	n/d	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
GX	PREPARED FOR AGENT	n/d	N	N	Y	N	N	GXG Only	n/a
G0	AT FOREIGN DELIVERY UNIT	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event
H0	ATTEMPTED DELIVERY ABROAD	n/d	Y	Y	Y	Y	Y	International Event Code	Stop-the-Clock Event, GXS Event
H8	FOREIGN RETURN TO SENDER	n/d	Y	Y	Y	Y	Y	International Event Code	Stop-the-Clock Event, GXS Event
HP	HELD FOR PAYMENT	usps.com = Available on Payment by Recipient	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
HX	HOLIDAY DELAY	n/d	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
I0	DELIVERED ABROAD	n/d	Y	Y	Y	Y	Y	International Event Code	Stop-the-Clock Event, GXS Event
IC	RECEIPT INTO CUSTOMS/BOND	usps.com = Processing for Customs Clearance	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
IX	IMPORT CANCELLATION (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
J0	ARRIVAL AT TRANSIT OFFICE FROM OF EXCHANGE	usps.com = Arrival at Transit Office From Clearance	Y	Y	Y	Y	N	International Event Code	GXS Event
K0	DEPART FROM TRANSIT OFFICE OF EXCHANGE	n/d	Y	Y	Y	Y	N	International Event Code	GXS Event
K1	FORWARDING TO US CUSTOMS	n/d	Y	Y	Y	Y	N	International Event Code	MIDAS Event
K2	CONTACT US CUSTOMS	n/d	Y	Y	Y	Y	N	International Event Code	MIDAS Event
K3	FORWARDED BY USPS	usps.com = Forwarded to Customs	Y	Y	Y	Y	N	International Event Code	MIDAS Event
K4	R.T.S: IMPROPER DOCUMENTATION	usps.com = Return to Sender	Y	Y	Y	Y	N	International Event Code	MIDAS Event
K5	R.T.S: ABANDONMENT	usps.com = Return to Sender	Y	Y	Y	Y	N	International Event Code	MIDAS Event
K6	R.T.S: DUTY NONPAYMENT	usps.com = Return to Sender	Y	Y	Y	Y	N	International Event Code	MIDAS Event

Event Code	General Event Description	External Event Description, different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
K7	PICKED UP AT CUSTOMS UNIT	usps.com = Return to Sender	Y	Y	Y	Y	N	International Event Code	MIDAS Event
L1	CONTAINER LOAD	usps.com = Depart Sort Facility	Y	Y	Y	Y	Y	Domestic Event Code (Implied)	Container Event
LT	MISSED DELIVERY CYCLE	usps.com = Scheduled for Delivery	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
MA	ELECTRONIC SHIPPING INFO RECEIVED	Pre-shipment Info Sent to USPS	Y	Y	Y	Y	N	Domestic Event Code	File only posted to PTR
MC	MISCODE	usps.com = arrived at Wrong Facility; Sent to Correct Destination	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
ME	HELD BY IMPORT CUSTOMS (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
MF	ITEM DEPARTED FROM DESTINATION OFFICE OF EXCHANGE (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Code	GXS Event
MR	PICKED UP AND PROCESSED BY AGENT	n/d	Y	Y	Y	Y	N	Domestic Event Code	Reverse Manifest by Logistics Partner – PRS only
MS	MISSORT	Arrived at Wrong Facility; Sent to Correct Destination	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
ND	NOT DELIVERED	usps.com = Scheduled for Delivery	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
NH	NOT HOME	usps.com = Attempted; Recipient not at Home	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
NP	ORIGIN POST IS PREPARING SHIPMENT	n/d	Y	Y	Y	Y	N	International Event Code	Received notice that a non-EPG class mailpiece is being prepared for dispatch.
OC	(PLANNED ONLY) OUTBOUND PRECON	n/d	N	N	N	N	N		n/a
OF	OUT FOR DELIVERY	usps.com = Out for Delivery	Y	Y	Y	Y	N	Domestic Event Code	Scanned by Carrier Upon Departure to Street
OH	ON HOLD	usps.com = Scheduled for Delivery	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
OK	INTERNATIONAL DELIVERED WITH SIGNATURE	usps.com = Shipment Delivered	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event

