

**WHERE IS IT IN WRITING
THAT RURAL CARRIERS CAN
SOUND THEIR HORN BEFORE
DELIVERING PARCELS TO
THE DOOR?**

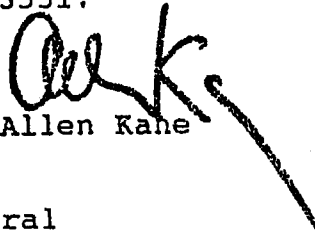
- December 12, 1991, Allen Kane Letter
- PO-603 SECTION 331.21

carrier has a parcel that will not fit into the locker or has more parcels than lockers, the carrier must attempt delivery to the door for those parcels as long as the residence meets the one-half mile rule.

In apartment buildings, carriers may use lobby phones, parcel lockers, parcel acceptance by building desk or office personnel, or other procedures which are found in many multitenant buildings. If no alternate procedure exists or cannot be established, the carrier must attempt door delivery of the parcel.

The Postal Service and the National Rural Letter Carriers' Association agreed during the negotiations process on the importance of rural carriers providing this service, and a new standard was authorized granting increased compensation for delivery of ordinary parcels. It is important that carriers and managers understand the carriers' responsibility and ensure compliance.

Please ensure that all associate offices, stations, and branches with rural delivery service are aware of this policy. Questions concerning this policy may be addressed to Robert West at PEN 202-268-3551.


Allen Kane

cc: Regional Postmasters General
Regional Directors, Operations Support

provide complete coverage. (Use excess boxholder mail from other individual routes to complete coverage.)

330 Ordinary Parcels

331 Delivery

331.1 General

Ordinary parcels must be taken out for delivery on the first trip after they arrive at the office.

331.2 Oversized Parcels

331.21 Attract Customer to Box. If a parcel is too large for the box, make a reasonable effort to attract the customer to the box to receive the parcel. Do this by sounding the horn or by hailing the customer. If unsuccessful, you must deliver parcels to any residence or business that is on the line of travel, or within one-half mile of the route and has a passable road leading to it. You are required to dismount to effect delivery if there is no response to your efforts to have the customer come to the vehicle, or if the customer requests that you do so. In multi-tenant buildings, make every effort to deliver parcels to customers using existing building notification procedures.

331.22 Leave Outside Box. If a customer has filed a written order stating that parcels too large for the box may be left outside the box, you may do so provided the weather is not inclement.

332 Incomplete Delivery

When an ordinary or unnumbered insured parcel cannot be delivered on the first attempt, complete and leave Form 3849, *Delivery Notice/Reminder/Receipt* (see Exhibit 253.21). Endorse the parcel with your initials and the date. When you return to the office, deposit the parcel in the designated place. Make a second attempt to deliver only if requested by the addressee. If delivery is not made on the second attempt, leave a notice on Form 3849, marked *Final Notice*. Endorse the parcel to show you left a final notice and return the parcel to the designated place for holding, or return to sender.

340 Special Service and Express Mail

341 Special Service Mail

341.1 General

341.11 Acceptance. Registered, COD, certified, numbered insured, return receipt for merchandise, special delivery, and Express Mail may be accepted for mailing provided the customer prepays the required postage and fees.

341.12 Delivery

341.121 All special service mail and Express Mail must be delivered to the residence or business. Try to get the customer to come to the vehicle by sounding the horn or by giving some other signal. If there is no response, or the customer requests you to do so, dismount to deliver as provided in 313.3. Registered, certified, and numbered insured mail must be delivered to the addressee or an authorized agent. Do not leave it in a mailbox as a result of a telephone call or a signed Form 3849 left in the mailbox by the addressee. However, a customer may arrange for future delivery by notifying you or the post office when someone will be available for delivery.

341.122 Form 3883, *Firm Delivery Book--Registered, Certified and Numbered Insured Mail*, may be authorized for use on routes where warranted. (See 252.2d for delivery instructions.)

341.123 If payment of charges is due, tell the addressee the name and address of the sender and the amount of the charges to be collected. Do not surrender the mail for examination or any other purpose until all charges due have been paid and a receipt was signed, when required.

341.124 If it is necessary to leave a notice, ensure that it contains the required information and shows the location of the delivery unit where the article is being held.

341.2 Postage Due

341.21 Delivery. Deliver the article after the customer pays the amount due.

341.22 Incomplete Delivery. Complete and leave Form 3849 when delivery cannot be made. Endorse the article with the date and your initials and return it to the post office. If, at your discretion, you elect to leave the article for the customer, attach Form 4245, *Carrier's Statement*. In such cases, you are responsible for the amount of postage due. You are accountable for the total amount due for all articles for which you sign a