Event Code	General Event Description	External Event Description, dif different ¹ (“n/d” means “not different”)	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type (“n/a” means “not applicable”)	Notes, if applicable (“n/a” means “not applicable”)
ON	ON SERVICE	n/d	N	N	Y	N	N	International Event Code	n/a
OP	(PLANNED ONLY) OUTBOUND PREDES	n/d	N	N	N	N	N	n/a	n/a
OR	(PLANNED ONLY) OUTBOUND RESDIT	n/d	N	N	N	N	N	n/a	n/a
OS	(PLANNED ONLY) OUTBOUND RESEDES	n/d	N	N	N	N	N	n/a	n/a
PA	BULK ENROUTE ACCEPTANCE	extract = Shipment Acceptance	N	N	Y	N	N	Domestic Event Code	Start-the-Clock Event; this is a system-generated event
PC	SORTING/ PROCESSING COMPLETE	usps.com = Sorting Complete	Y	Y	Y	Y	Y	Domestic Event Code	Triggers Out for Delivery Event
PD	PARTIAL DELIVERY	n/d	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
PE	EPG ORIGIN POST IS PREPARING SHIPMENT	usps.com = Origin Post is Preparing Shipment	Y	Y	Y	Y	N	International Event Code	Received notice that an EPG class mailpiece is being prepared for dispatch.
PN	(PLANNED ONLY) INBOUND PRECON	n/d							n/a
PO	PROCESSED AT ORIGIN	usps.com = Departing Origin	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
PR	PROHIBITED	n/d	N	N	Y	N	N	International Event Code	n/a
PU	SHIPMENT PICK UP	n/d	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
R1	READY TO PROCESS	Arrive at Sort Facility	Y	Y	Y	Y	Y	Domestic Event Code (Implied)	Container Event
RB	LISTED ON REGISTERED MAIL DISPATCH BILL	usps.com = Processed through Sort Facility mailer extract = Processed	Y	Y	Y	Y	N	Domestic Event Code	Used for Registered Mail
RC	DISPATCH FORM DISCREPANCY	usps.com = Processed through Sort Facility mailer extract = Processed	Y	Y	Y	N	N	Domestic Event Code	Used for Registered Mail
RD	REFUSED DELIVERY	usps.com = Recipient Refused Delivery	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
RE	REFUSED ENTRY BY CUSTOMS	usps.com = Return to Sender	Y	Y	Y	Y	N	International Event Code	MIDAS Event
RT	RETURNED TO CONSIGNOR	usps.com = Returned to Shipper	Y	Y	Y	Y	Y	Internatioal Event Code	Shipping Partner Event

Event Code	General Event Description	External Event Description, different ¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
SC	SERVICE CHANGE	usps.com = Requested Service Type has been Changes	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
SS	SHIPMENT STOPPED	n/d	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
TA	TRANSIT MAIL ARRIVAL	n/d	Y	Y	Y	Y	N	International Event Code	MIDAS Event
T1	TRAILER DEPART	n/d	Y	Y	Y	Y	Y	Domestic Event Code (Implied)	Relocate
TM	SHIPMENT ACCEPTANCE	usps.com = Shipment Accepted	Y	Y	Y	Y	N	Domestic Event Code	Start-the-Clock Event; this is a system-generated event
TP	ONFORWARDED TO THIRD PARTY	usps.com = Delivery Arranged; No Signature Expected	Y	Y	Y	Y	Y	International Event Code	Shipping Partner Event
TR	TRANSFERRED THROUGH SERVICE CENTER	usps.com = Transferred Through	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
TS	TRANSIT	n/d	N	N	Y	N	N	International Event Code	n/a
U1	TRAILER UNLOAD	Arrived at Sort Facility	Y	Y	Y	Y	Y	Domestic Event Code (Implied)	Container Event
VA	DC/EVS ARRIVE VERIFICATION ACCEPTANCE	Extract = Shipment Acceptance	N	N	Y	N	N	Domestic Event Code	Retired
WC	WITH COURIER	usps.com = With Delivery Courier	Y	Y	Y	Y	N	International Event Code	Shipping Partner Event
WX	WEATHER DELAY	n/d	Y	Y	Y	Y	N	International Event Cod	Shipping Partner Event
XA	ITEM PRESENTED TO EXPORT CUSTOMS (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Cod	GXS Event
XB	ITEM HELD BY EXPORT CUSTOMS (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Cod	GXS Event
XC	ITEM RETURNED FROM CUSTOMS (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Cod	GXS Event

Event Code	General Event Description	External Event Description, different¹ ("n/d" means "not different")	usps.com Tracking	Web Tools PI	Internal Tracking	Mailer Extract	E-mail Notify?	Type ("n/a" means "not applicable")	Notes, if applicable ("n/a" means "not applicable")
XD	ITEM HELD AT OUTWARD OFFICE OF EXCHANGE (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Cod	GXS Event
XX	EXPORT CANCELATION (FOREIGN EVENT)	n/d	N	N	N	N	N	International Event Cod	GXS Event

1. For complete external scripting rules, please consult Web rules document.
2. Event always extracted, even without an electronic file having been received.
3. Event Code 10 is extracted/displayed on the web as Dispatched to Military or Diplomatic Post Office when it is determined to be an APO/FPO/DPO.
4. Authorized Agent is not displayed as its own event, but rather as an attribute for the recipient name.
5. Event 31 currently extracted only for Type C manifest.

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Appendix B

Retrieving Electronic Delivery Record Information From the National Database

Postal Service Intranet Retrieval

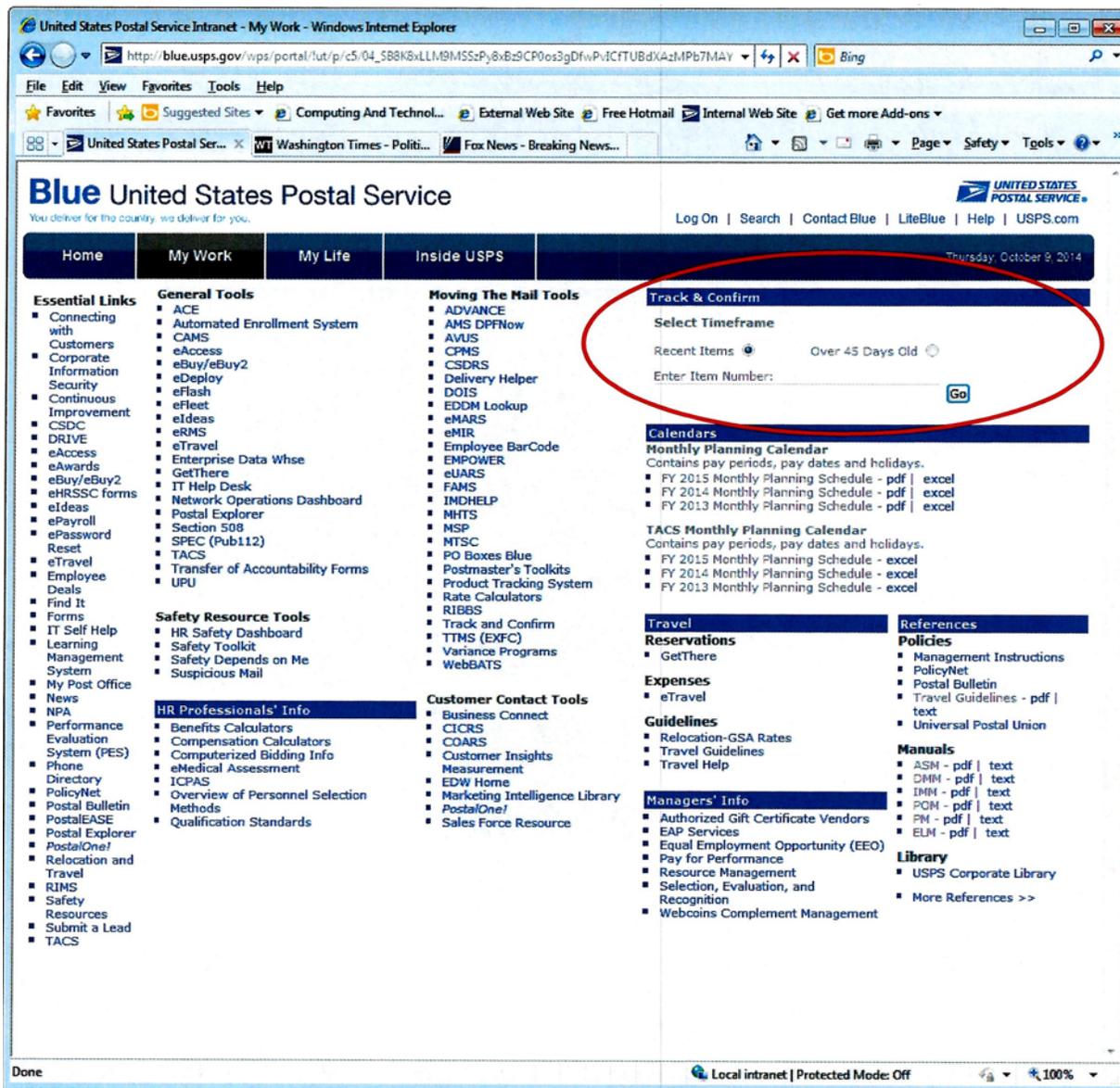
Retrieving delivery record information from the Postal Service intranet is fast and efficient. This appendix shows the screens that appear for record inquiry. Use PS Form 3811-A (see [Exhibit 4-4.2.2](#)) to gather customer information to make a query.

Access Screen

To gain access to the delivery record database, go to the Postal Service intranet home page at <http://blue.usps.gov> and click on the “My Work” tab at the top of the page.

[Exhibit B-1](#) shows this page and highlights the USPS Tracking section of the page.

Exhibit B-1
Link to USPS Tracking on the USPS Intranet Web Site



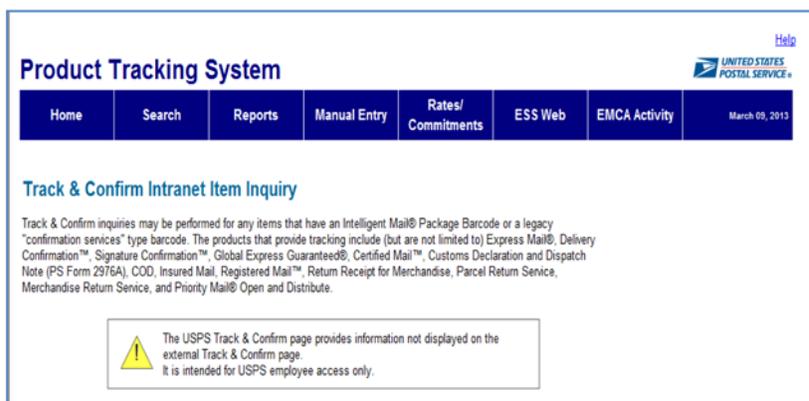
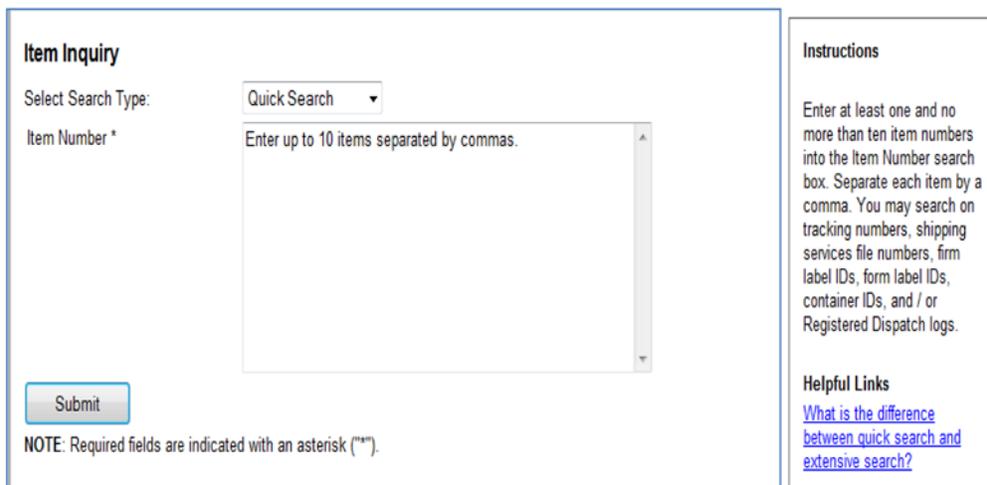
Inquiry Pages

[Exhibit B-2](#) shows the inquiry page. Users can choose from a quick search or an extensive search, as follows:

- a. A quick search is for items that are not more than 45 days old (with the exception of non-standard international items such as R123).
- b. An extensive search is for items that are more than 45 days old (up to full retention period).

A user can search for a single or multiple items from the same screen.

Exhibit B-2
Inquiry Page

Delivery Record Request Page

[Exhibit B-3](#) shows the page allowing users to request a delivery record.

Exhibit B-3

Delivery Record Request Page (Single Item)

Track & Confirm Intranet Tracking Number Result		
Result for Domestic Tracking Number 9205 5901 0050 3700 7674 08		
Destination and Origin		
Destination		
ZIP Code	City	State
85226	CHANDLER	AZ
Origin		
ZIP Code	City	State
19720	NEW CASTLE	DE
Tracking Number Classification		
Class/Service		
Class/Service: Priority Mail Delivery Confirmation		
Shipping Services File		
Shipping Services File Number: 9275 0884 7455 3005 0033 60		
Date/Time Tending Mail: 12/28/2012 12:10		
Shipping Services File Type: 1 - Postage AND Tracking File		
Service Delivery Information		
Service Performance Date: Scheduled Delivery Date: 12/31/2012		
Zone: 08		
PO Box: N		
Other Information: Service Calculation Information		

Note: In some cases, a delivery event may be present although the “View Delivery Signature and Address” button may not be present. In such cases, the item might have been delivered only recently and the signature record might not yet be posted. Allow up to 24 hours after delivery for signature records to be posted to the PTR.

In some cases, users can request delivery records on items when a delivery event is not present. In such cases, the system generates a response letter stating that a delivery record was not found. This type of request is allowed when the last non-delivery event on the mailpiece is at least 8 days for Priority Mail Express service, at least 16 days for First-Class Mail service or Priority Mail service, and at least 31 days for Media Mail, Library Mail, and Bound Printed Matter items (Package Services) or undetermined mail classes.

[Exhibit B-4](#) and [Exhibit B-5](#) show record result pages for single and multiple items.

Exhibit B-4
Delivery Record Result Page (Single Item)

Extra Services Details								
Description	Amount							
USPS Tracking								
Events								
Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PRE-SHIPMENT INFO SENT TO USPS	05/01/2014	13:11	DULLES, VA 20101	Manifest Generated		Destined to route C011	05/01/2014 13:11:57	
DELIVERED	04/23/2014	15:27	WOODBIDGE, VA 22192	Scanned	030SGS6537	Scanned by route 2192C011	04/23/2014 14:37:33	Facility Finance Number: 519871
OUT FOR DELIVERY	04/23/2014	08:36	WOODBIDGE, VA 22192	System Generated			04/23/2014 07:48:37	
SORTING/PROCESSING COMPLETE	04/23/2014	08:26	WOODBIDGE, VA 22192	System Generated			04/23/2014 07:37:40	
ARRIVAL AT UNIT	04/23/2014	07:31	WOODBIDGE, VA 22192	Scanned	030SGS3331	Scanned by route 00000000	04/23/2014 07:36:06	
SHIPMENT ACCEPTANCE	04/22/2014	19:34	DULLES, VA 20101	System Generated			05/01/2014 13:11:54	

Exhibit B-5
Delivery Record Result Page (Multiple Items)

Product Tracking & Reporting 

Home	Search	Reports	Manual Entry	Rates/Commitments	PTR / EDW	USPS Corporate Accounts	October 16, 2014
------	--------	---------	--------------	-------------------	-----------	-------------------------	------------------

USPS Tracking Intranet
Summary Result Page

The following results summarize the output of your inquiry. Items with detailed information available are displayed as a link. Detailed information is readily available for both live and archived items. You may select items to request a Delivery Record, or may take an action by clicking on a button in the Item Status column.

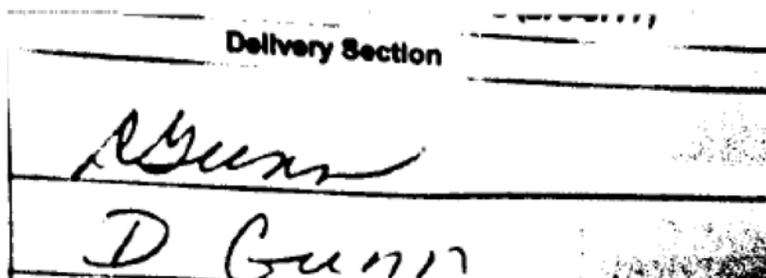
Select	Item	Event/Image Info	Date	Time	Origin	Destination	Scheduled Delivery	Firm	Recipient	Status
	9202394653012421684184	PICKED UP AND PROCESSED BY AGENT	07/14/2014	03:00:00	MC LEAN, VA 22102	PARCEL RETURN SERVICE, DC 56950				Archived
	9261292700995808652268	DELIVERED	07/01/2014	16:16:19	WOODBIDGE, VA 22192	WOODBIDGE, VA 221921051				Archived
	9302020177200017513228	DELIVERED	07/07/2014	05:31:58	MC LEAN, VA 22102	FORT WORTH, TX 761909099				Archived
	9261299998829533644033	DELIVERED	06/28/2014	15:52:01	WOODBIDGE, VA 22192	WOODBIDGE, VA 221921051				Archived

NOTE: If an item is archived, you must perform an extensive search.

Delivery Signature Page

[Exhibit B-6](#) shows the delivery signature page. For items with a delivery signature appended, users can view the recipient signature and address. If there is no signature image, the “View Delivery Signature and Address” button is not enabled.

Exhibit B-6
Delivery Signature



Validation and Notification Pages

[Exhibit B-7](#) shows the validation dialog box and the page for requesting a notification.

The system prompts users to validate Delivery Record/Proof of Delivery requests. The USPS Tracking application sends the recipient a delivery record request by email. Alternately, users can print an available record locally by clicking the “Show Delivery Record” link.

Note: Postal Service employees must not provide screen shots to customers.

Note: The USPS Tracking application provides records requested through the intranet as soon as they are requested. Employees need to ensure that they allow enough time for completion of the proof of delivery letter.

Exhibit B-7
Validation Dialog Box and Notification Request Page

Product Tracking System

Home Search Reports Manual Entry Rates/Commitments PTS / EDW EMCA Activity

Track & Confirm Intranet Request Delivery Record

Before requesting a delivery record, please ensure the following:

1. If the request is for an external customer, please verify proof of purchase.
2. If the request is for internal use, please confirm the request is appropriate.

Request Delivery Records for 7011 3500 0000 4612 4686

[Return to Tracking Number View](#) [Show Delivery Record for 7011 3500 0000 4612 4686](#)

First Name *

Last Name *

Enter Delivery Method

Email Address *

NOTE: Required fields are indicated with an asterisk (*).

Product Tracking System, All Rights Reserved
Version: 1.1.0.149.3

Internet Retrieval

General Information

Postal Service customers can retrieve delivery status information (date and time) and delivery record information (date, time, and signature) from the Postal Service Internet USPS Tracking Web site. This is a convenient way to get immediate access to delivery status information. Customers can access the USPS Tracking Web site by going to www.usps.com — under “Quick Tools,” click on *Tracking*.

Main USPS Tracking Page

[Exhibit B-8](#) shows the main page for the Postal Service’s Internet USPS Tracking Web site. Through this site, customers can determine delivery status of their mailings that use the following services:

- a. Priority Mail Express.
- b. Inbound international EMS (and other accountable mail).
- c. Priority Mail Express International.
- d. Global Express Guaranteed (GXG).
- e. USPS Tracking.
- f. Signature Confirmation.
- g. Adult Signature.
- h. Certified Mail.
- i. Registered Mail.

Customers can also request email notification, which provides an email on the current status of the mailpiece or provides future emails with the updated status of the mailpiece.

Exhibit B-8
Main USPS Tracking Page

Proof of Delivery Request Page

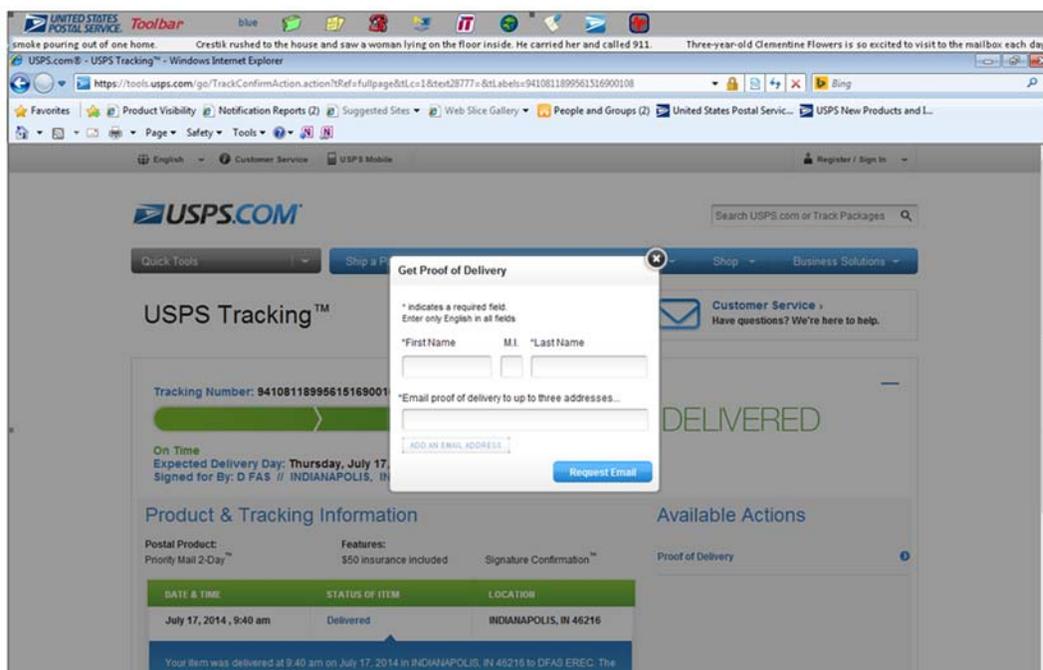
[Exhibit B-9](#) shows the Postal Service Internet USPS Tracking screen that customers can use to request a proof of delivery record. Customers can request that the USPS Tracking application send them an email with a proof of delivery record for Priority Mail Express and Signature Confirmation items.

For Internet and Call Center customers, there is a back-end process that helps determine if a delivery record is complete before the database provides the record to the customer. For example, if delivery has been made but the signature is not yet available (because the signature record has not yet been posted to the PTR), the database will not generate a record until the signature arrives. However, in the meantime, the USPS Tracking application indicates that the delivery has been made.

For complete details on processing delivery records requests, please contact the program office listed in the transmittal letter of this handbook.

Exhibit B-9

Proof of Delivery Request Page



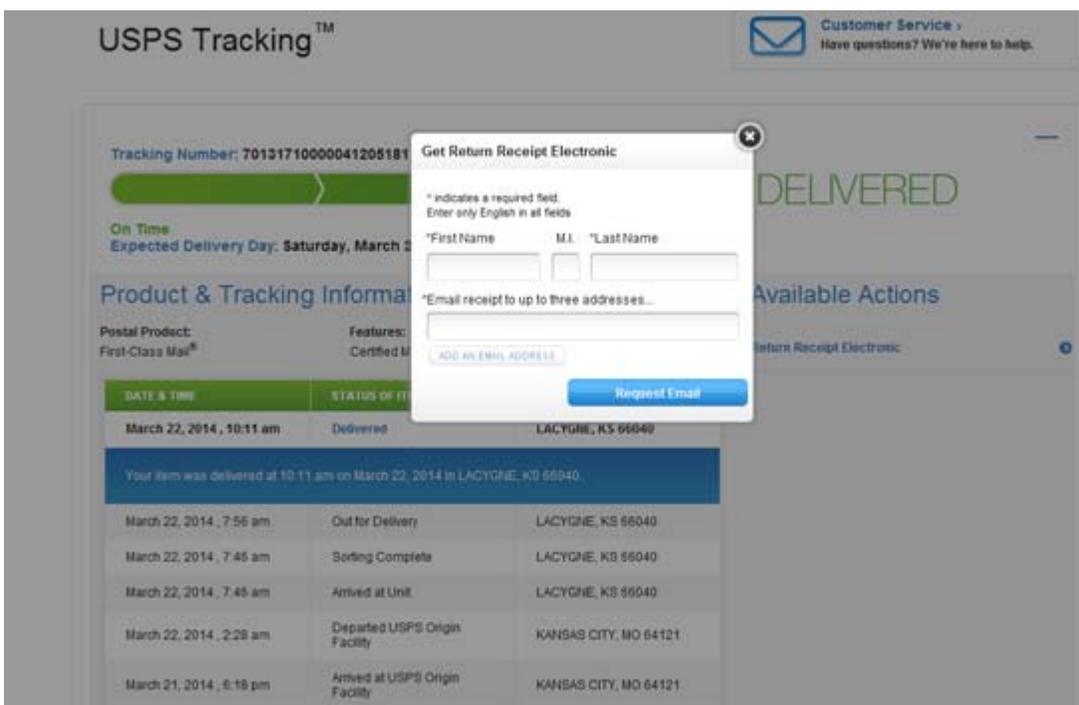
Return Receipt (Electronic) Page

[Exhibit B-10](#) shows the Postal Service Internet USPS Tracking screen that customers can use to request a Return Receipt (Electronic) for Certified Mail, Registered Mail, insured mail (for items insured for more than \$200), and COD items. The USPS Tracking application sends this receipt to the customer by email.

Note: The customer must have purchased this service at the time of mailing. A customer who purchases Return Receipt (Electronic) at a retail unit must make the delivery record request through the USPS Tracking site on www.usps.com.

Exhibit B-10

Postal Service Internet Retrieval: Return Receipt (Electronic) Page

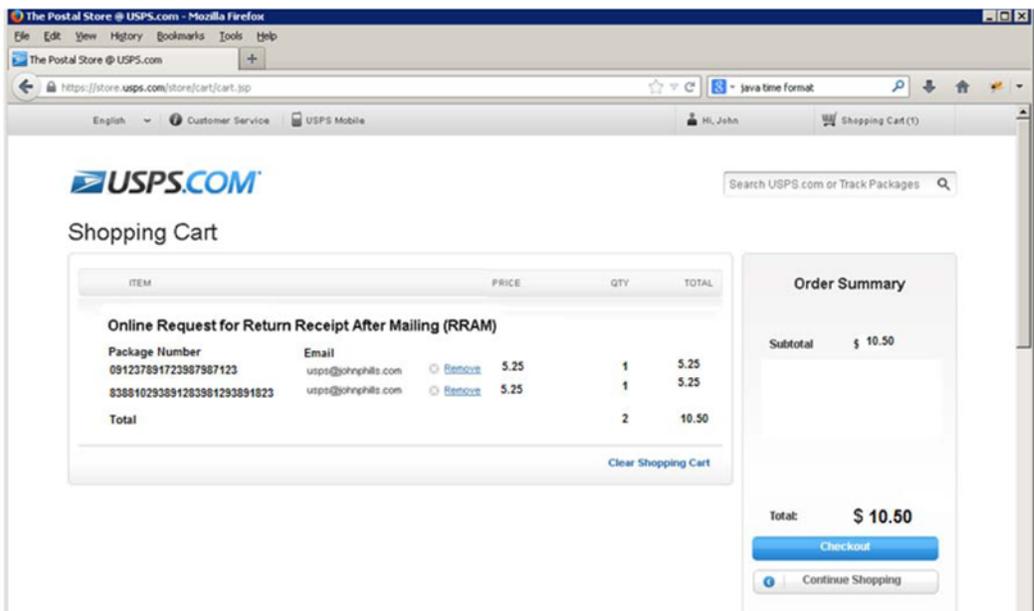


Return Receipt After Mailing (Electronic) Page

[Exhibit B-11](#) shows the Postal Service Internet USPS Tracking screen that customers can use to submit a return receipt after mailing request (electronic) for Certified Mail, Registered Mail, insured mail (for items insured for more than \$200), and COD items. The USPS Tracking application sends this receipt (after payment of the appropriate extra service fee) to the customer by email.

Note: In order to receive the RRAM receipt by email, the customer must submit a return receipt after mailing request and pay the extra service fee online using USPS Tracking at www.usps.com.

Exhibit B-11
Online Request for Return Receipt After Mailing (RRAM)



Appendix C

Quick Reference Guide for Delivery Status/ Delivery Record Requests

The following table provides specific information about requesting stored records by service type.

Service Type	Request Type ¹	Intranet/Internet Procedure	Other Procedure	Response
Items mailed to manual record management site (see POM 619) regardless of service type	Delivery record	Not applicable.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to Post Office of delivery.	Post Office of delivery searches for record and completes PS Form 3811-A before returning to customer.
	Delivery status	Not applicable.	Information not provided.	Information not provided.
Certified Mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by email or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²
Adult Signature	Delivery record	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee provides delivery record search result to customer by email.
	Delivery status	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)
COD	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by email or mail (whichever the user requests).
	Delivery status	Not applicable.	Information not provided.	Information not provided.

Service Type	Request Type¹	Intranet/Internet Procedure	Other Procedure	Response
USPS Tracking	Delivery record	Not applicable.	Not applicable	Not applicable
	Delivery status	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)
Priority Mail Express	Delivery record	No fees required. Employee generates request via Intranet. No fee retrieval available by customer inquiry. ²	No fees required. Employee sends completed PS Form 3811-A to designated inquiry site. No fee retrieval available by customer inquiry. ²	Employee provides delivery record search result to customer by email or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²
Priority Mail Express International	Delivery record	No fees required. Employee directs customer to make inquiry or request receipt by phone. ²	No fees required. Employee directs customer to make inquiry or request receipt by phone. ²	International Research Group provides response to customer.
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry.	Employee directs customer to make inquiry.
Express mail (EMS) sent to the U.S.	Delivery record	No fees required. Employee directs customer to file an inquiry with foreign (origin) post office.	No fees required. Employee directs customer to file an inquiry with foreign (origin) post office.	Original post office provides response to customer.
	Delivery status	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²
Inbound international registered items, numbered ordinary parcels, and insured letter-post and parcel post	Delivery record	No fees required. Customers must call the International Research Group at 800-222-1811 within the time limits. See IMM 920 to initiate an inquiry.	No fees required. Customers must call the International Research Group at 800-222-1811 within the time limits. See IMM 920 to initiate an inquiry.	International Research Group responds to request for delivery information.
	Delivery status	Information not provided.	Information not provided.	Information not provided.

Service Type	Request Type ¹	Intranet/Internet Procedure	Other Procedure	Response
Insured mail Note: The Postal Service scans all insured mail (which is considered accountable mail), but the signature received during delivery is available only for items insured for more than \$200.	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by email or mail (whichever the user requests).
	Delivery status	Information not provided.	Information not provided.	Information not provided.
Registered Mail	Delivery record	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Generate request via Intranet.	Employee obtains fee for return receipt after mailing or verifies proof of purchase for duplicate return receipt. Send PS Form 3811-A to designated inquiry site.	Employee provides delivery record search result to customer by email or mail (whichever the user requests).
	Delivery status	Employee directs customer to make inquiry. ²	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²
Return Receipt (Electronic)	Delivery record	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²
	Delivery status	Not applicable.	Not applicable.	Not applicable.
Return Receipt After Mailing	Delivery record	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²	Employee directs customer to make online inquiry. ²
	Delivery status	Employee directs customer to make online inquiry. ² (Phone inquiry not allowed for Return Receipt After Mailing online.)	Employee directs customer to make online inquiry. ² (Phone inquiry not allowed for Return Receipt After Mailing online.)	Employee directs customer to make online inquiry. ² (Phone inquiry not allowed for Return Receipt After Mailing online.)
Return Receipt for Merchandise	Delivery record	Employee verifies proof of purchase for duplicate return receipt. Generate request via intranet.	Employee verifies proof of purchase for duplicate return receipt. Complete PS Form 3811-A and send it to designated inquiry site.	Employee provides delivery record search result to customer by email or mail (whichever the user requests).
	Delivery status	Not applicable.	Not applicable.	Not applicable.
Signature Confirmation	Delivery record	Employee directs customer to make inquiry. ²	Employee directs customer to make inquiry. ²	Employee provides delivery record search result to customer by email.
	Delivery status	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)	Employee directs customer to make inquiry. ² (Phone inquiry not allowed for electronic rate items.)

1. Delivery Record Request: Hardcopy record requested via PS Form 3811-A or by user for Priority Mail Express or Signature Confirmation service.
 2. Delivery Status Request: Verbal information request allowed only for Priority Mail Express, Confirmation Services, Certified Mail, Registered Mail, and inbound international EMS.

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